



## TECHNICAL SERVICE BULLETIN

### Front Seat Cushion Uncomfortable - Heated Seats - Built On Or Before 14-Feb-2020

**20-2216**  
09 July 2020

#### Model:

Ford 2020 Escape
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**Issue:** Some 2020 Escape vehicles equipped with heated front seats built on or before 14-Feb-2020 may exhibit a bulge in the front seat cushion that the customer describes as uncomfortable. This may be due to wiring for the heated seat. To correct the condition, follow the Service Procedure to replace the heated seat mat on the affected front seat.

**Action:** Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- 2020 Escape
- Built on or before 14-Feb-2020
- Equipped with heated seats
- Bulge in front seat cushion

#### Parts

Part Number	Description	Quantity
LJ6Z-14D696-J	- Front Seat Mat	1 Per Affected Seat
W719675-S451	Package Contains 4 Pieces, 4 Pieces Required Per Affected Seat Seat Bolts	1 Per Affected Seat

**Warranty Status:** Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

#### Labor Times

Description	Operation No.	Time
2020 Escape: Replace The Heated Seat Mat On The Passenger Front Seat Includes Time To Remove And Install Seat (Do Not Use With Any Other Labor Operations)	202216A	1.2 Hrs.
2020 Escape: Replace The Heated Seat Mat On The Driver Front Seat Includes Time To Remove And Install Seat (Do Not Use With Any Other Labor Operations)	202216B	1.0 Hrs.
2020 Escape: Replace The Heated Seat Mat On Both The Driver And Passenger Front Seats Includes Time To Remove And Install Seats (Do Not Use With Any Other Labor Operations)	202216C	2.0 Hrs.

#### Repair/Claim Coding

Causal Part:	14D698
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Condition Code: 43

## Service Procedure

1. Replace the heated seat mat on the affected front seat. Refer to Workshop Manual, Section 501-10A.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.