



Stacy L. Balzer
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
PO Box 1904
Dearborn, Michigan 48121

May 20, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 23B56**
Certain 2020 - 2023 Model Year Escape Vehicles
Inspect Front Door Check-Arm Reinforcement Spot Welds

REF: **Advance Notice - Customer Satisfaction Program 23B56**
Published February 22, 2024

PROGRAM TERMS

This program will be in effect through May 31, 2027. There is no mileage limit for this program.

URGENCY / EXPIRATION DATE

We recommend dealers utilize their FSA VIN Lists' names and address to contact customers with affected vehicles. This will help minimize the number of vehicles that may experience multiple cracked/broken door check-arm reinforcement spot welds, which requires a more extensive repair. FSA VIN Lists were made available on February 22, 2024.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2020 - 2023	Louisville	November 13, 2018 through June 19, 2023

US population of affected vehicles: 557,448. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

In all of the affected vehicles, the front door check-arm reinforcement welds can crack and may eventually pull away from the door structure. If not repaired, the check-arm reinforcement may eventually detach from the door structure. This can cause a rattling noise and increased door opening/closing efforts. It may also interfere with door glass operation and the ability of the check arm to hold the door in the open position.

SERVICE ACTION

Dealers will inspect the front door check-arm reinforcement bracket welds. Vehicles with **less than 3** welds completely separated from the door AND weld cracks that do not exceed 10mm in length will have a reinforcement kit installed to strengthen the area and prevent welds from cracking or breaking. Vehicles with **3 or more** completely separated welds from the door OR any weld cracks that exceed 10mm in length will receive a full door replacement. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: If a front door has been replaced after November 18, 2023, no action needs to be performed on the replaced door.

OWNER NOTIFICATION MAILING SCHEDULE

Parts to repair this condition are currently not available in sufficient quantities to service all of the affected vehicles. Therefore, to ensure an ample supply of parts, owners of affected vehicles will be notified in two separate mailings. The mailing will begin by the week of June 3, 2024, prioritized by oldest model year. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Owner Notification Letter
- Additional Attachments (Service kit installation templates)

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Stacy L. Balzer

Customer Satisfaction Program 23B56

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level:
Ⓢ - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS has been activated on February 22, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists has been made available through <https://web.fsavinlists.dealerconnection.com> since February 22, 2024. Owner names and addresses will be available by the week of June 17, 2024.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this service action.

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires 6 months after the owner received their owner letter.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with front door replacement due to broken check-arm reinforcement welds.

Customer Satisfaction Program 23B56**RENTAL VEHICLES**

Rental vehicles are only approved for this program when a door(s) has to be replaced. Please contact the SSSC via the SSSC Web Contact Site. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for door replacement. Prior approval for more than 4 rental day(s) is required from the SSSC via the SSSC Web Contact Site.

ALTERNATIVE TRANSPORTATION

If a customer is unable or does not wish to rent a vehicle but still requires transportation, the rental reimbursement allowance can be used for alternative transportation. Alternative transportation is approved for \$100 per day for both Ford and Lincoln customers. The dollar-per-day allowance can be cumulative across multiple rides per day (e.g., ride to work \$20 and ride home \$24).

- Alternative transportation reimbursement can be claimed for both short-term and long-term scenarios.
- Any amount over the cost-per-day limits will be the customer's responsibility.
- The customer will need to pay upfront and provide proof of payment to the dealer.
- Dealers will then need to submit for reimbursement following the Rental Vehicle Reimbursement Process and then refund the customer.

Examples of alternative transportation:

- Taxi
- Public Transportation - Subway, Train, or Bus
- Rideshare alternatives (Uber, Lyft, etc.)

REPAIR PHOTO SUBMISSION

Ford has requested photo evidence prior to performing a front door replacement for this FSA.

- The SSSC must provide approval prior to replacing a front door(s).
- If a door meets the replacement criteria (refer to Front Door Repair Procedure attachment), contact the SSSC and upload the necessary photos of the broken and/or cracked welds around the door check-arm as an attachment for review.
- Upon approval, the SSSC will provide an approval code that must be used for claiming.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site before completing the repair.

Customer Satisfaction Program 23B56

CLAIMS PREPARATION AND SUBMISSION

- **Technician Competency Requirement:** The STST Competency 10 certification requirement in the U.S. market only will be enforced starting with repair orders opened on or after April 1, 2024. FSA repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See EFC14251 for more details.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action
 - Sub Code: 23B56
 - Customer Concern Code (CCC): B09
 - Condition Code (CC): 61
 - Causal Part Number: Use 7820125 for all kit installations and LH door or both door replacements, and 7820124 only for RH door replacements - Quantity 0
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Rentals:** Note: Rentals are provided only for claims with a front door replacement. For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 23B56
 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND
 - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Additional parts not listed in the parts section:** Additional parts such as fasteners may be submitted on the same repair line on which the FSA is claimed.
- **Provision for Locally Obtained Supplies:** Only applies to door replacement. Includes paint and paint supplies. Submit on the same line as the repair.
 - Program Code: 23B56
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$1,000.

Customer Satisfaction Program 23B56

CLAIMS PREPARATION AND SUBMISSION (continued)

- **Sublet Mechanical and Painting:** Only applies to door replacement. This program may be sublet to a body/paint shop if required. Sublet documentation must be retained. Submit on the same line as the repair.
 - Program Code: 23B56
 - Misc. Expense: FSAOSL
 - Misc. Expense: Claim up to \$8,000 for 2 doors (whole job – parts and labor), \$4000 for one door (whole job – parts and labor). \$3000 for 2 doors (paint only), \$2000 for one door (paint only).
- **Miscellaneous Labor Operations:** For sublet repairs only, claim 0.2 hours for door check arm reinforcement weld inspection.
 - For sublet repairs only, claim 0.2 hours for administration of sublet forms.

Customer Satisfaction Program 23B56

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect check-arm reinforcement spot welds in both front doors. If door passes inspection, install service kit (one door).	23B56H	1.4 Hours
Inspect check-arm reinforcement spot welds in both front doors. If both doors pass inspection, install service kits (two doors).	23B56J	2.6 Hours
One Door Replacement – Mechanical procedures only - Remove and install all door components including molding, remove and install and adjust one door (cannot be claimed with F or G).	MT23B56B	M-time Up to 3.5 hours
Two Door Replacement – Mechanical procedures only Remove and install all door components including molding, remove and install and adjust both doors (cannot be claimed with F or G).	MT23B56C	M-time Up to 6.3 hours
One Door Replacement - Paint only (cannot be claimed with F or G).	MT23B56D	M-time Up to 4.7 hours
Two Door Replacement - Paint only (cannot be claimed with F or G).	MT23B56E	M-time Up to 9.4 hours
One Door Replacement - Mechanical <u>and</u> Paint (cannot be claimed with B, C, D or E).	MT23B56F	M-time Up to 8.2 hours
Two Door Replacement - Mechanical <u>and</u> Paint (cannot be claimed with B, C, D or E).	MT23B56G	M-time Up to 15.7 hours
Extra time for Tri-coat – One Door	MT23B56K	M-time Up to 0.5 hours
Extra time for Tri-coat – Two Doors	MT23B56L	M-time Up to 1.0 hour
Time allowed to submit photos to SSSC for door replacement.	23B56ZZ	0.2 Hours

Customer Satisfaction Program 23B56

PARTS REQUIREMENTS / ORDERING INFORMATION

Special Program Part Ordering:

To place an order for parts, submit a Special Program order in the DOW system. **SSSC contact is not required to order K-Coded parts on this program.** More information can be found in EFC 10642.

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LJ6Z-78235A62-A	Up to 2	Up to 2	1	Escape door service kit
W721069-S300	12 per vehicle	3	4	Door trim panel push pin
LJ6Z-7820125-C	Up to 1	Up to 1	1	Escape front door – Left (Note: SSSC approval required for door replacement)
LJ6Z-7820124-D	Up to 1	Up to 1	1	Escape front door – Right (Note: SSSC approval required for door replacement)

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Less than 3% of the affected vehicle population is expected to require a front door replacement.

