
ACTION REQUIRED CONCERNING YOUR FORD VEHICLE

25S99 - E-Transit - 12V Battery Venting - Product Safety Recall

Dear ,

WHY IS THIS PRODUCT DANGEROUS?

Ford constantly monitors production processes and vehicles in service. While monitoring vehicles in operation, we have become aware of a number of E-Transit vehicles which could experience venting of the 12 Volt batteries. Customers may experience one or more of, acid smell or smell of rotten eggs in the cabin, hissing sound, the battery visibly venting gas, or heat in the front seats. Battery gas venting is a safety feature that releases gases from the battery to prevent high pressures within the battery housing. Gas emissions during a normal 12 Volt battery gassing event produces hydrogen and oxygen, however increased temperatures can lead to a side reaction which produces H₂S (hydrogen sulphide). Hydrogen sulphide can be harmful to your health, and the risk increases with higher levels of exposure and longer exposure times.

WHAT TO DO

Please contact your dealer without delay and request an appointment for Field Service Action 25S99 to be completed. Provide the dealer with your vehicle identification number (VIN), which is printed at the beginning of this letter.

Ford has not issued instructions to stop driving your vehicle under this safety recall, however you should contact your dealer at the earliest opportunity for an appointment to have your vehicle remedied. You can continue to drive your vehicle, with consideration to the advised issue. Please inform any other potential users of the vehicle about the defect and the associated risk. If you notice the symptoms described in this letter while you wait for an appointment, please call your dealer without delay. Your dealer will be able to advise you if your vehicle needs to be recovered rather than drive to the appointment.



If you do not already have a servicing dealer, you can access <https://www.ford.co.uk/dealer-locator> for dealer details and directions. NOTE: For more information on this and potential other recalls, please visit the FordPass app.

REMEDY

Your Ford Authorised Dealer will perform a software update which will prevent this issue happening. In addition, they will perform a visual inspection of the battery and will replace batteries if required. Finally, dealers will fit a battery vent tube which will expel any gases to the vehicle's exterior. The estimated time needed for this repair is 1.5 hours.

CAN WE ASSIST YOU FURTHER?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you have questions or concerns, please contact our Ford Customer Relationship Centre at 0203 564 4444 and one of our representatives will be happy to assist you. If you wish to write to us, further detail can be found at <https://www.ford.co.uk/shop/research/request-a-contact>. Representatives are available Monday through Friday: 8am - 8pm and Saturday: 9am – 5pm.

WHAT IF YOU NO LONGER OWN THIS VEHICLE?

Please advise us of a 'Change of Address or Ownership' at <http://www.fordfsa.com/gb>. Alternatively, please complete the included form and return it in the pre-paid envelope provided. This will help us contact the new owner and advise them of this recall.

HOW FORD USES YOUR PERSONAL INFORMATION

For more information on how your local Ford entity uses your personal information, international data transfers and your rights, please see the customer privacy policy at <https://www.ford.co.uk/useful-information/terms-and-privacy-policy-hub>.

We apologise for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.



Scan Me - Want to learn more about this recall or book online at your local Ford Authorised Dealer

Yours faithfully,

Customer Service Ford Motor Co Ltd

