SAC **Springfield Auto Care** EXAMPLE SHOP
service@springfield-auto-care.example

2021 Ford Escape Hybrid · Escape SE Hybrid 2.5 FWD · FWD

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ODOMETER IN	DOOR-JAMB BUILD (MM/YY)	RO #	TECHNICIAN / DATE
55,000			

A · RECALLS AND CAMPAIGNS TO VERIFY (DEALER PRINTOUT OR NHTSA.GOV)

24V-954 · High-voltage battery cell can short (2020–2024 Escape)	☐ Open ☐ Done ☐ N/A
22V-149 · High-voltage battery may fail (2021–2022 Escape hybrid)	☐ Open ☐ Done ☐ N/A
22V-484 · Engine failure can cause an engine-bay fire (2020–2022 Escape, 2022 Maverick 2.5L hybrid)	☐ Open ☐ Done ☐ N/A
23V-380 · Engine failure can cause an engine-bay fire (2020–2023 Escape, 2022–2023 Maverick 2.5L hybrid)	☐ Open ☐ Done ☐ N/A
25V-345 · Engine-fire recall repaired incorrectly (2020–2023 Escape, 2022–2023 Maverick)	☐ Open ☐ Done ☐ N/A
22V-109 · Crankshaft may be made incorrectly (2021 Escape Hybrid)	☐ Open ☐ Done ☐ N/A
24V-330 · Hybrid control module can shift to neutral (2020–2022 Escape, 2022–2024 Maverick)	☐ Open ☐ Done ☐ N/A
25V-685 · Engine block heater	☐ Open ☐ Done ☐ N/A
24V-852 · Air bags · missing warning label	☐ Open ☐ Done ☐ N/A
21V-922 · Brakes · rear linings	☐ Open ☐ Done ☐ N/A
21V-625 · Fuel pump module · internal leak	☐ Open ☐ Done ☐ N/A

22V-331 (High-voltage battery welds may fail (2020 Escape hybrid)): not listed by NHTSA for MY2021. Confirm on the dealer printout.

B · INSPECTION POINTS, IN PLAN ORDER

1. 2.5L hybrid engine failure with fire risk (2020–2023)

Check now · Any mileage (2020–2023 Escape and 2022–2023 Maverick 2.5L hybrid (recalls 22V-484, 23V-380, 25V-345); 2021 Escape Hybrid crankshaft (22V-109))

Listen for knocking at start-up and under load ☐ OK ☐ Watch ☐ Fix

Check the under-engine shield is the updated part ☐ OK ☐ Watch ☐ Fix

Recalls: done / open

Parts (CX482): Ask your parts supplier for the OE part number for this VIN.

2. High-voltage battery and battery controls

Check now · Inside the range (11,000–80,000 mi, the middle half of 13 owner reports)

Read battery state-of-health and cell voltages with a scan tool ☐ OK ☐ Watch ☐ Fix

Check the battery cooling fan and intake ☐ OK ☐ Watch ☐ Fix

Battery: healthy / degraded

Scan for: P0A7F, P0A81, P0A96

Parts (CX482): Ask your parts supplier for the OE part number for this VIN.

3. Hybrid transaxle (HF35/HF45) bearing failure

Watch · Any mileage (2013–2020 Fusion/MKZ, 2013–2018 C-Max, 2020–2022 Escape, 2022 Maverick)

Road test for bearing noise ☐ OK ☐ Watch ☐ Fix

Check the fluid for metal ☐ OK ☐ Watch ☐ Fix

Noise: none / whine

Parts (CX482): Ask your parts supplier for the OE part number for this VIN.

FACTORY MAINTENANCE

Not on this report for this car. Check the service records and the maker's schedule (brake fluid, spark plugs, coolant, transmission fluid). ☐ Records checked ☐ Due ☐ Quoted

C · ALSO REPORTED FOR THE 2.0L / 2.3L / 2.5L HYBRID (ATKINSON), QUICK CHECKS

- **Brakes** (697 complaints): Hybrid brake-system complaints (pedal feel, ABS module, regenerative braking); not engine faults.
- **Steering** (515 complaints): Electric power steering complaints and recalls; not engine faults.
- **Stop Safely Now / shutdown** (350 complaints): Mixed causes: the coolant pump recall, battery and hybrid module faults.

WHAT TO SAY AT THE COUNTER (ADVISOR)

1. 2.5L hybrid engine failure with fire risk (2020–2023)

If the 2.5L hybrid engine fails, oil and fuel vapor can be released into the engine bay near hot parts and start a fire. Owners report it at all mileages, so it is worth a look at every visit. A recall or warranty extension may pay for it: we check the VIN.

Ask: have you noticed unusual engine noise or knock, or sudden power loss?

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2. High-voltage battery and battery controls

On 2010–2012 Fusion, Milan and MKZ Hybrids, battery-control software can cut electric-only running and make the gas engine run more as the car ages; Ford updates the battery and engine control software. At 55,000 mi your car is in the mileage range where owners report it. Our price is $70, before tax and shop supplies.

Ask: have you noticed less electric-only driving, engine runs more, or hybrid warning or "Stop Safely Now"?

Adjust after the inspection. The report is not a diagnosis or a guarantee, so say what the technician found, not what the report predicts.

NOTES FOR THE ADVISOR

Record findings here (OK / Watch / Fix and measurements); the advisor adjusts the quote before the handout is printed or sent.

Reference only. Follow Ford repair procedures and your shop's judgment.