

**TECHNICAL SERVICE BULLETIN****Instrument Panel Warped/Separated On Passenger Side - Built On Or Before 11-Nov-2020****21-2028**

01 March 2021

Model:

Ford 2020 Escape

Issue: Some 2020 Escape vehicles built on or before 11-Nov-2020 may exhibit a condition where the seam line on the top surface of the instrument panel near the defroster duct on the passenger side is warped or separated. To correct the condition, follow the Service Procedure to reinforce the instrument panel.

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

- 2020 Escape
- Built on or before 11-Nov-2020
- Instrument panel warped or separated at the seam line on the top surface of the instrument panel near the passenger side defroster grille

NOTE: Part quantity refers to the number of that service part number required, which may be different than the number of individual pieces. Service part numbers contain 1 piece unless otherwise stated. "As Needed" indicates the part is required but the number may vary or is not a whole number; parts can be billed out as non-whole numbers, including less than 1.

Parts

Part Number	Description	Quantity
MJ6Z-18888-A	Support Bracket	1
Obtain Locally	JB Weld Plastic Bonder	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: Inspect And Repair Instrument Panel Following The Service Procedure Includes Time To Remove And Install The Instrument Panel (Do Not Use With Any Other Labor Operations)	212028A	5.5 Hrs.
2020 Escape Hybrid: Inspect And Repair Instrument Panel Following The Service Procedure Includes Time To Remove And Install The Instrument Panel (Do Not Use With Any Other Labor Operations)	212028B	5.6 Hrs.

Repair/Claim Coding

Causal Part:	7804320
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Condition Code: 01

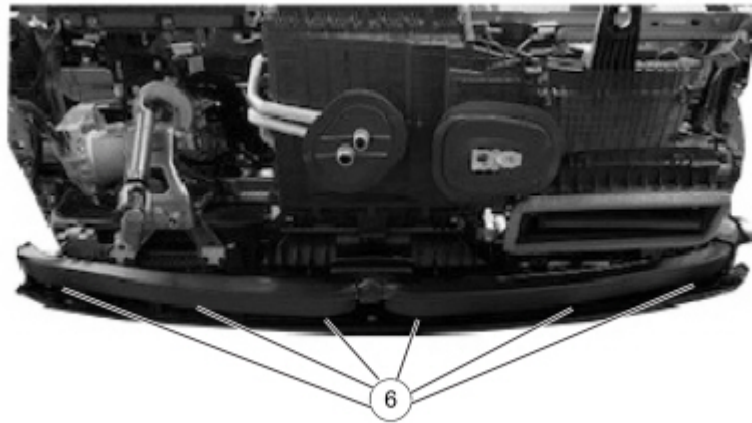
Service Procedure

1. Remove the instrument panel. Refer to Workshop Manual (WSM), Section 501-12.
2. Place the instrument panel on a workbench with the front facing down, exposing the back of the instrument panel.

NOTE: Place a soft towel on the workbench surface to prevent damage to the instrument panel.

