

SSM 50255 - 2021 Escape/Escape Hybrid - Front-End Grille/Bumper Cover Flutter/Rattle At 65 MPH (105 Km/h) Or Higher - Built On 10-Aug-2021 And Through 20-Sep-21

Some 2021 Escape/Escape Hybrid vehicles built on 10-Aug-2021 and through 20-Sep-2021 may exhibit a front-end flutter/rattle noise at 65 mph (105 km/h) or higher. Engineering is aware of this concern. Due to parts availability, a repair procedure may not be available until 1st quarter, 2022. Using the Ford Diagnosis and Repair System (FDRS), command the active grill shutters open and closed to see if the flutter/rattle noise changes. If the flutter/rattle noise does not change, continue with normal Workshop Manual (WSM), Section 100-04 for diagnostic and repair information. If the flutter/rattle noise does change, advise the customer that the vehicle is safe to drive and that replacement parts will be available soon. Schedule a follow-up appointment for 1st quarter, 2022 and when the repair procedure and parts become available, contact the customer to arrange repairs. Monitor OASIS for updates.

APPLICABLE VEHICLES
2021 CAR: TC CX482N ESCAPE