



TECHNICAL SERVICE BULLETIN

Water Drips On Or Near Drivers Foot While Driving With The A/C On

20-2358
12 October 2020

Model:

Ford 2020 Escape
Lincoln 2020 Corsair

Issue: Some 2020 Escape/Corsair vehicles may exhibit water dripping on or near the driver's foot while driving with the air conditioning (A/C) on. This may be due to the climate control housing. To correct the condition, follow the Service Procedure to install a drain extension.

Action: Follow the Service Procedure steps to correct the condition on vehicle that meet all of the following criteria:

- 2020 Escape/Corsair
- Water dripping on or near the driver's foot while driving with the A/C on

Parts

Part Number	Description	Quantity
Obtain Locally	High Temperature Heater Hose	As Needed
Obtain Locally	Baling Wire	As Needed

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2020 Escape/Corsair FWD: Assemble And Install A Drain Extension Following the Service Procedure (Do Not Use With Any Other Labor Operations Outside Of This Article)	202358A	0.9 Hrs.
2020 Escape/Corsair AWD: Assemble And Install A Drain Extension Following the Service Procedure (Do Not Use With Any Other Labor Operations Outside Of This Article)	202358B	1.0 Hrs.
Additional Time To Service Carpet For Dampness And/Or Odor (Can Be Claimed With Operations A Or B)	MT202358	Actual Time

