

**SSM 47972 - 2017 Escape - Auto Stop/Start - No Auto Restart After An Auto Stop/Start Event - Built On Or Before 02-Feb-2017**

Some 2017 Escape vehicles built on or before 02-Feb-2017 may exhibit a no restart concern after an auto stop/start event. Upon attempting to restart, the instrument panel may display a message instructing the customer to shift to park and start the vehicle manually. To correct this condition, reprogram the body control module (BCM) using the latest software level of the appropriate Ford diagnostic scan tool. For claiming, use causal part 14A068 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual. If the BCM software is currently at the latest level available, refer to Workshop Manual (WSM), Section 303-06A and/or powertrain control/emissions diagnosis (PC/ED) manual for an auto stop/start diagnostic trouble code (DTC) or GSB0000153 for auto stop/start system information and diagnostics.