



# TECHNICAL SERVICE BULLETIN

## Front-End Grille/Hood/Bumper Cover Flutter/Rattle At 65 MPH (105 Km/h) Or Higher - Built On 10-Aug-2021 And Through 20-Sep-2021

21-2445

01 March  
2022

### Model:

Ford 2021 Escape	Built on 10-Aug-2021 and through 20-Sep-2021
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**Issue:** Some 2021 Escape vehicles built on 10-Aug-2021 and through 20-Sep-2021 may encounter front-end grille/hood/bumper cover flutter/rattle at highway speeds above 65 mph (105 km/h). This may be perceived as a tire vibration. To correct the condition, follow the Service Procedure to replace the upper and lower radiator deflectors.

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

- 2021 Escape
- Built on 10-Aug-2021 and through 20-Sep-2021
- Exhibits front end grille/hood/bumper cover flutter/rattle at highway speeds above 65 mph (105 km/h)

### Parts

Service Part Number	Quantity	Description
LJ6Z-8312-D	1	Upper Duct
LJ6Z-8327-G	1	Lower Duct (Not Equipped With Active Cruise Control)
LJ6Z-8327-H	1	Lower Duct (Equipped With Active Cruise Control)

**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
2021 Escape: Replace The Radiator Deflectors Following The Service Procedure Includes Time To Remove And Install The Front Bumper Cover (Do Not Use With Any Other Labor Operations)	212445A	1.0 Hrs.

### Repair/Claim Coding

Causal Part:	8312
Condition Code:	42

### Service Procedure

1. Remove the front bumper cover. Refer to Workshop Manual (WSM), Section 501-19.
2. Remove and discard the upper radiator deflector and lower radiator deflector ducts. Refer to WSM, Section 501-19.
3. Replace the both the upper and lower radiator deflectors with updated parts. Refer to WSM, Section 501-19.
4. Install the front bumper cover. Refer to WSM, Section 501-19.

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.