



# TECHNICAL SERVICE BULLETIN

## Hybrid - Rattle/Buzz Originating In The Right Rear Quarter Area - Built On Or Before 19-Jul-2021

21-2271

16 August  
2021**Model:**

Ford 2020-2021 Escape
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**Issue:** Some 2020-2021 Escape hybrid vehicles built on or before 19-Jul-2021 may exhibit a rattle/buzz originating in the right rear quarter area. This may be due to the pedestrian alert control module (PACM) internal connector vibrating against the metal housing when subjected to audio frequencies between 50 and 60 Hz. To correct the condition, follow the Service Procedure to insulate the connector.

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

- 2020-2021 Escape
- Hybrid
- Built on or before 19-Jul-2021
- Exhibits a rattle/buzz noise in the right rear quarter panel area

**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. "If Needed" indicates the part is not mandatory.

**Parts**

Part Number	Description	Quantity
1643-R4901	PVC Foam Strip (Rotunda Part Number, Included In The Rotunda Squeak and Rattle Kit)	1
164-R4900	Rotunda Squeak and Rattle Kit (Complete Kit)	If Needed

**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
2020-2021 Escape Hybrid: Install Foam Strip Following The Service Procedure Includes Time To Remove And Install PACM (Do Not Use With Any Other Labor Operations)	212271A	0.5 Hrs.

**Repair/Claim Coding**

Causal Part:	14G490
Condition Code:	33

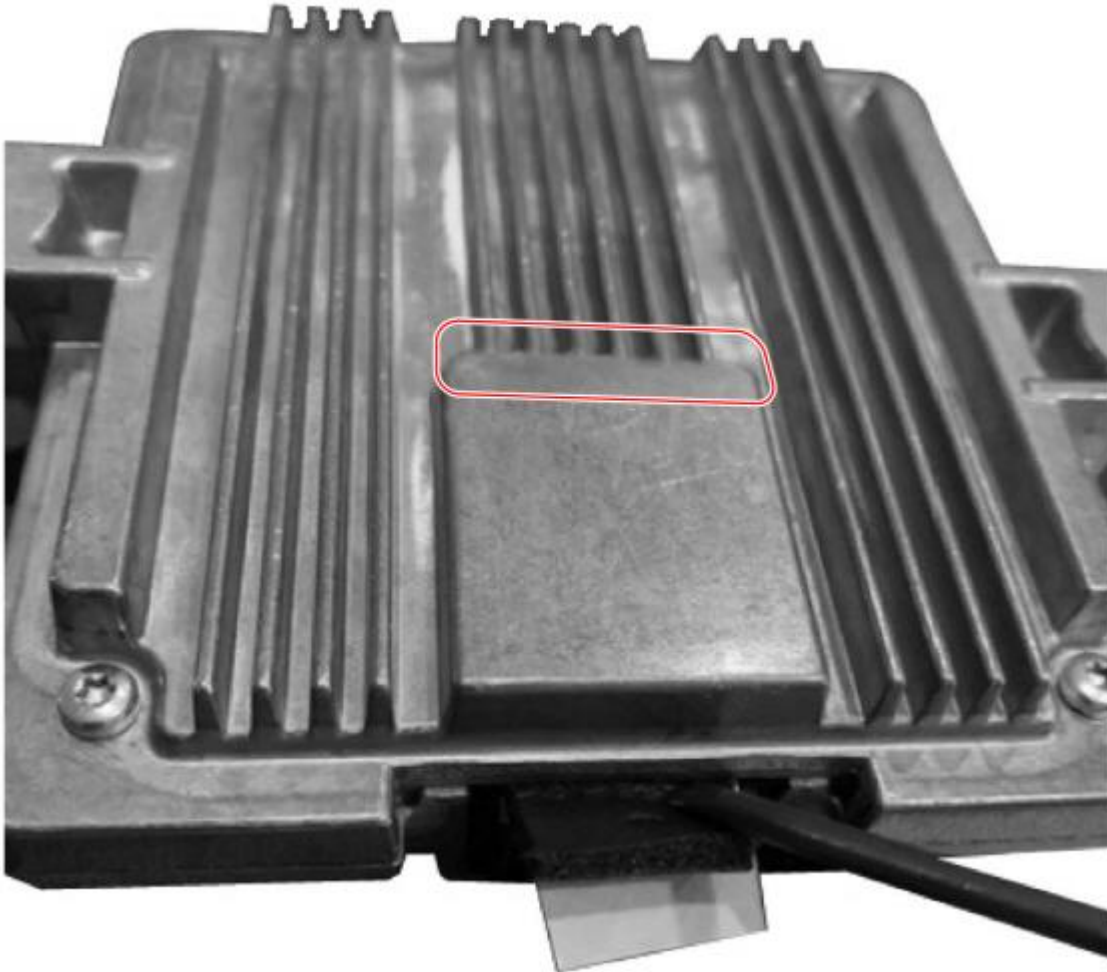
**Service Procedure**

1. Remove the right hand load space trim panel. Refer to Workshop Manual (WSM), Section 501-02.
2. Remove the PACM from the vehicle. Refer to WSM, Section 413-22.
3. Using 1 strip of PVC soft foam, cut two 1 inch (2.5 cm) long squares.