DEALER PRICE

For the latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

EXCESS STOCK RETURN

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

Customer Satisfaction Program 23B56

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1st, 2021, or later must be inspected and signed off on the repair order by a member of your dealer's fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.



Ford Motor Company
Ford Customer Service Division
PO Box 1904
Dearborn, Michigan 48121

June 2024

Customer Satisfaction Program 23B56

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

- Why are you receiving this notice?** On your vehicle, the front door check-arm reinforcement welds can crack and may eventually pull away from the door structure.
- What is the effect?** This may result in a rattling noise and significantly increased door opening/closing efforts. It may also interfere with door glass operation and ability of the check arm to hold the door in the open position.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to inspect the front door check-arm reinforcement bracket welds. Your vehicle will receive either a reinforcement kit or a full door replacement. This service must be performed on all affected vehicles at no charge (parts and labor) to the vehicle owner under the terms of this program. This Customer Satisfaction Program will be in effect until May 31, 2027 regardless of mileage. Coverage is automatically transferred to subsequent owners.
- How long will it take?** If door replacement is not required, the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. In addition, your vehicle will require an inspection to determine if parts need to be ordered.
- What should you do?** Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 23B56. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter. If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any

**What should you do?
(continued)**

vehicle damage that may result from the failure to have this service action performed on a timely basis. Therefore, please have this service action performed as soon as possible.

NOTE - You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Do you need a rental vehicle?

If your dealer determines that door replacement is required and needs your vehicle overnight, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel, insurance, and tax) while your vehicle is at the dealership for repairs. Please see your dealer for guidelines and limitations.

Have you previously paid for this repair?

If you have previously paid for a repair that addresses the issue described in this letter, you still need to have this service action performed to ensure the correct parts were used.

If the previously paid repair was performed before the date of this letter, you may be eligible for a refund. Refunds will only be provided for services related to front door replacement due to broken check-arm reinforcement welds. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer within 6 months of the date on this letter. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center (CRC) at 1-866-436-7332** and one of our representatives will be happy to assist you. The CRC is open on weekdays from 8:00 AM – 11:00 PM and on Saturday 8:00 AM - 8:00 PM (Eastern Time). TTY/TDD users, please contact the CRC at the number listed using the Telecommunication Relay Service by dialing 711.

If you wish to contact us through the internet, our address is ford.com/support.

FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is fleet.ford.com.

Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division

CERTAIN 2020-2023 MODEL YEAR ESCAPE VEHICLES — INSPECT FRONT DOOR CHECK-ARM REINFORCEMENT SPOT WELDS

SERVICE INSPECTION PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement, for U.S. market only, will be enforced starting with repair orders opened on or after April 1, 2024. Field Service Action (FSA) repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC) 14251 for more details.

NOTE: This inspection procedure must be performed on both front doors.

1. Check OASIS warranty history. Has this vehicle had a front door replacement after 18-Nov-2023?

Yes - This is the latest part number door and requires no further action or installation of a reinforcement kit. Continue to Step 2.

No - Continue on to Step 2.

NOTE: This inspection procedure must be performed on both front doors, unless a front door(s) was replaced after 18-Nov-2023.

2. On both sides, open the front door and detach the two (2) closest push pins from the front door mounted weatherstrip as shown in Figure 1.

NOTE: Left Hand (LH) side shown, Right Hand side similar.

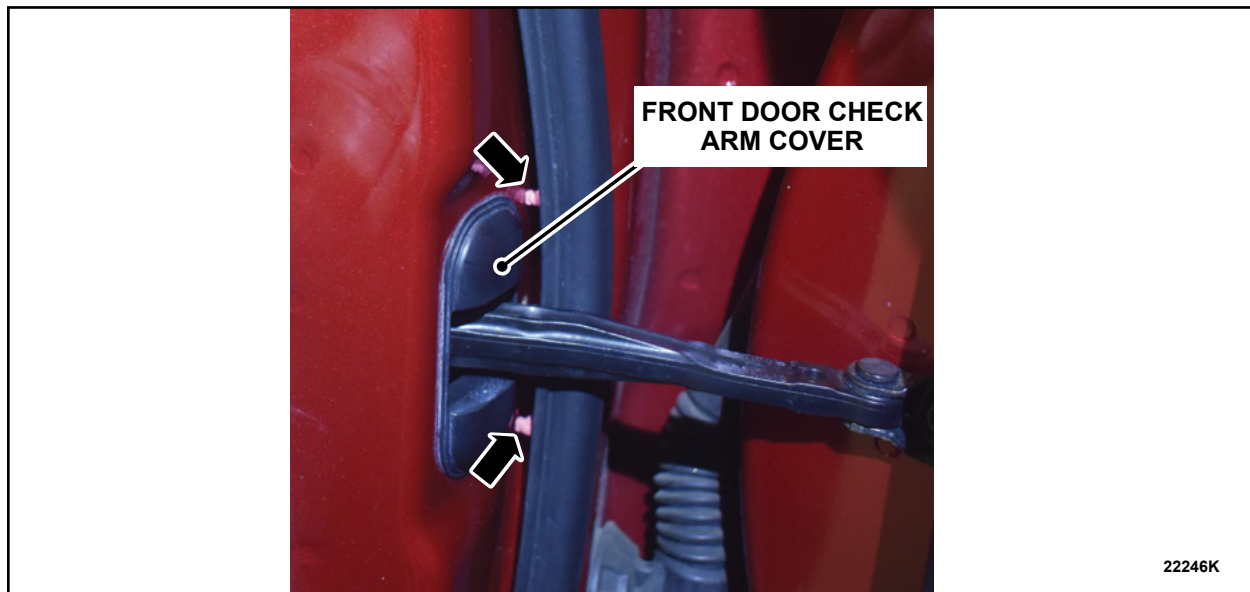


FIGURE 1



3. During the following inspection you will need to determine if the front door check arm bracket spot welds are cracked or separated from the door inner on both front doors. Locate the 3 spot welds under the door mounted weatherstrip as shown in Figure 2.

NOTE: Front door and front door mounted weatherstrip removed for clarity.

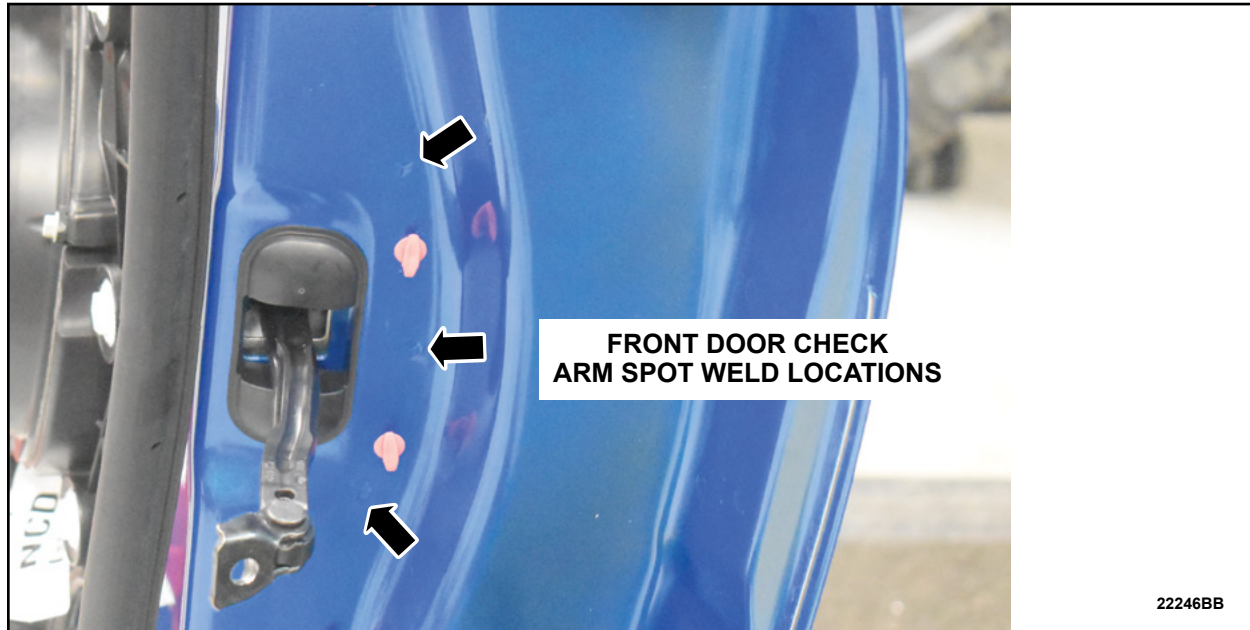


FIGURE 2

4. Inspect the spot welds on each door. Figures 3 and 4 show examples of the various damaged spot welds.

- Upon inspection of the door check arm spot welds on each door, pick the appropriate repair based on the inspection. One (1) of the two (2) repairs must be performed on each front door.

