



Service Engineering Operations  
Customer Service Division

Ford Motor Company  
PO Box 1904  
Dearborn, Michigan 48121

November 12, 2024

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice - Compliance Recall 24C38**  
Certain 2024-2025 Model Year Escape Vehicles  
Instrument Panel Replacement

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Date
Escape	2024-2025	Louisville	September 5, 2024

US population of affected vehicles: 15. Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS COMPLIANCE RECALL**

The affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 208 occupant crash protection compliance. Incorrect polyurethane material was used in the production of the instrument panel. This may lead to instrument panel substrate delamination, which may cause the passenger airbag to deploy incorrectly. In the event of a crash necessitating deployment of the passenger airbag, the airbag may not deploy as intended, increasing the risk of injury. The instrument panel also may fragment during deployment and project fragments toward the occupant, increasing the risk of injury.

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this compliance recall. **A complete Dealer Bulletin will be provided to dealers Q1 2025 when it is anticipated that parts ordering information and repair instructions will be available to support this compliance recall.**

For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

**IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.**

**CUSTOMER NOTIFICATION**

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

**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 \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.**

**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.

## **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 System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

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