(1). PVC soft foam is included in the Rotunda Squeak and Rattle Kit.

**NOTE: The connector's inboard side is attached to the printed circuit board of the module at the location indicated in Figure 1. This attachment provides some flexibility while working at the other end of the connector.**

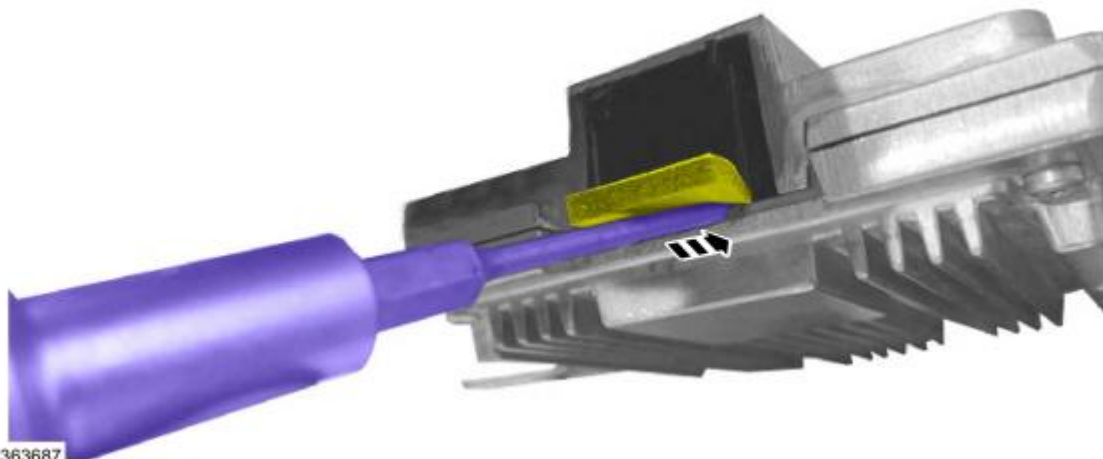
Figure 1



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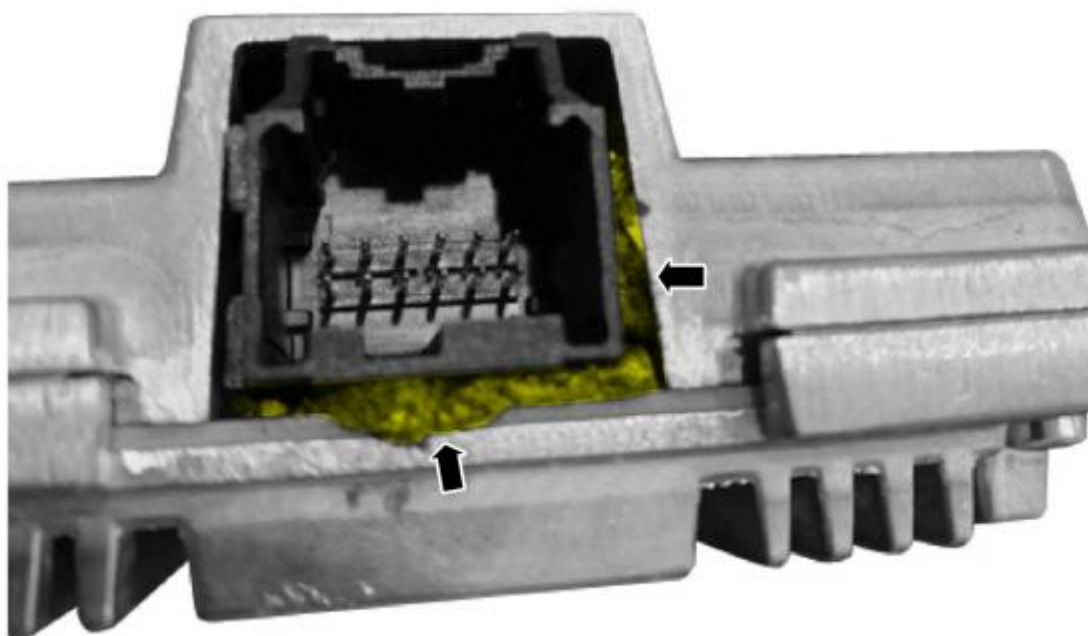
4. Fold the 1 inch (2.5 cm) squares over so that they are doubled in thickness.
5. Using a trim tool or small flat head screwdriver, insert the PVC foam in between the metal housing and the external facing internal connector. Insert the foam pieces between two sides of the connector to module case (Figures 2-3).

Figure 2



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Figure 3



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6. To reassemble, reverse the removal procedure.

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.