Replacement of the Front Door Assembly is Required if:

- Any weld has a crack more than 10 mm (0.39 inches) in length. **See the Front Door Replacement Procedure attachment.**
- AND/OR**
- Three (3) or more spot welds have completely separated from the door inner. **See the Front Door Replacement Procedure attachment.**

Installation of the Service Kit - Rivet Plate Installation is Required if:

- Two (2) or less spot welds have completely separated from the door inner **and** each crack is less than 10 mm (0.39 inches) in length. If welds are cracked but not separated from the door inner, it is acceptable to have two (2) or more cracked welds and proceed with the rivet plate installation. **See the Service Repair Procedure on Page 4.**
- OR**
- All welds are intact. **See the Service Repair Procedure on Page 4.**



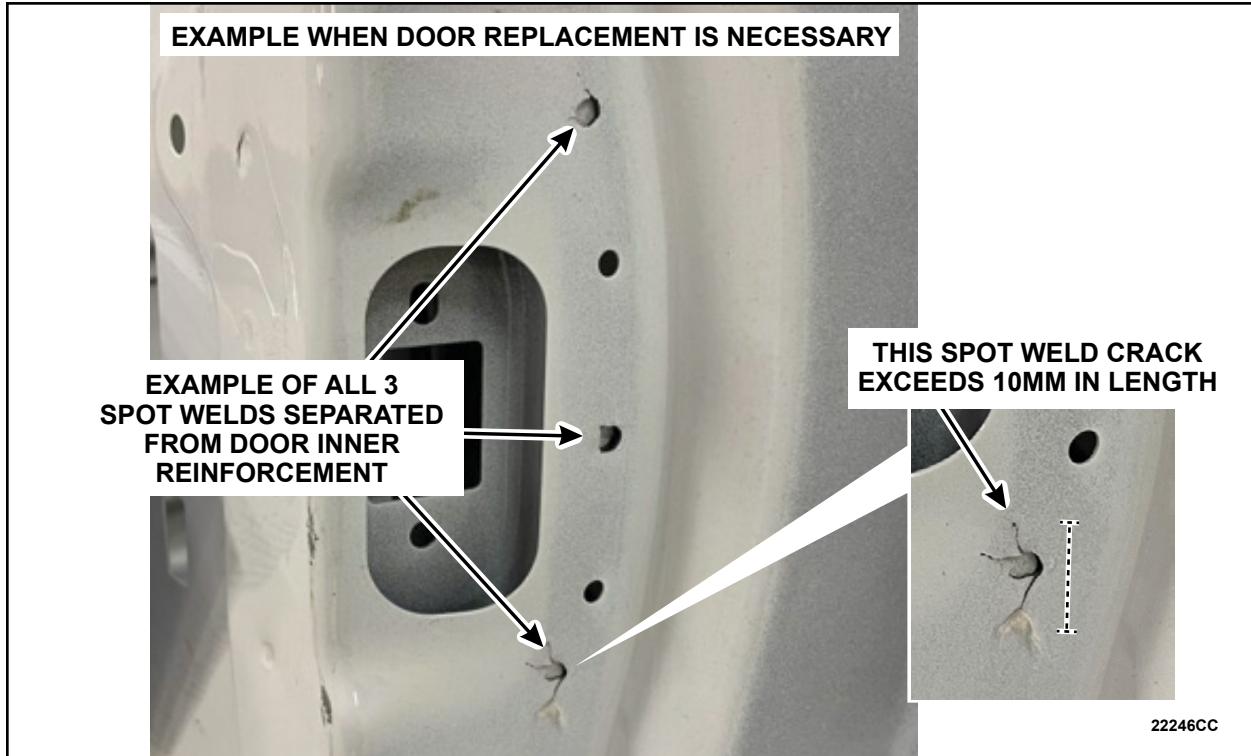


FIGURE 3

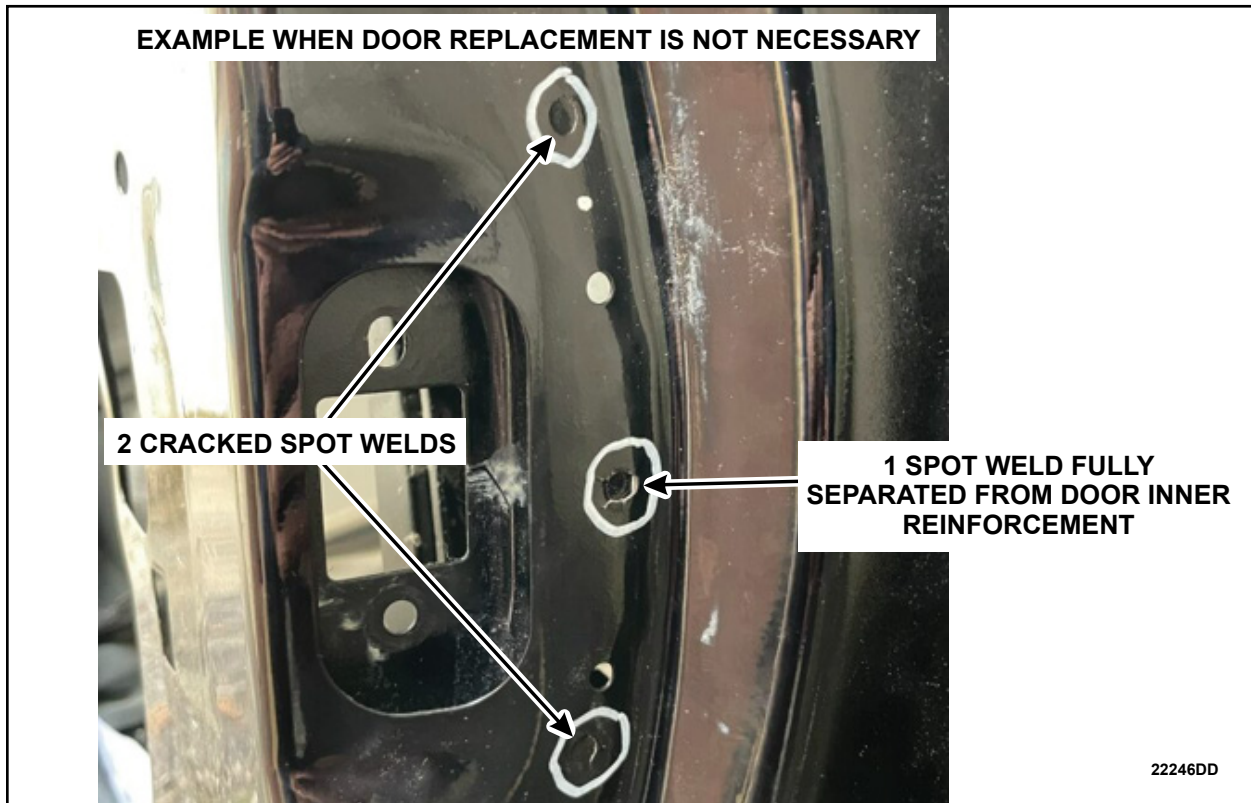


FIGURE 4



SERVICE REPAIR PROCEDURE

NOTE: This procedure can be performed on the right-hand and/or left-hand side front door(s).
Left front door shown right front door similar.

