



# TECHNICAL SERVICE BULLETIN

## A-pillar Trim Panel Twisted - Built On Or Before 23-Sep-2019

**20-2250**  
21 September  
2020

### Model:

Ford 2020 Escape
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**Issue:** Some 2020 Escape vehicles built on or before 23-Sep-2019 may exhibit a condition where the A-pillar trim panel appears twisted at the top of the panel. This may be due to the attachment of the A-pillar trim panel to the A-pillar bracket. To correct this condition, follow the Service Procedure steps to replace the A-pillar trim panel and the A-pillar bracket.

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

- 2020 Escape
- Built on or before 23-Sep-2019
- A-pillar trim panel is twisted at the top of the panel

**NOTE:** Part quantity refers to the number of that service part number required, which may be different than the number of individual pieces. Service part numbers contain 1 piece unless otherwise stated. "As Needed" indicates the part is required but the number may vary or is not a whole number; parts can be billed out as non-whole numbers, including less than 1.

### Parts

Part Number	Description	Quantity
LJ6Z-7803598-AC	Right Side A-pillar Trim Panel	1 Per Affected Side
LJ6Z-7803599-AC	Left Side A-pillar Trim Panel	1 Per Affected Side
LJ6Z-78026A52-C	Right Side A-pillar Bracket	1 Per Affected Side
LJ6Z-78026A32-C	Left Side A-pillar Bracket	1 Per Affected Side

**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: Inspect And Replace One (1) A-Pillar Trim Panel And Bracket (Do Not Use With Any Other Labor Operations)	202250A	0.4 Hrs.
2020 Escape: Inspect And Replace Both (2) A-Pillar Trim Panels And Brackets (Do Not Use With Any Other Labor Operations)	202250B	0.7 Hrs.

### Repair/Claim Coding

Causal Part:	7803599
Condition Code:	07

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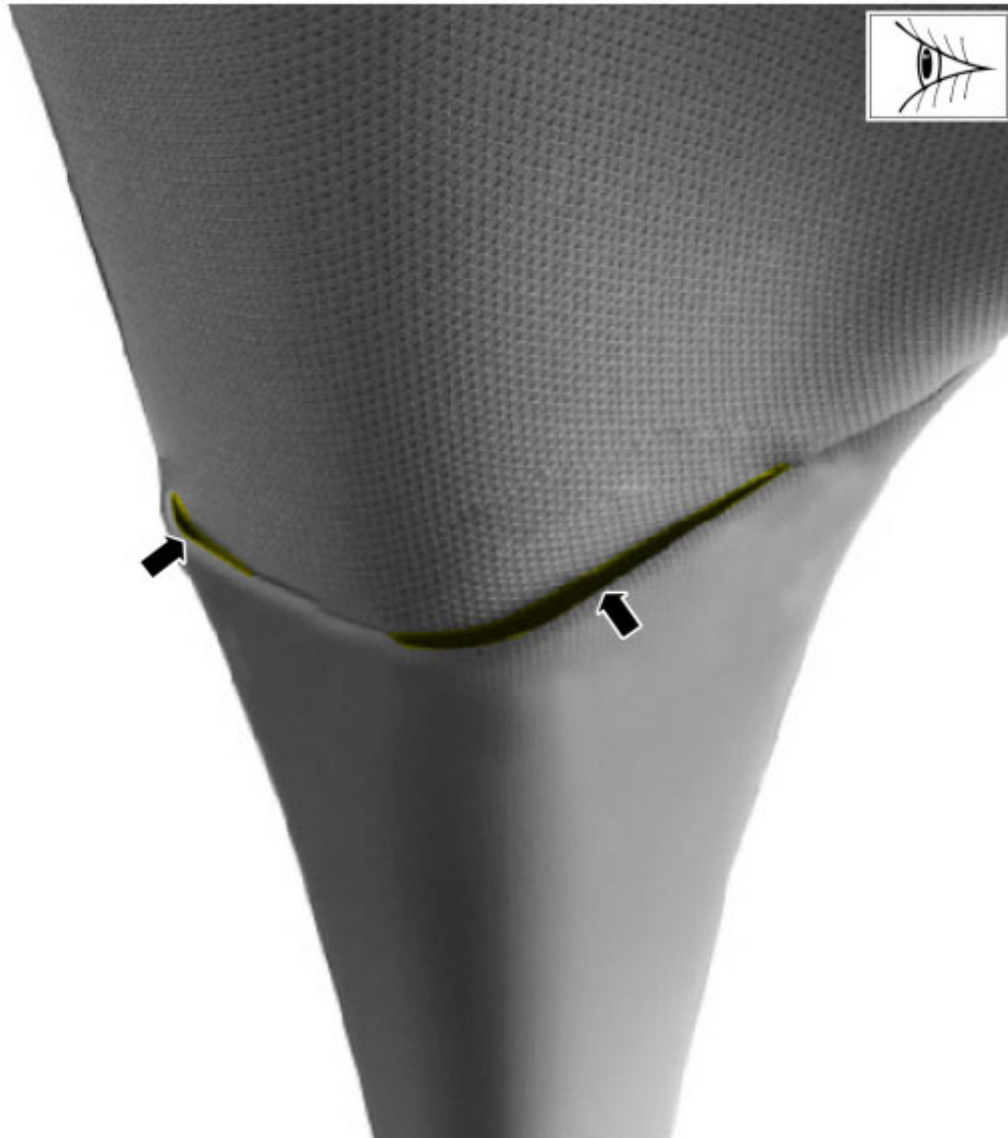
## Service Procedure

1. Is the A-pillar trim panel twisted as shown in Figure 1?

(1). Yes - proceed to Step 2.

(2). No - this article does not apply. Refer to Workshop Manual (WSM), Section 501-05 for further diagnostics.

Figure 1



E340063

2. Remove and discard the A-pillar trim panel. Refer to WSM, Section 501-05.

3. Remove the 5 pushpins. (Figure 2)

Figure 2



4. Position the wiring harness/hose/airbag curtain away from A-pillar bracket.

5. Remove the 2 nuts securing the A-pillar bracket. (Figure 3)

Figure 3



E340065

- 6.** Remove and discard the A-pillar bracket.
- 7.** Install the new A-pillar bracket and tighten the 2 nuts to 5.4 Nm (48 lb-in).
- 8.** Reattach the 5 pushpins.
- 9.** Install the new A-pillar trim panel using the twist and pull method to properly seat the panel. (Figure 4)  
Refer to WSM, Section 501-05.

Figure 4



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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.