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Ford Motor Company
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November 10, 2020

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -
 Safety Recall 20S59**
 Certain 2020 Model Year Escape Vehicles
 Body Control Module Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2020	Louisville	June 26, 2020 through August 14, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In some of the affected vehicles, the Body Control Module (BCM) Radio Frequency (RF) Receiver may not pick up the signal from the rear Tire Pressure Monitoring System (TPMS) sensors or the Remote Key Fob (RKE). Drivers may experience:

- Inadequate TPMS warning in the event of a low tire pressure condition.
- Intermittent TPMS malfunction cluster warnings that may clear.
- RKE fobs that operate only at a reduced distance from the vehicle.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the BCM. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**Note: Two remote key fobs are required to be present in vehicle to complete the repair.
 TPMS sensor replacement will not resolve this condition.**

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of November 23, 2020. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Owner Notification Letters

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in black ink that reads "D. Johnson". The signature is written in a cursive style with a large, stylized initial "D".

David J. Johnson

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OASIS ACTIVATION

OASIS was activated on October 15, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on October 15, 2020. Owner names and addresses will be available by December 8, 2020.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

SOLD VEHICLES

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

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OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

Part shortages do not qualify for rental vehicles for this program.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number (20S59) is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

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Body Control Module Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace the BCM NOTE: Two keys are required to complete this repair	20S59B	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
LX6Z-15604-Y	BCM	1	1

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2020 MODEL YEAR ESCAPE VEHICLES — BODY CONTROL MODULE REPLACEMENT

⚠ WARNING: Do not proceed unless you have a minimum of two keys present prior to beginning this procedure.

SERVICE PROCEDURE

1. Connect a battery charger to the battery to make sure it is charged to maintain proper battery voltage. Please follow the Workshop Manual (WSM) procedures in Section 414-01.
2. Using a diagnostic scan tool, begin the Programmable Module Installation (PMI) process for the Body Control Module (BCM) following the on-screen instructions. Please follow the WSM procedures in Section 418-01.
3. On the front passenger side, remove the retainers and the lower insulation panel. See Figure 1.