3. Remove the 6 screws and the air duct. (Figure 1)

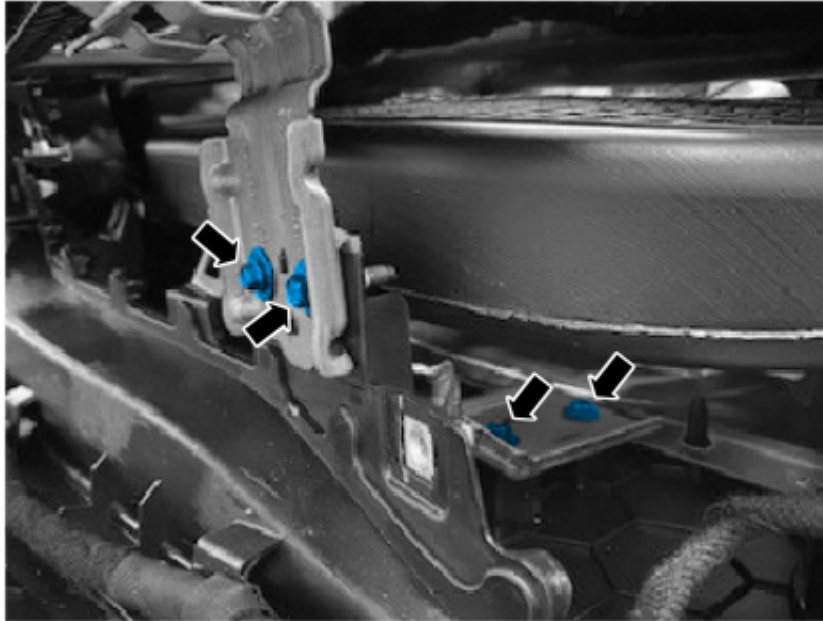
Figure 1



E351626

4. Remove the 4 bolts from the instrument panel support bracket, but do not remove the bracket. For reference, the instrument panel support bracket is located directly beneath the warp / separation and can be found by looking through the open side of the instrument panel on the passenger side. (Figure 2)

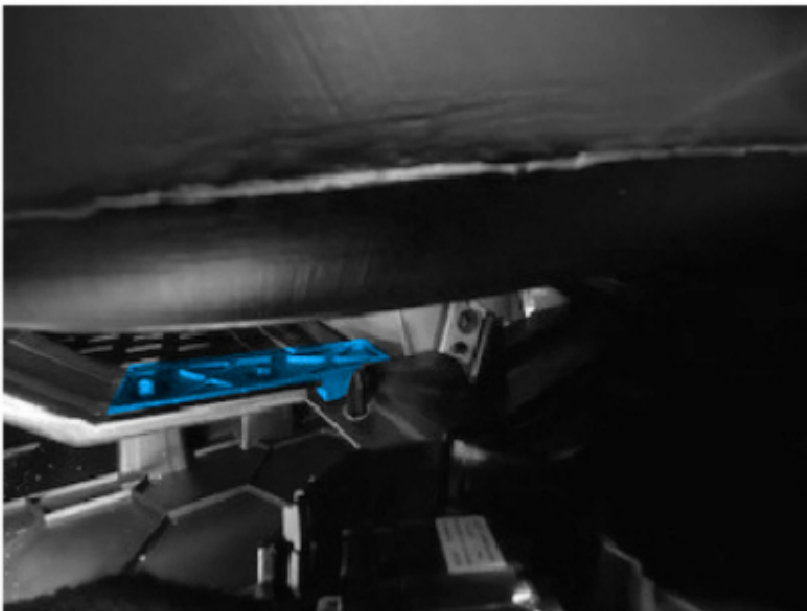
Figure 2



E351827

5. Place the service reinforcement bracket over the instrument panel support bracket to understand proper fitment and orientation. (Figure 3)

Figure 3



E351828

NOTE: The purpose of the service reinforcement bracket is to force the warped / separated section of the instrument panel downward, which will correct the position and re-align the parts. (Figure 4)

