

SSM 49681: 2021 Escape Hybrid DTC U0594 Set In The IPC

Some 2021 Escape Hybrid (FHEV) customers may have received a FordPass message indicating an Electrical System Fault was detected. No warning messages in-vehicle should have occurred, but diagnostic trouble code (DTC) U0594 may be present in the instrument panel cluster (IPC). This DTC does not affect vehicle durability and no additional diagnosis or service is required for this condition at this time. FordPass message targeting has been suppressed and engineering is working to implement a solution for the DTC. Let the customer know they can continue to drive the vehicle and schedule a follow-up appointment for repair in June. Once the update becomes available, contact the customer and confirm the service appointment is going forward. Monitor OASIS for updates.

Vehicles:

2021 Escape (CX482) (TC)