1. Using a non-permanent marking tool, such as a wax pen, chalk, pencil etc, draw a line on the door sheet metal, marking the edge of the door panel for later reference. See Figure 5.

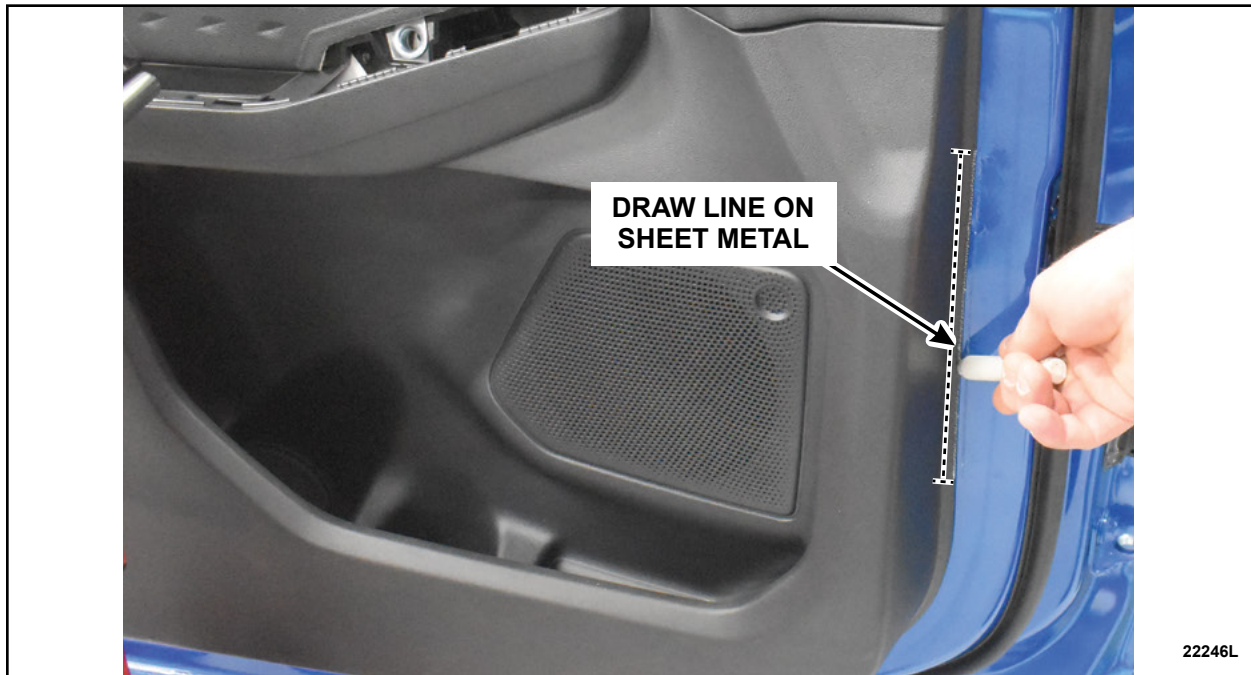


FIGURE 5

2. Remove the front door trim panel. Follow the Workshop Manual (WSM) procedures in Section 501-05.
3. Using a door lift, remove the front door assembly. Follow the WSM procedures in Section 501-03.



- Carefully release the door mounted weatherstrip retainers from the seal and position the weatherstrip to the side as shown in Figure 6.



FIGURE 6

- Remove and discard the two (2) retainers closest to the door check arm cover as shown in Figure 7.

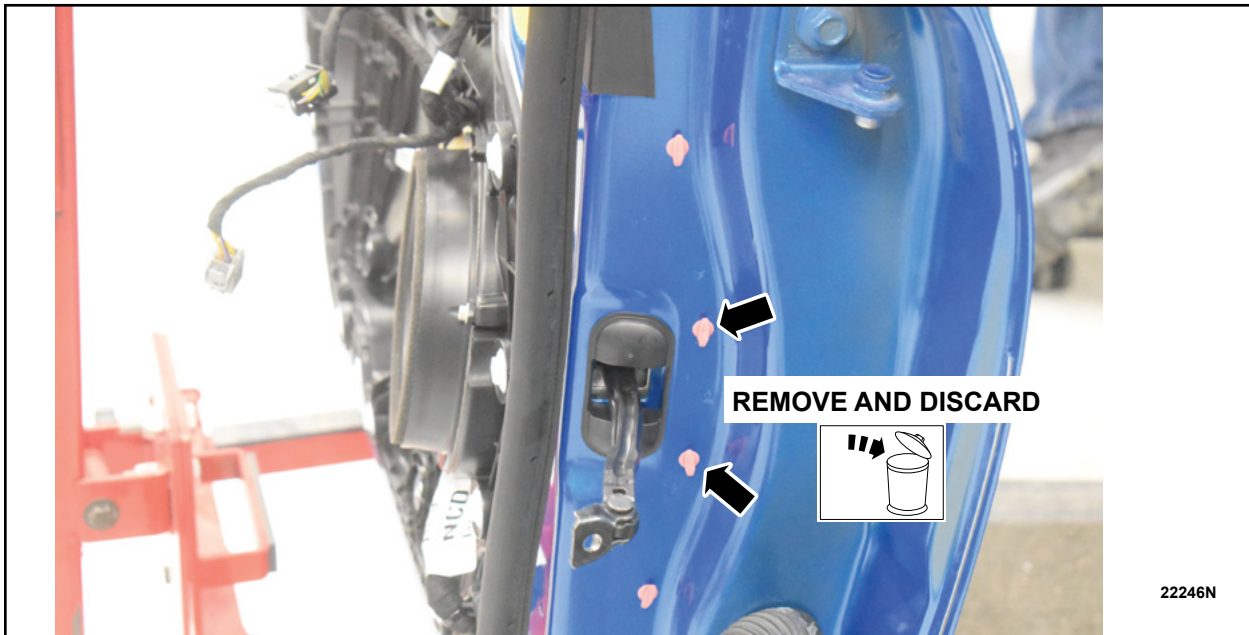


FIGURE 7



6. If equipped, remove the front door check arm cover. See Figure 8.

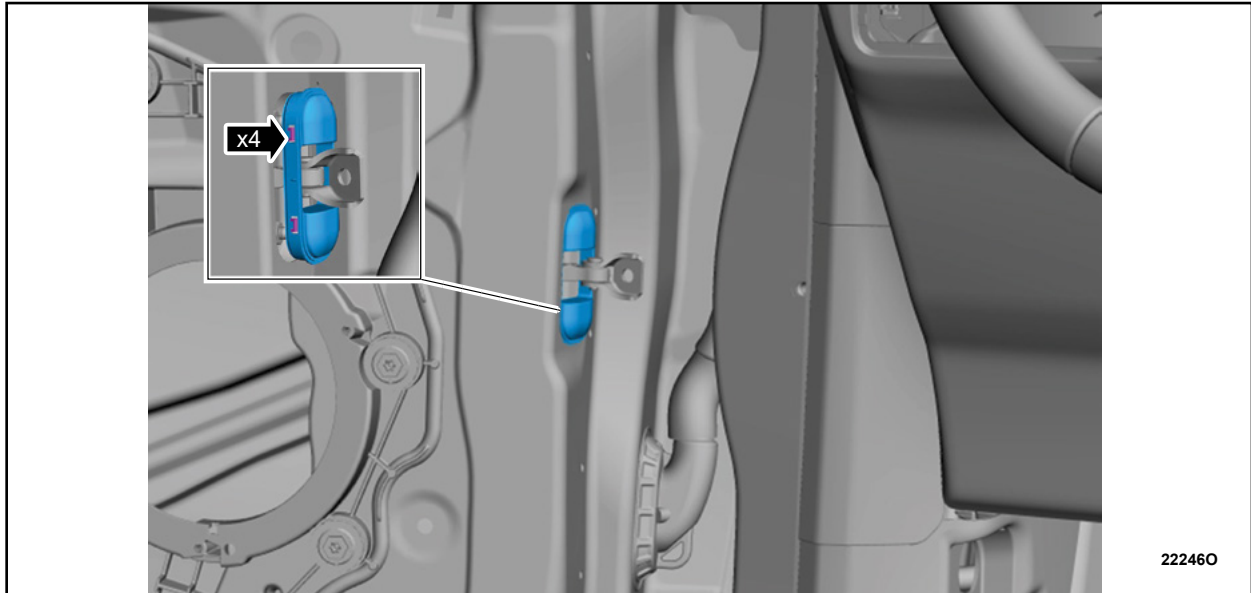


FIGURE 8



7. Refer to the separate template attachments, print and cut-out the dotted line portions on the paper template as shown in Figure 9.

