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Some 2017-2018 Escape vehicles equipped with an electronic manual temperature control (EMTC) system and built on 28-Jul-2016 and through 23-Aug-2018 may exhibit an inoperative heating, ventilation and air conditioning (HVAC) system display and no HVAC operation after a key on event. When one of the HVAC controls are manipulated the system wakes up and will resume normal operation. To correct the concern, reprogram the HVAC module to the latest calibration using the latest version of the appropriate Ford diagnostic scan tool. Make sure you are connected to the internet when entering module programming to obtain the latest updates. For claiming, use causal part 19980 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.