



SSM 52298 2023 Escape - IPC With 12 Inch Display Only - Navigation Graphics Display Showing Roundabout Direction As Clockwise - Built On Or Before 10-Jul-2023

Some 2023 Escape vehicles built on or before 10-Jul-2023 and equipped with a 12 inch instrument panel cluster (IPC) display may exhibit a roundabout/traffic circle arrow directing the traffic to go to the left (clockwise) around the roundabout. This is incorrect and opposite to what is displayed in the center display screen. The direction of travel should be to the right (counterclockwise) around the roundabout/traffic circle. This condition does not affect vehicle durability and no additional diagnosis or service is required for this condition at this time. Inform customers that they can continue to drive the vehicle and engineering is currently working on a solution for this condition that is expected in April 2024. Replacement/reprogramming of the IPC will not resolve this condition. Monitor OASIS for additional information and schedule service appointments for customers once the repair becomes available.