NOTE: Printing Directions: Print on 8.5" x 11" paper in portrait orientation, Custom Scale at 100%.

- a. Cut out the door check arm opening.
- b. Cut out the larger perforated circle.
- c. Cut out upper larger perforated square.
- d. Cut out lower smaller perforated square.
- e. Cut out both perforated circles.
- f. Cut out the upper and lower corner pieces.

NOTE: The Figure below only shows the areas in which to cut-out of the template. Do not print this Figure, refer to the separate template attachments.

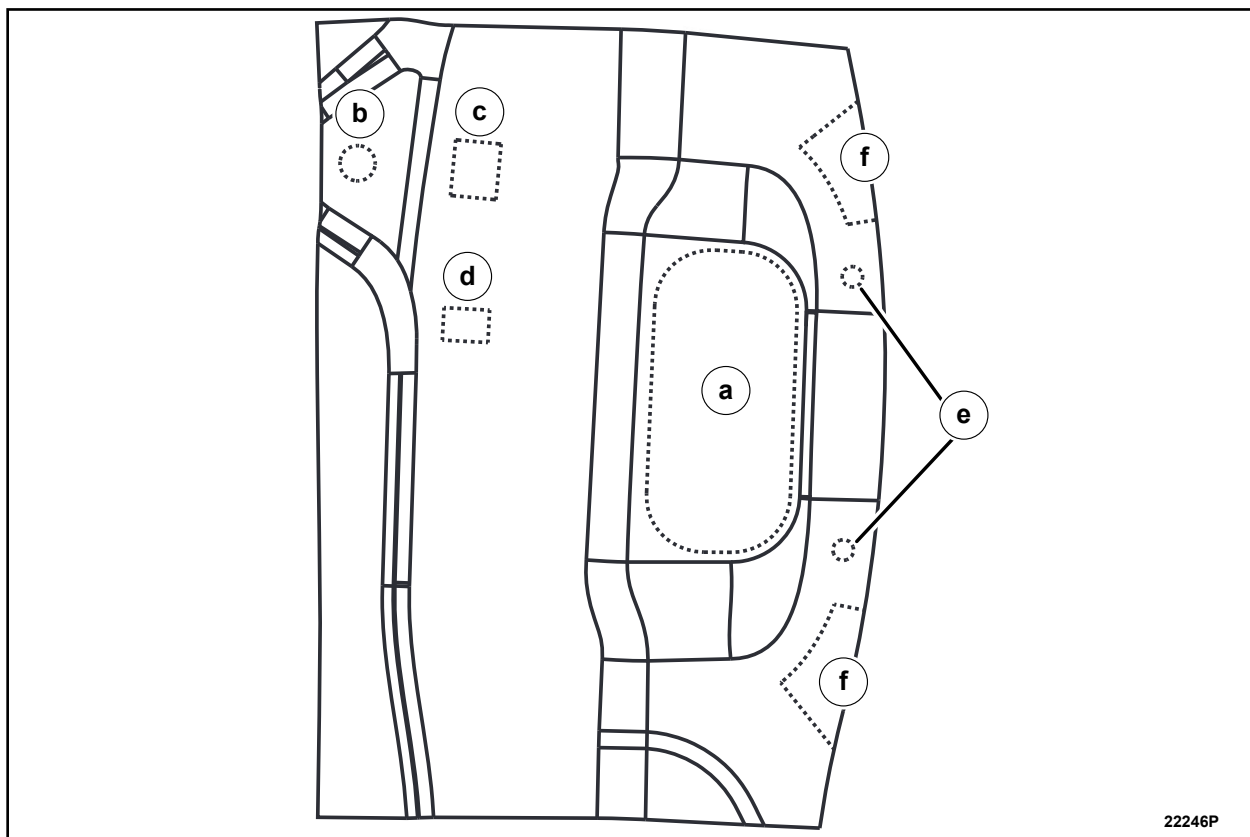


FIGURE 9



8. Install the template over the door check strap. Use the contours drawn on the template and the three (3) circles that were cut out to align the template in place, then tape the template down. See Figure 10.

NOTE: Make sure the template does not move while taping it to the sheet metal before continuing to the next Step.

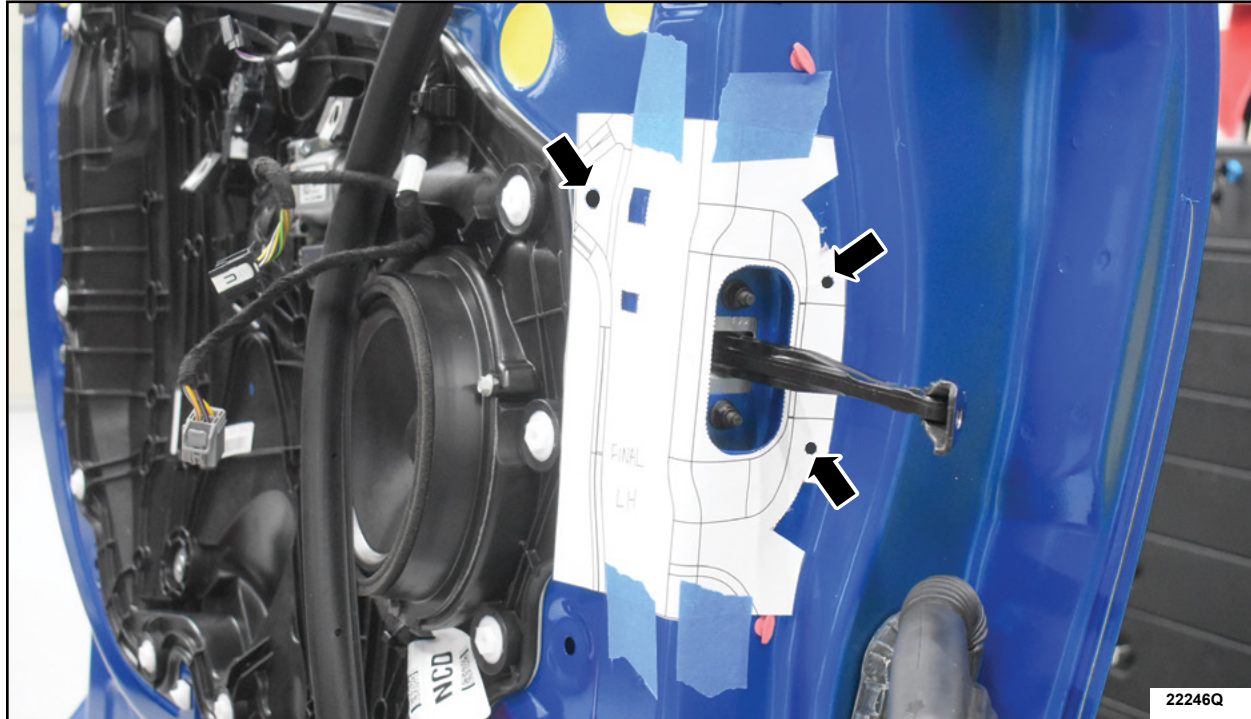


FIGURE 10



9. On the two curved lines, pointed to in Figure 11, inspect by slightly lifting the template to check for any welds or weld separation lines near the curved line. Make a mark on the curved line where it is at least 10 mm (0.39 inch) away from a spot weld or a weld separation line. See Figure 11.