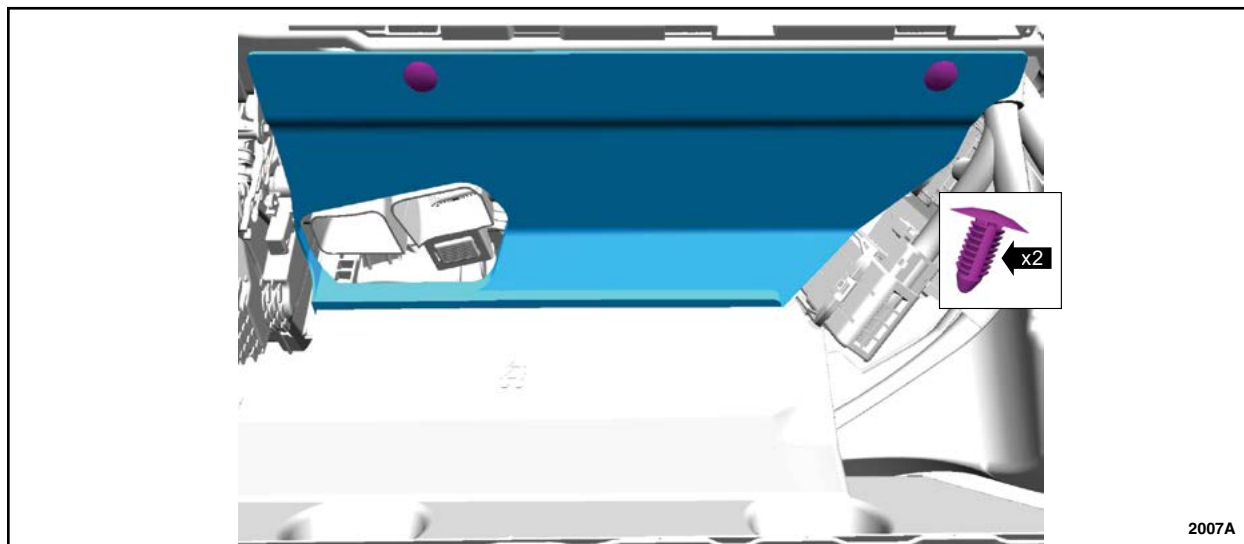


FIGURE 1



4. Using a trim tool, release the clips and remove the trim panel. See Figure 2.

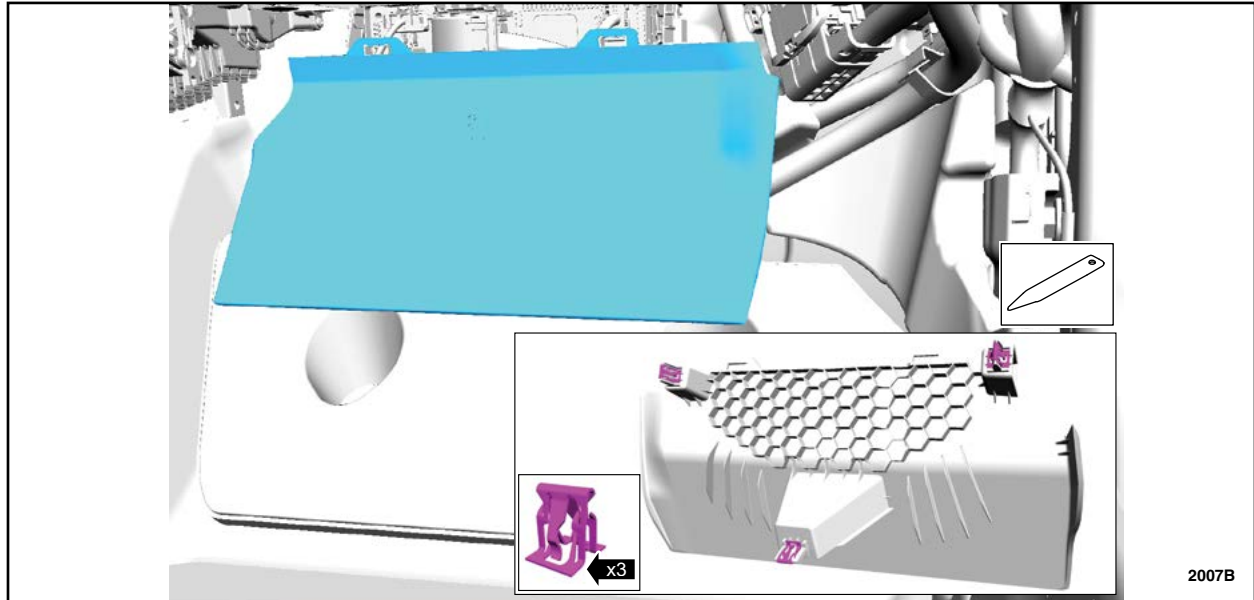


FIGURE 2

5. Disconnect the BCM electrical connectors. See Figure 3.

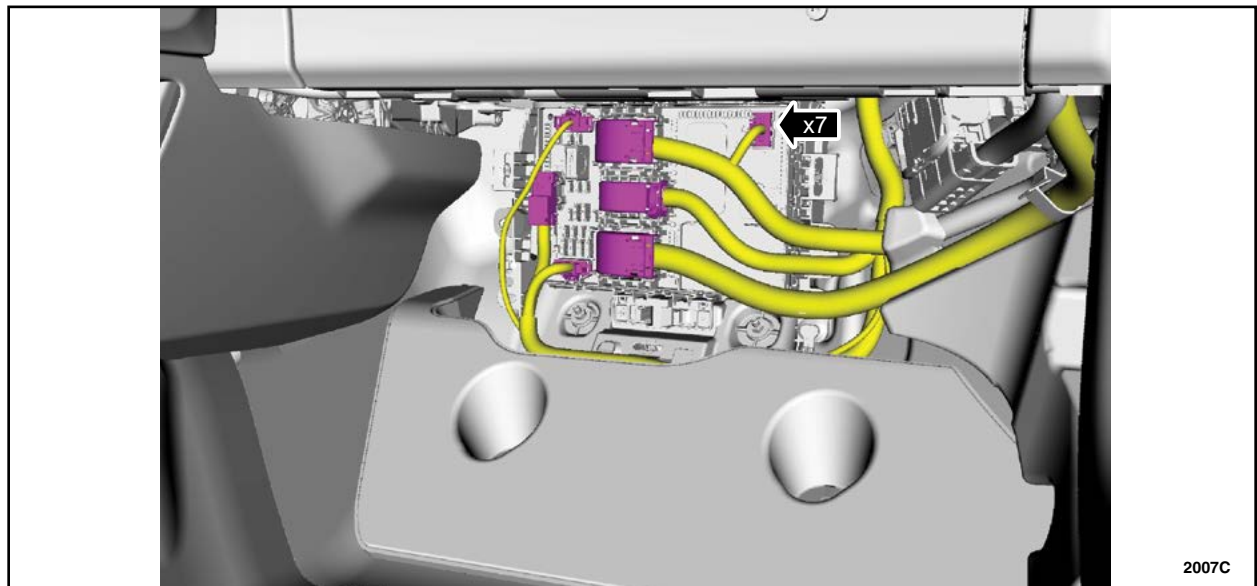


FIGURE 3



6. Release the clips and remove and discard the BCM. See Figure 4.

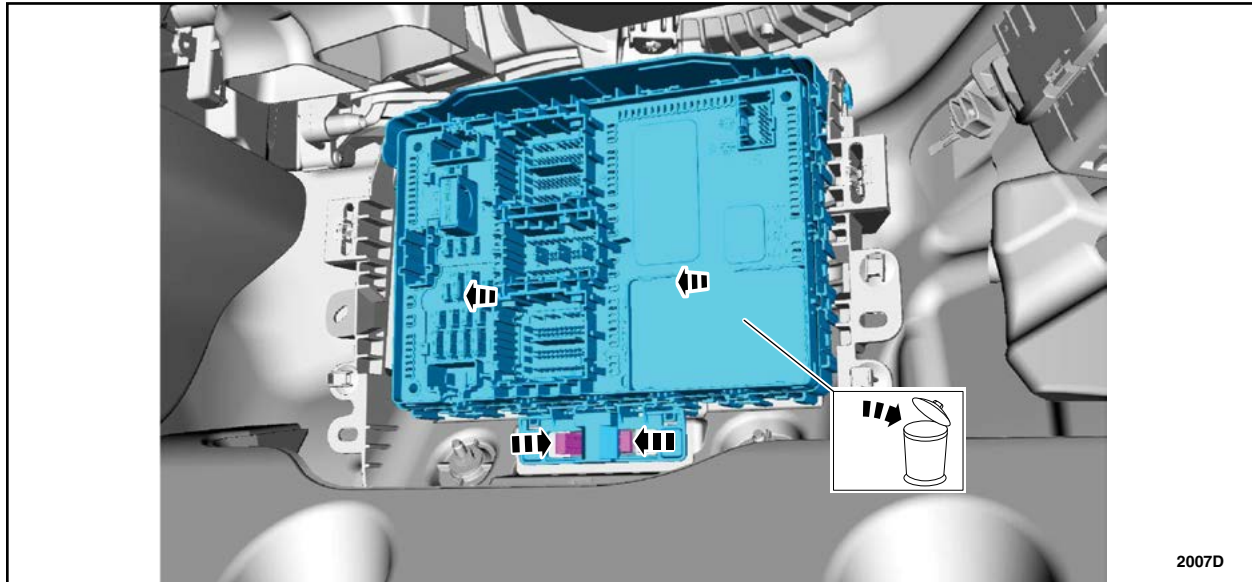


FIGURE 4

7. Install the *new* BCM by reversing Steps 3 through 6, then proceed to Step 8.

NOTE: Verify at least 2 of the vehicle keys are available prior to carrying out this procedure.

8. Using the diagnostic scan tool, complete the PMI process for the BCM following the on-screen instructions. Please follow the Workshop Manual (WSM) procedures in Section 418-01.

9. Train the tire pressure sensors. Please follow the WSM procedures in Section 204-04B.

10. Run the immobilizer application. Under the PCM tab, select the PCM - Passive Anti-Theft System Programming (PATS) procedure then, when prompted, select Module Initialization (Parameter Reset) and follow the on-screen instructions.

11. Using the diagnostic scan tool, carry out the BCM self-test (must include an on-demand self-test) and then repeat the self-test to confirm all Diagnostic Trouble Codes (DTC's) have been cleared.

12. Disconnect the battery charger from the vehicle battery. Please follow the WSM procedures in Section 414-01.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.