Figure 4



E354194

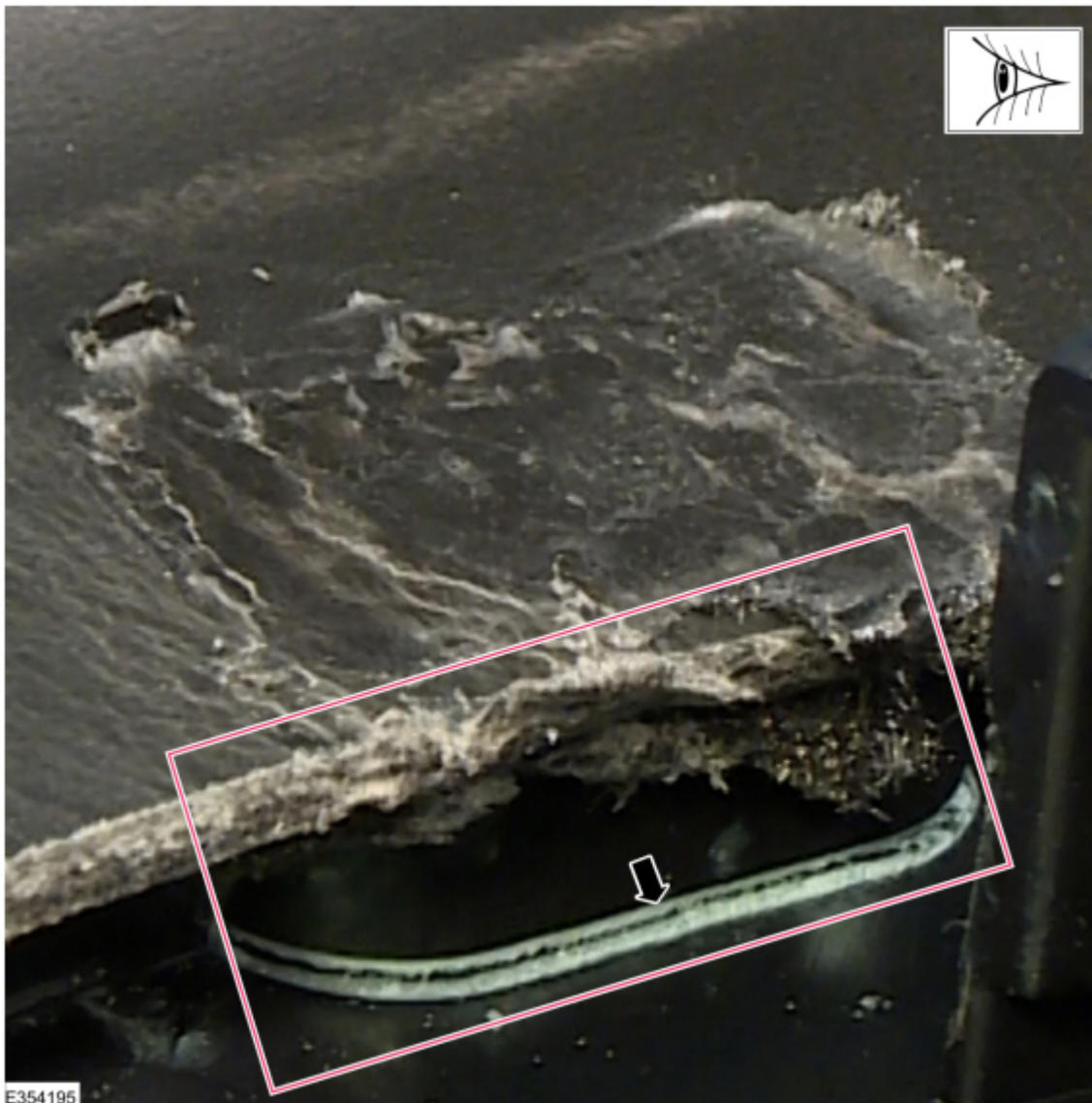
6. Remove the service reinforcement bracket and the instrument panel support bracket and set aside. Insert soft trim tools to expose the broken plastic welds that bond the upper and lower structures together. (Figures 5-6)

Figure 5



E351829

Figure 6



7. With a suitable applicator stick, practice how to apply the JB Weld Plastic Bonder prior to application. JB Weld Plastic Bonder must be applied around the portion of the raised structure where the plastic welds have broken 3/4 of the way (3 sides) around the fracture between the upper and lower structure components of the instrument panel.
8. Mix and apply JB Weld Plastic Bonder between the upper and lower structure components of the instrument panel with a suitable applicator stick. Rotate and reposition the soft trim tools as needed to work the JB Weld Plastic Bonder under the fracture and to the back side of it. Repeat as needed until the JB Weld Plastic Bonder wicks its way into both sides of the fracture.
 - (1). [Video link to further assist with JB Weld Plastic Bonder application and inspection](#)



CAUTION: Do not apply excessive JB Weld Plastic Bonder by the seam of the instrument panel or it may bleed through to the top surface.

9. Remove the soft trim tools. Install the instrument panel support bracket and the service reinforcement bracket as oriented in Step 7. Install the two 4.2 mm bolts and tighten to 2.5 Nm (22 lb-in). Install the two 5 mm bolts and tighten to 4.1 Nm (36 lb-in).
10. Rotate the instrument panel right side up on the bench and inspect for bleed through at the finish surface seam. Quickly wipe off any JB Weld Plastic Bonder as needed.
11. Place a clean 10 lb. (4.5 kg) weight or object on the seam for a minimum of 1 hour.

12. Install the instrument panel. Refer to WSM, Section 501-12.

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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 Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.