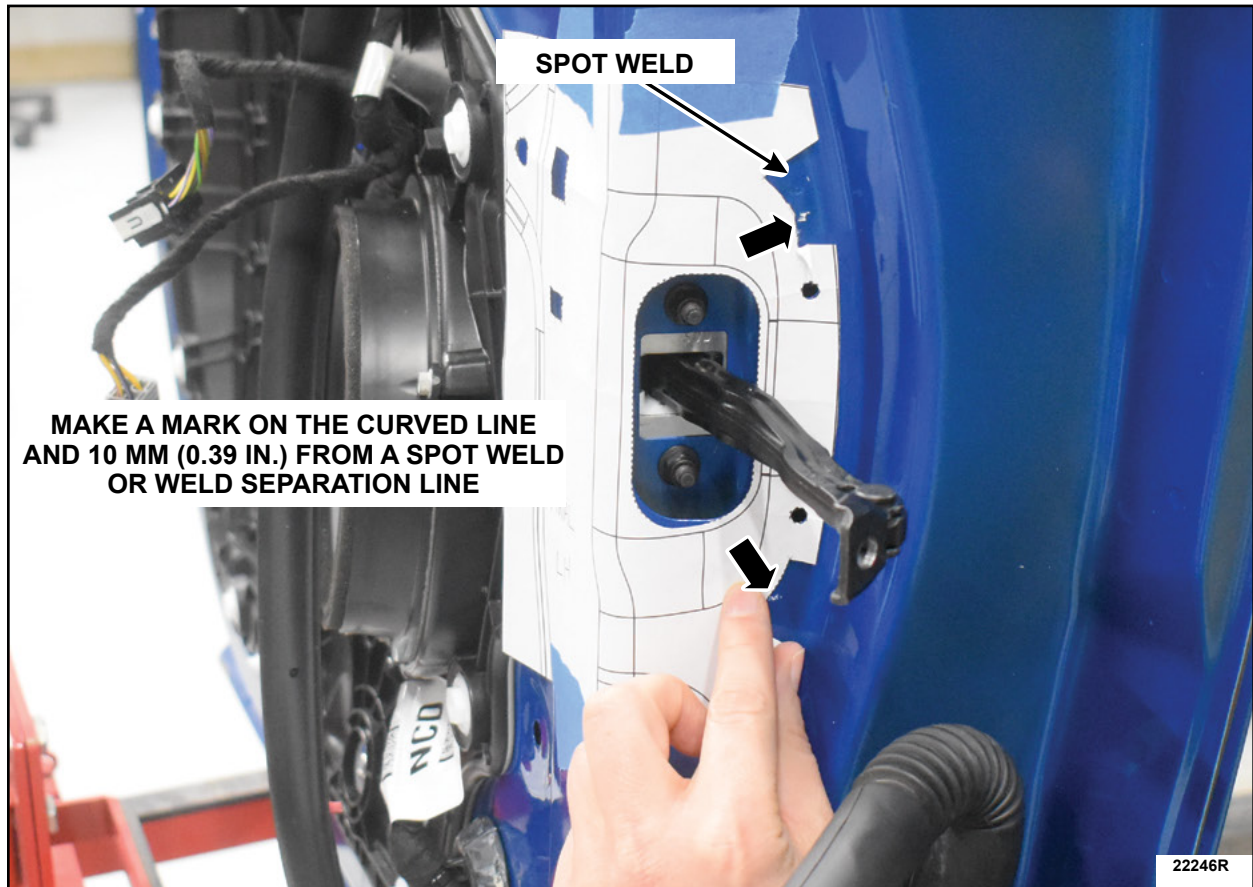


FIGURE 11



10. Using a 5 mm (13/64 in.) drill bit, center punch and drill out the previously mark locations.
See Figure 12.

NOTE: Using a sharp, spring loaded center punch will help prevent the drill bit from slipping from the designated hole location.

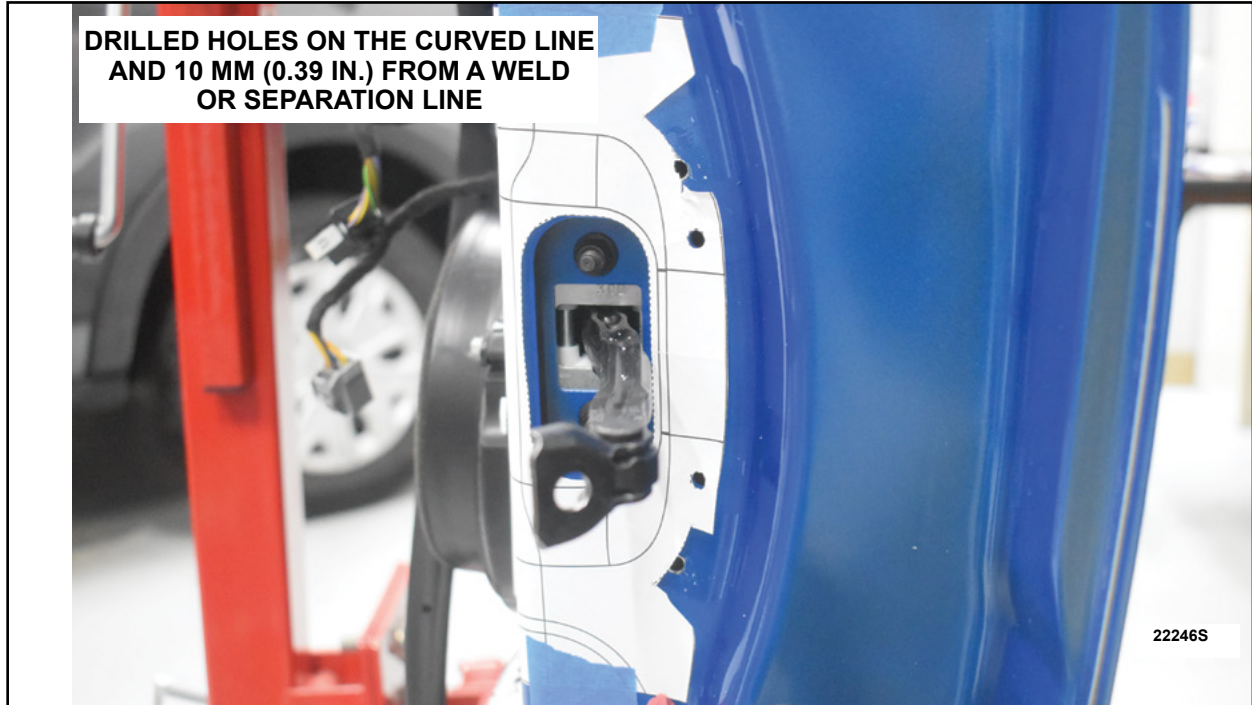


FIGURE 12



11. Find the line inside each square, from Figure 5, that was drawn on the sheet metal before removing the door panel. Make a mark on the door latch side of the line, making sure it is at least 10 mm (0.39 inch) away from a spot weld or a weld separation lines. Using a 5mm drill bit, center punch and drill out both marked locations as shown in Figure 13.



FIGURE 13



12. Remove the template from the door. Using a brush, apply Motorcraft® PM-13-A (anti-corrosion coating) to the bare metal portion of each hole that was just drilled out. See Figure 14.