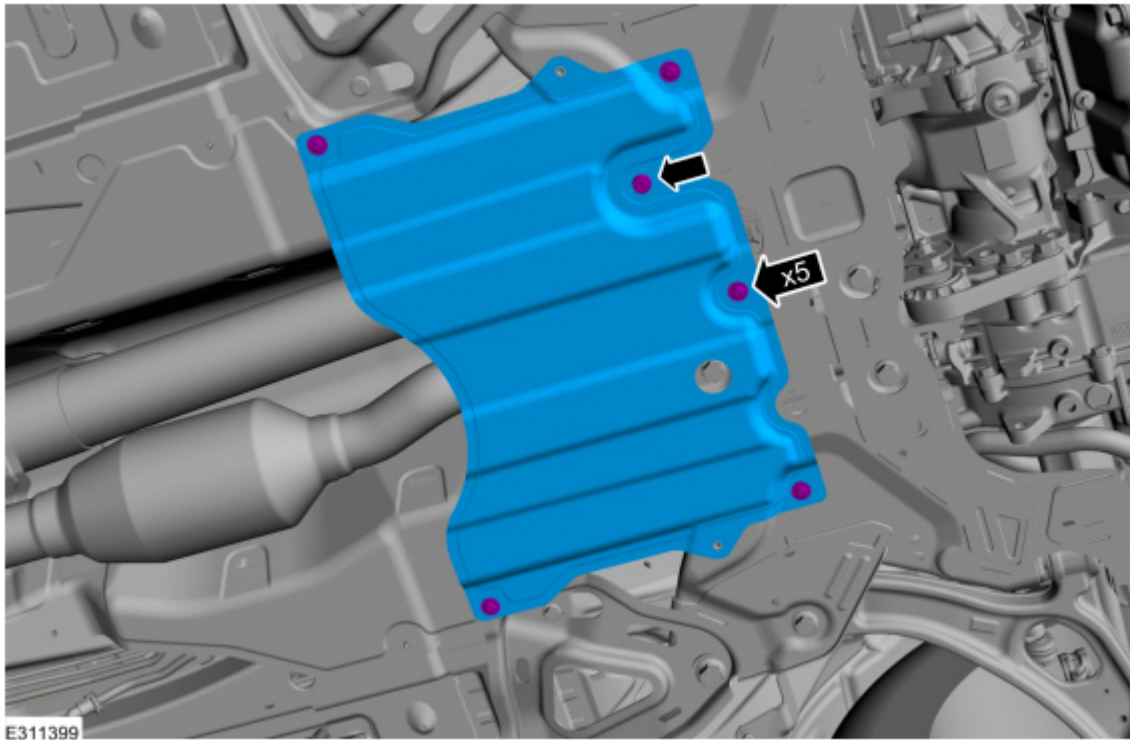
Repair/Claim Coding

Causal Part:	19930
Condition Code:	42

Service Procedure

1. Remove the underbody shield. Refer to Workshop Manual (WSM), Section 309-00. (Figure 1)

Figure 1



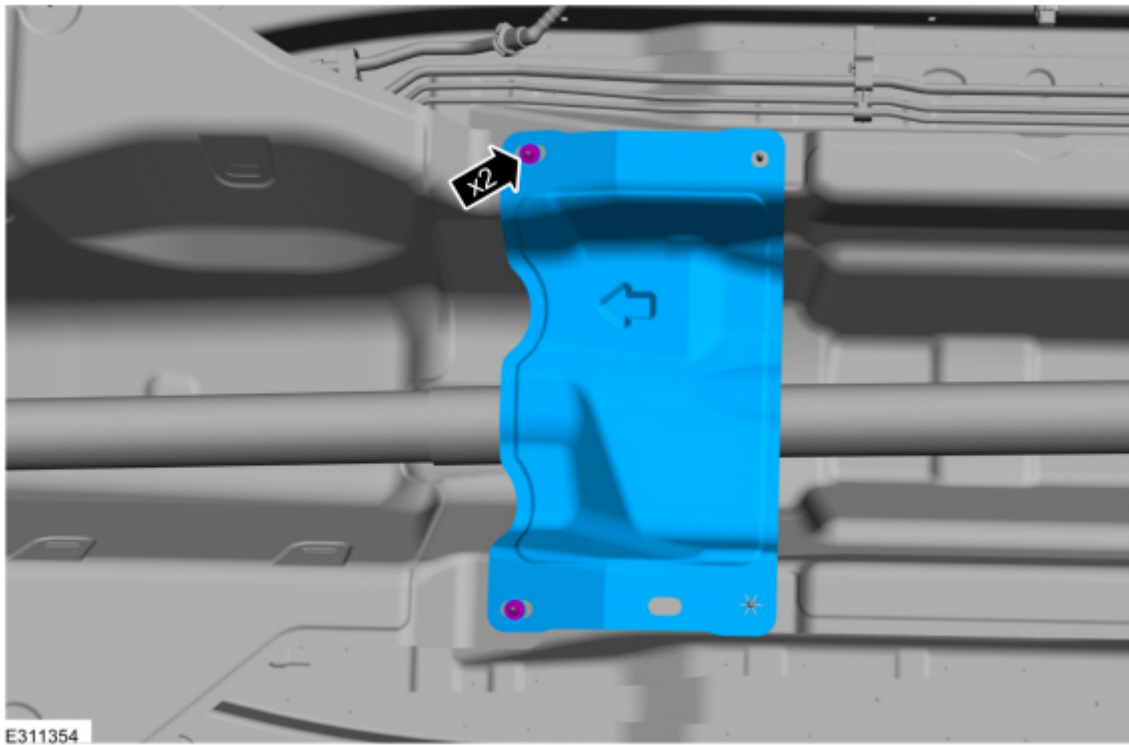
2. Is the vehicle equipped with all-wheel drive (AWD)?

(1). Yes - proceed to Step 3.

(2). No - proceed to Step 5.

3. Remove the two stamped nuts and remove the heat shield located under the driveshaft center bearing support. Refer to WSM, Section 205-01. (Figure 2)

