

SSM 49411: 2020 Escape - HF45 Transmission - Rattle Noise On Cold Start

Some 2020 Escape vehicles equipped with a HF45 transmission may exhibit a rattle noise on cold start up when only when engine is running. This noise may be more prevalent in cold weather conditions, typically at or below 0CEC (32CEF). Engineering is currently working to resolve this issue. Inform customers that Ford is working on a solution expected in January. In the interim, let the customer know that the vehicle is safe to drive, and schedule a follow-up appointment with the customer for late January. Once the solution becomes available, contact the customer and confirm the service appointment is going forward. Monitor OASIS for updates. Transmission replacement may not correct this concern.

Vehicles:

2020 Escape (CX482) (TC)