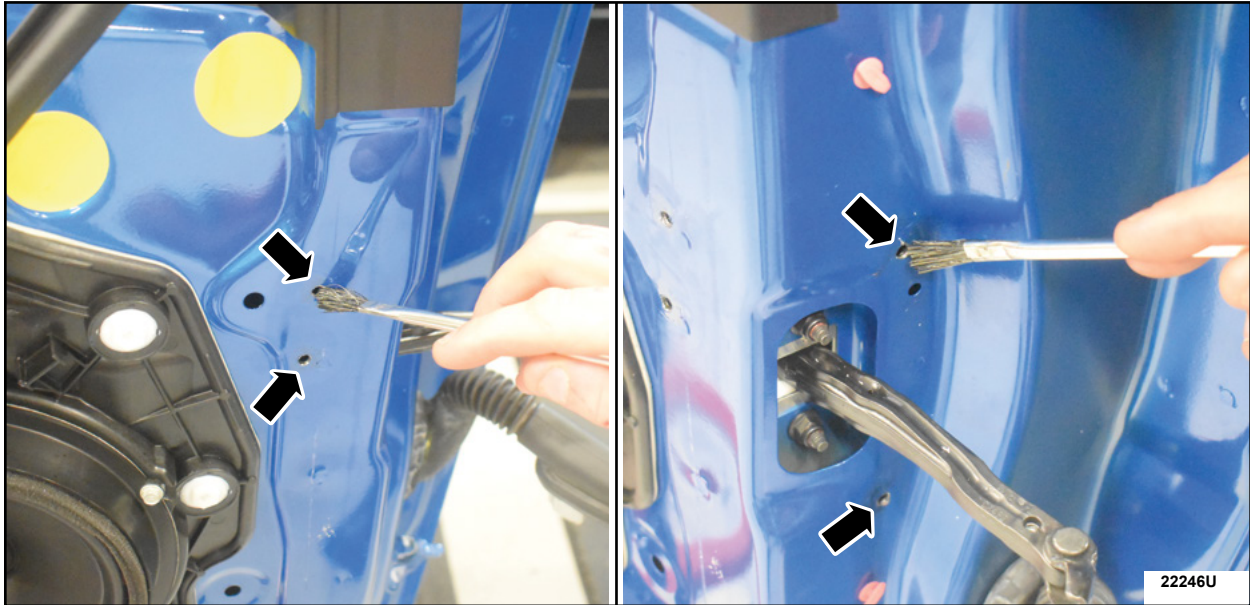


FIGURE 14

13. Using four (4) of the pop rivets included in the service kit and a rivet gun, install all four rivets into the previously drilled out holes. See Figure 15. Figure 16 shows all four (4) rivets installed.

NOTE: Using a rivet gun with longer handles will give more leverage to install the rivets.

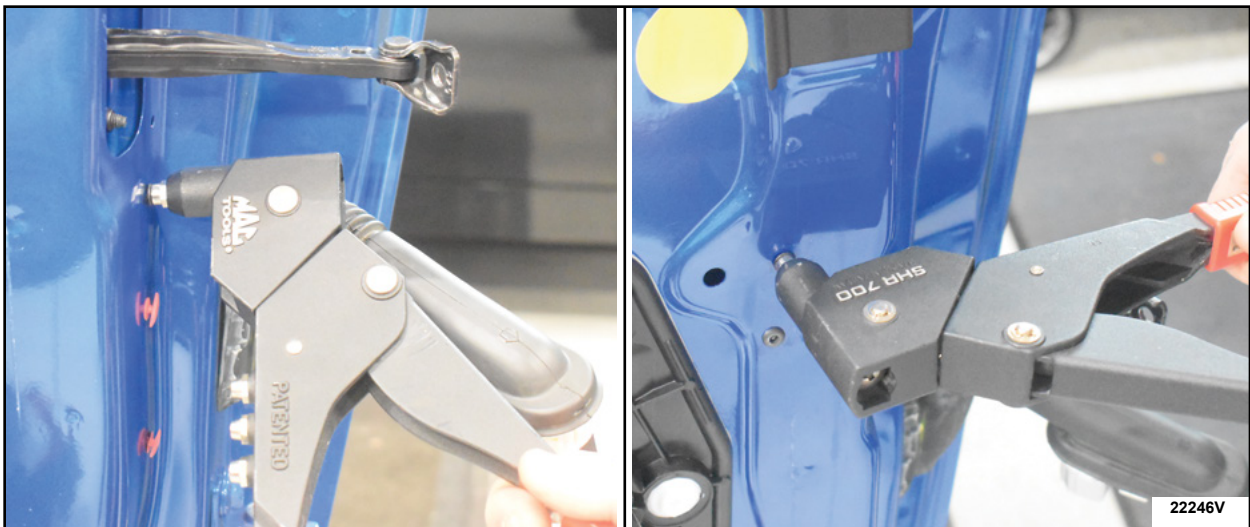


FIGURE 15



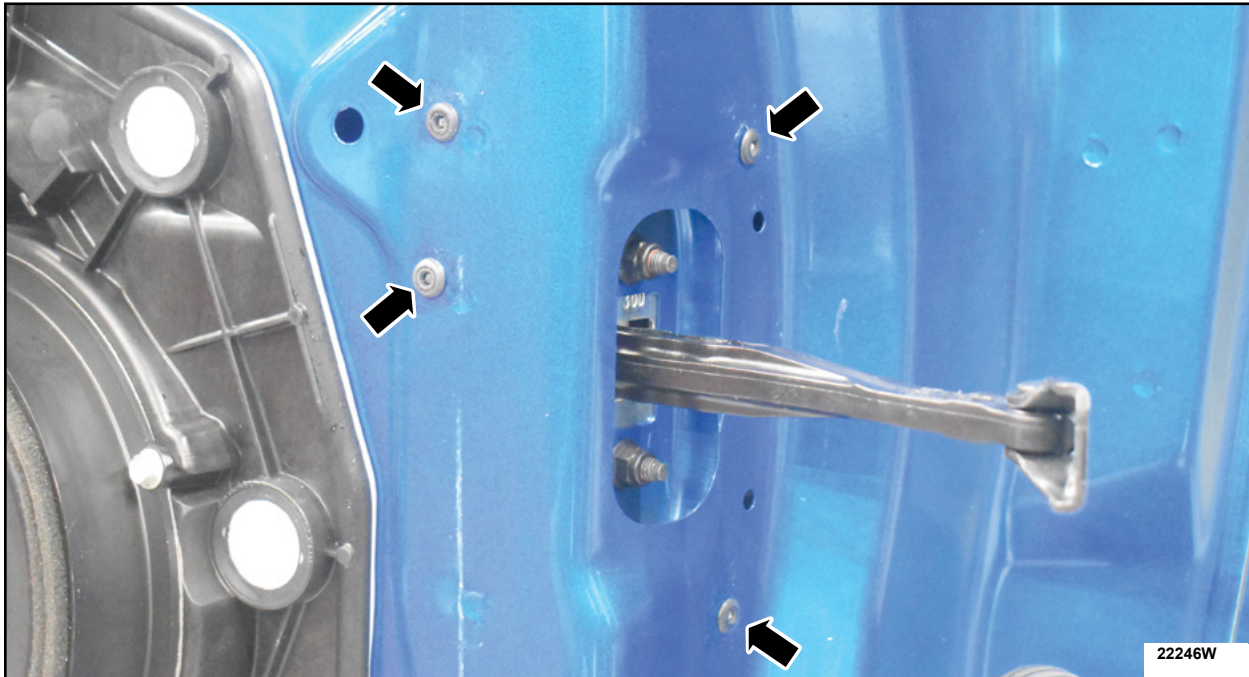


FIGURE 16

14. For any of the original spot welds that have cracked or separated, use a 10 mm (25/64 in.) broach drill bit and broach each weld as shown in Figure 17. Then, apply Motorcraft® PM-13-A (anti-corrosion coating) to each weld that was broached.