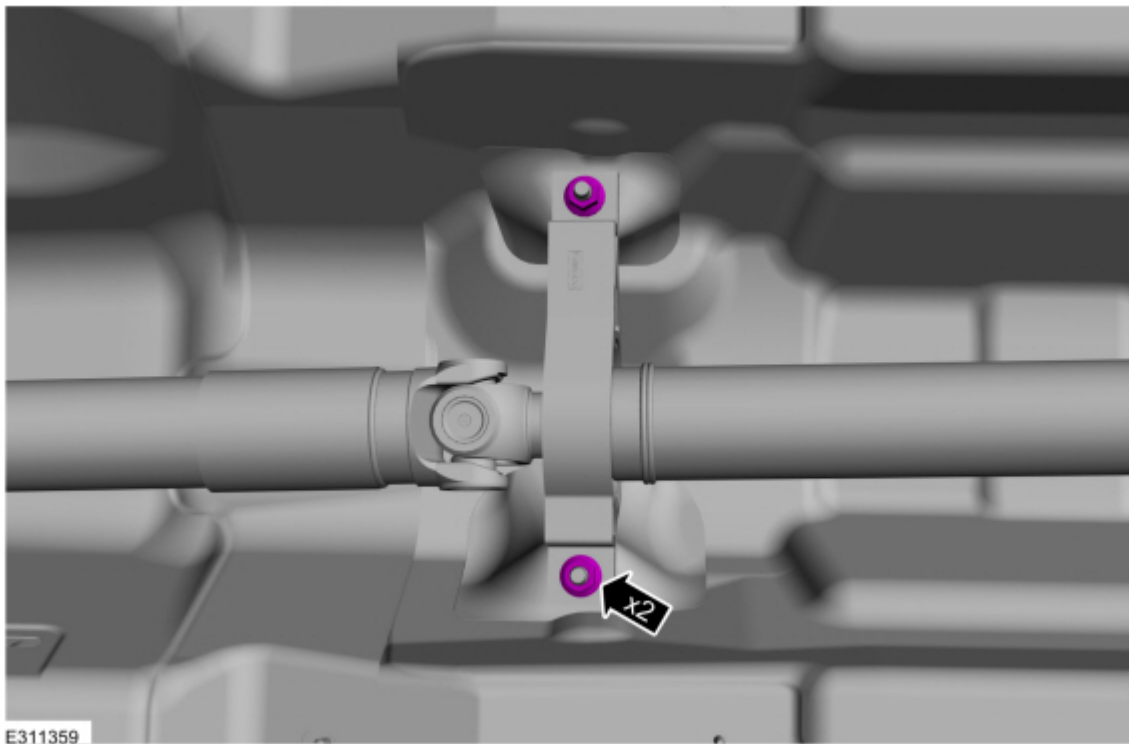
Figure 2



4. Remove the 2 center bearing support nuts and position the driveshaft downwards. Refer to WSM, Section 205-01. (Figure 3)

(1). Tighten to 55 Nm (41 lb.ft).

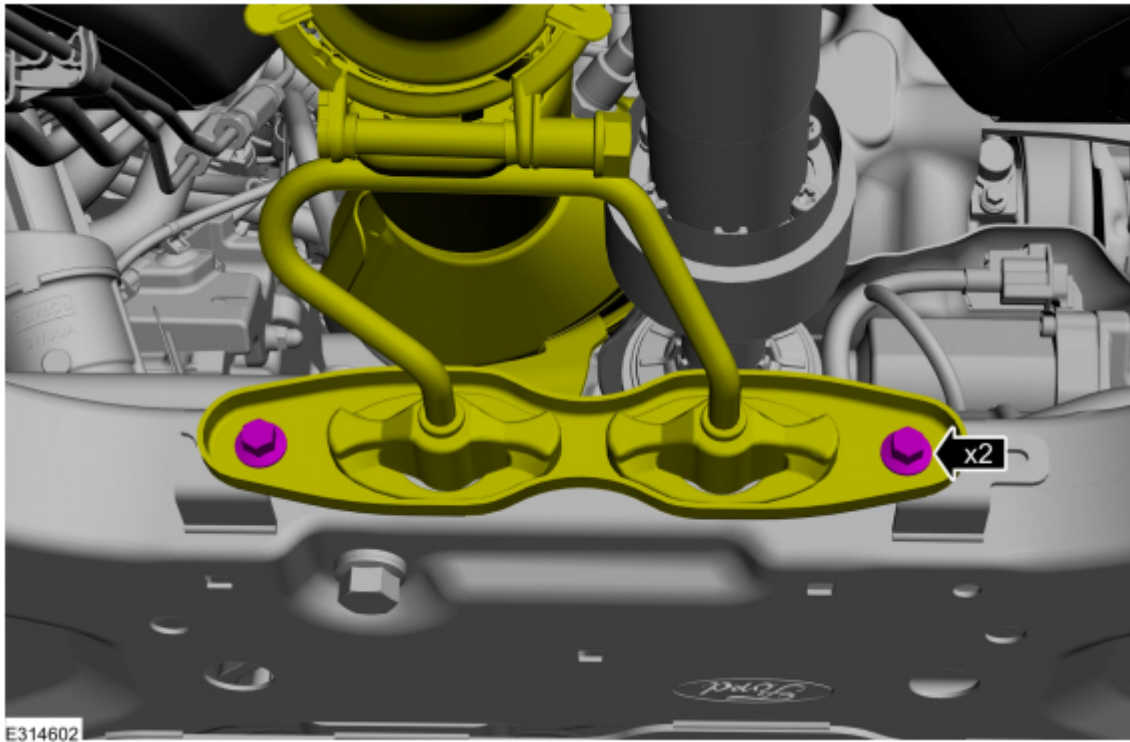
Figure 3



5. Remove the 2 catalytic converter support bracket bolts and position downwards. Refer to WSM, Section 309-00. (Figure 4)

(1). Tighten to 25 Nm (18 lb.ft).

