

SSM 48931 - 2020 Escape - A-pillar Trim Panel Out Of Position And/Or Headliner Edge Showing At The Top Of A-pillar - Built On 24-Sep-2019 And Through 15-Jun-2020

Some 2020 Escape vehicles built on 24-Sep-2019 and through 15-Jun-2020 may exhibit a condition where the interior A-pillar trim panel appears to be out of position and/or the edge of the headliner is exposed near the top of the interior A-pillar trim panel. Inform customers that Ford is developing a new A-pillar trim panel to remedy this cosmetic issue. The new part is expected to be available in August 2020 and a TSB will be published at that time. Let the customer know that they can continue to drive the vehicle and schedule a follow-up appointment for repair in August. Once the update becomes available, contact the customer and confirm the service appointment is going forward. Monitor OASIS for updates.

APPLICABLE VEHICLES
2020 CAR: TC CX482N ESCAPE