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Some 2017 Escape vehicles equipped with SYNC Connect and ordered with a Ford Original Accessory(FOA)/Factory Invoiced Accessory (FIA)remote start system may exhibit a concern that the engine cannot be remote started using the FordPass application if the FOA/FIA remote start system has not been installed. To verify if the FOA/FIA remote start system has been installed on the vehicle, inspect the windshield for the presence of the remote start antenna, typically located on the glass behind the interior rear view mirror or near the A-pillar. Another method of inspection is to verify that remote start options are available under settings - vehicle - remote start - in the instrument cluster. The FOA/FIA remote start kit installation and remote start activation procedure are under the Accessory Installation tab in the on-line Workshop Manual.