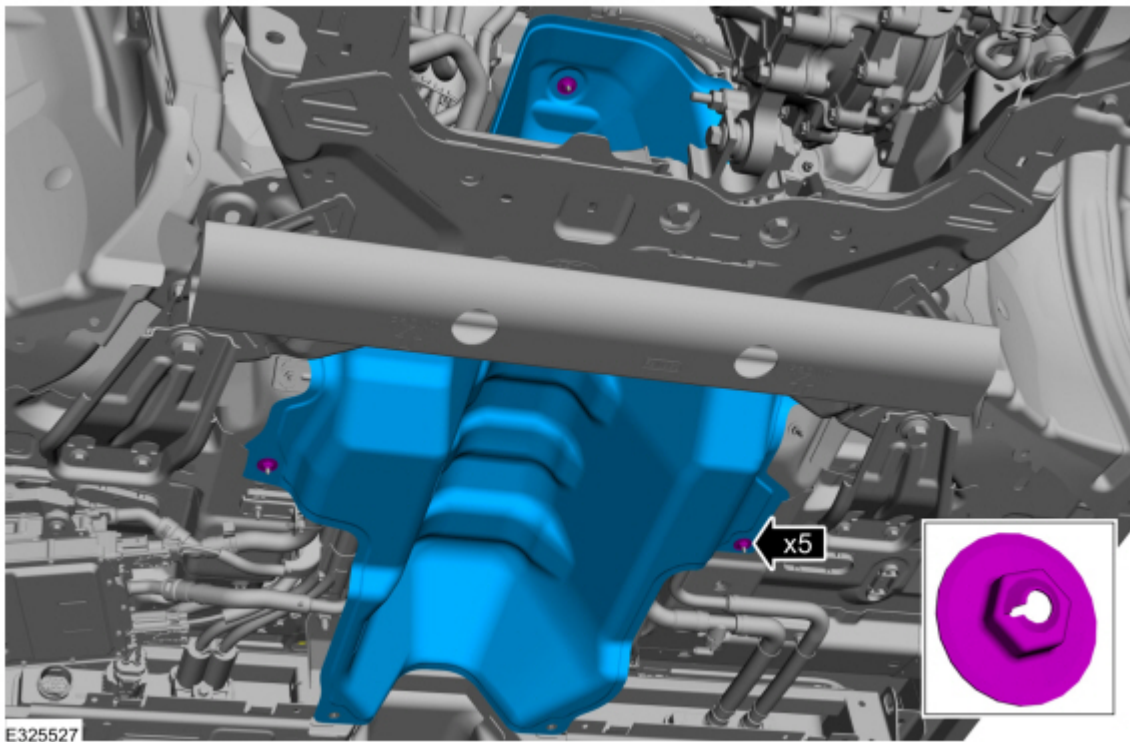
Figure 4



6. Remove the heat shield fasteners. (Figure 5)

(1). Tighten to 2.5 Nm (22 lb.in.)

