

**SSM 49399: Some 2020 Escape Vehicles Built On Or Before 23-Nov-2020 May Exhibit A Warped Instrument Panel Upper Section**

Some 2020 Escape vehicles built on or before 23-Nov-2020, may exhibit a warped instrument panel upper section near the defrost grill on the passenger side. Inform customers that Ford is developing an improved service repair for this condition that is expected to be available February 2021. Let the customer know they can continue to drive the vehicle until an appointment can be scheduled for repair. If the customer requires replacement before then, proceed under standard warranty requirements. Contact the customer and schedule a service appointment when the update is available. Monitor OASIS for updates.

**Vehicles:**

2020 Escape (CX482) (TC)