Figure 5



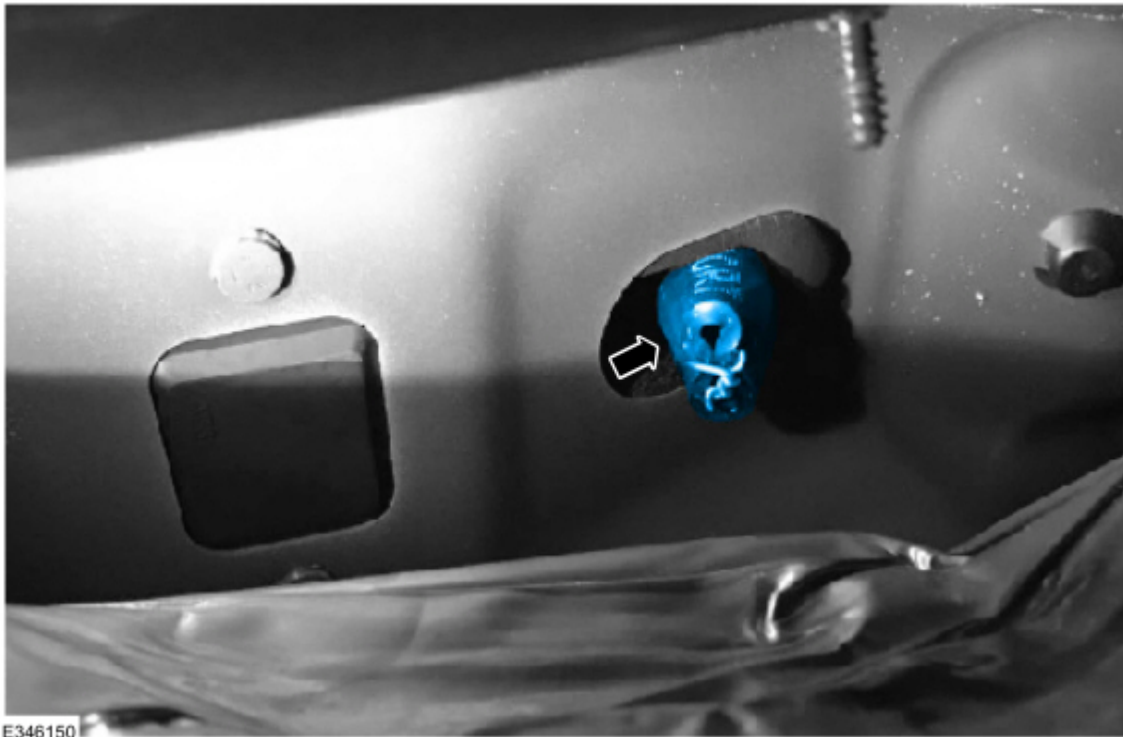
7. Slide the heat shield toward the rear of the vehicle until access to the climate control housing drain is available.
8. Obtain a 16 mm (5/8 in.) high temperature heater hose, such as a Gates® high temperature heater hose part number H153 or equivalent.
9. Cut a piece of hose 25 mm (1 in.) in length.
10. Use a 1/16 inch drill bit and drill a hole through both sides of the high temperature hose on one end. Drill the hole approximately 4-5 mm (3/16 in.) from one end of the hose. (Figure 6)

Figure 6



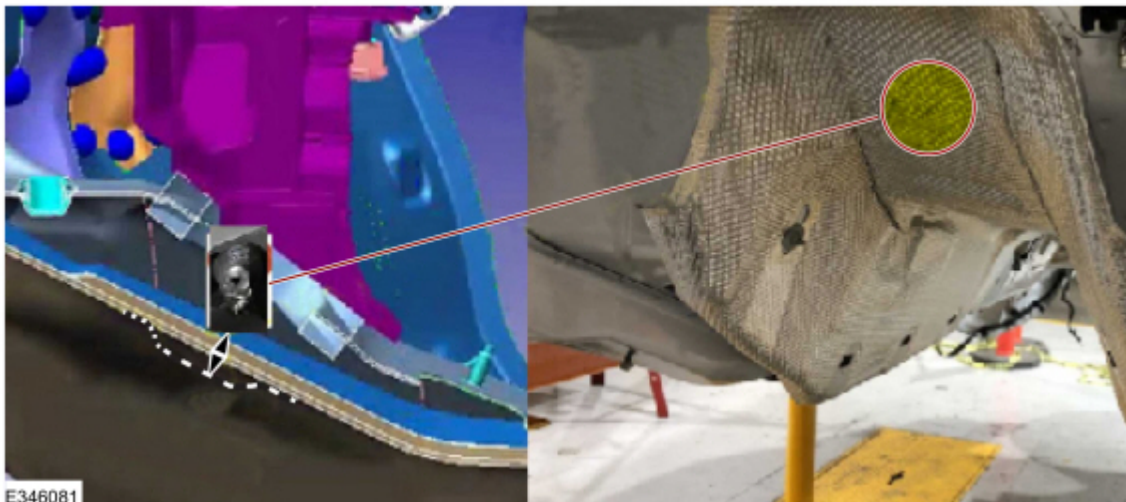
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11. Thread baling wire or equivalent through both holes.
 12. Crimp the hose end and twist the wire to lock the hose in a crimped position. (Figure 7)
- Figure 7



13. Install the open end of the high temperature hose to the A/C drain.
14. Position the heat shield approximately 25 mm (1 in.) away in the area closest to the climate control housing drain. This is to provide further clearance between the modified climate control housing drain and the heat shield. (Figure 8)

Figure 8



15. To install, reverse the removal procedure.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended

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