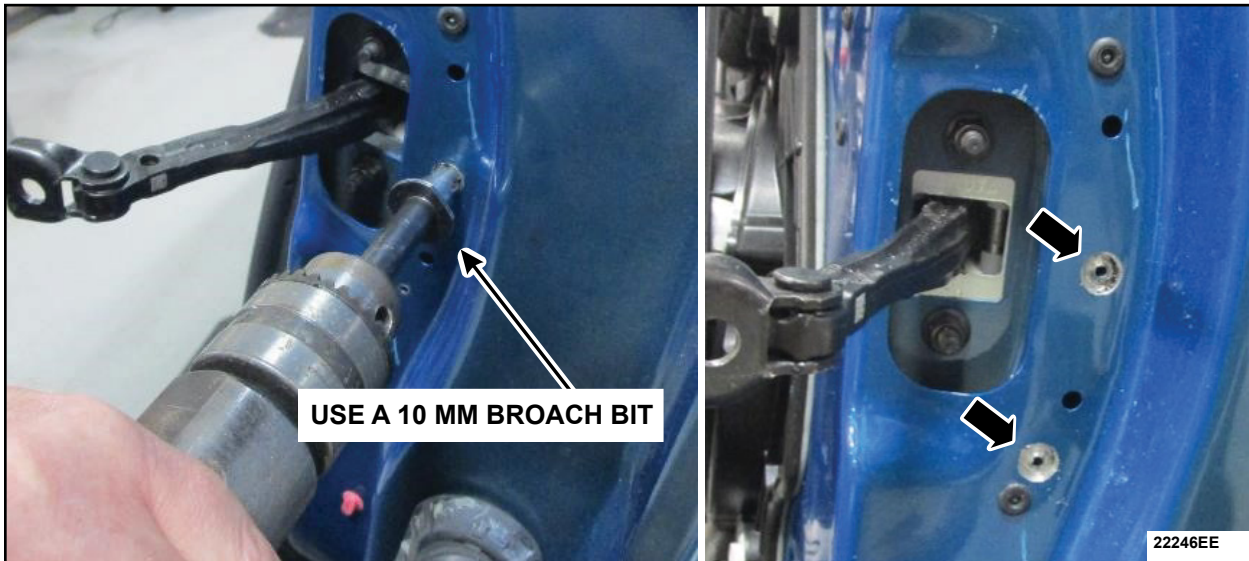


FIGURE 17



15. Using two (2) of the supplied push pins, install the check arm rivet plate into the original door push pin locations shown in Figure 18, making sure the rivet plate marking and dimples are facing away from the door sheet metal.

NOTE: The push pins supplied can be of any color and are all the same size.

NOTE: Make sure the part markings and dimples on the bracket are facing outward away from the door.

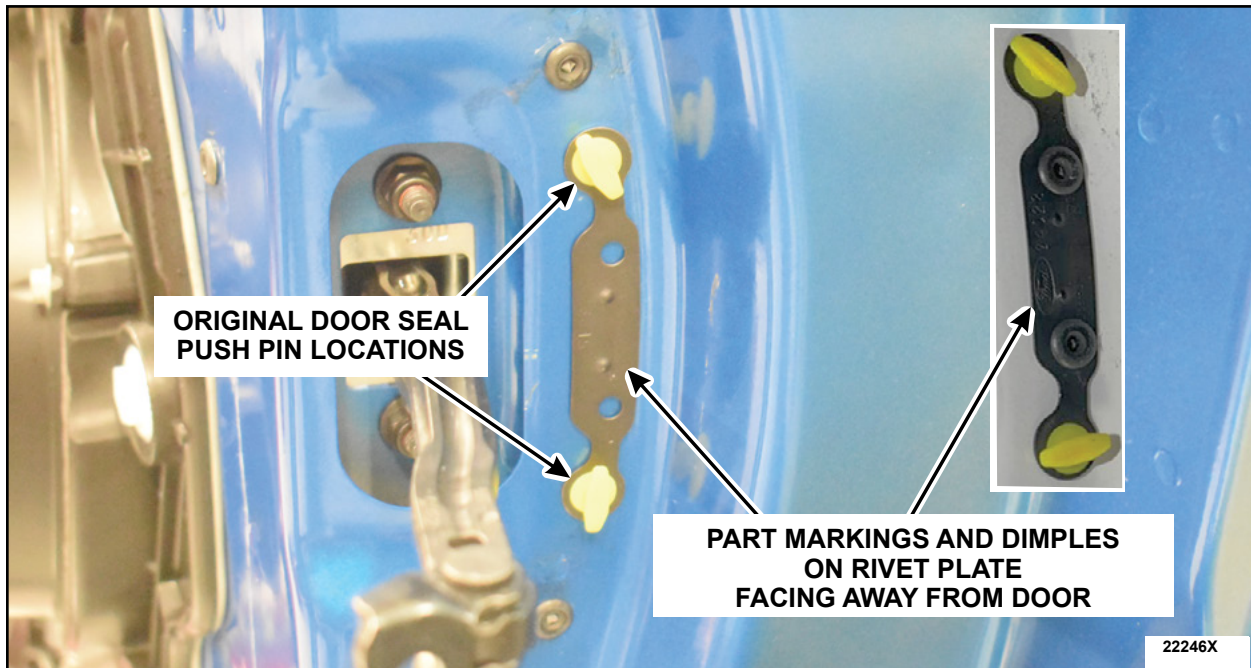


FIGURE 18



16. Using the rivet plate as a template, center punch the upper plate hole and drill a 5 mm (13/64 in.) hole. Then, place a rivet in the hole but do not tighten at this time. See Figure 19. Proceed to the next step.

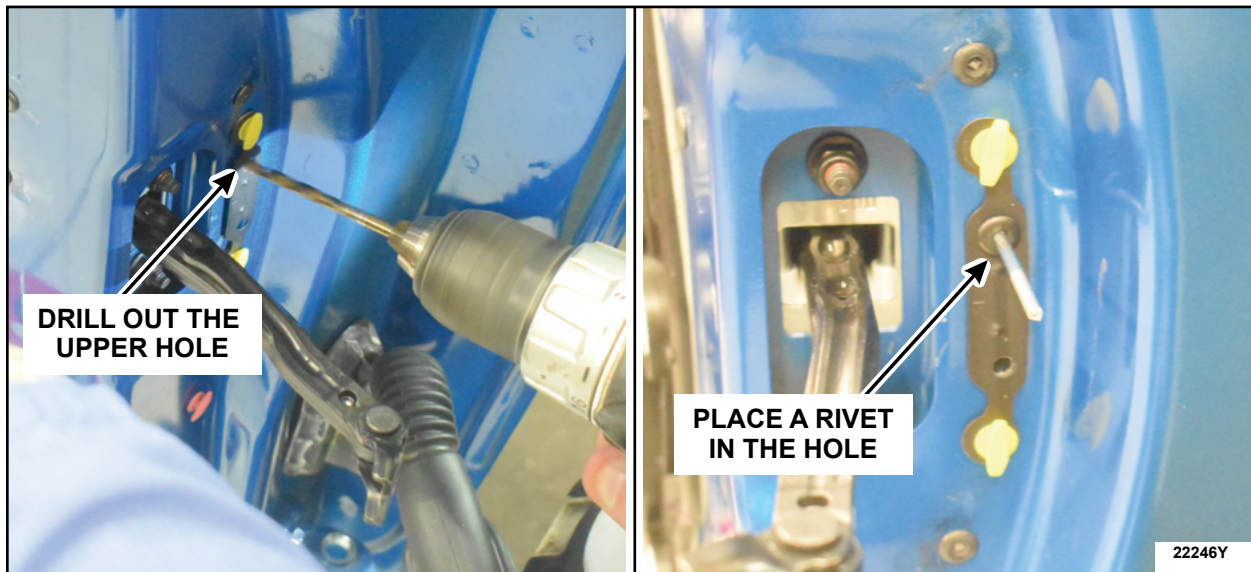


FIGURE 19

17. Using the rivet plate as a template, center punch the lower rivet plate hole and drill a 5 mm (13/64 in.) hole.
18. Remove both of the rivets to prepare for the next step.
19. Using a brush, apply Motorcraft® PM-13-A (anti-corrosion coating) to the bare metal portion of both holes that were just drilled out.
20. Place a rivet in each hole. Tighten the lower rivet while the upper rivet stays in place. See Figure 20.

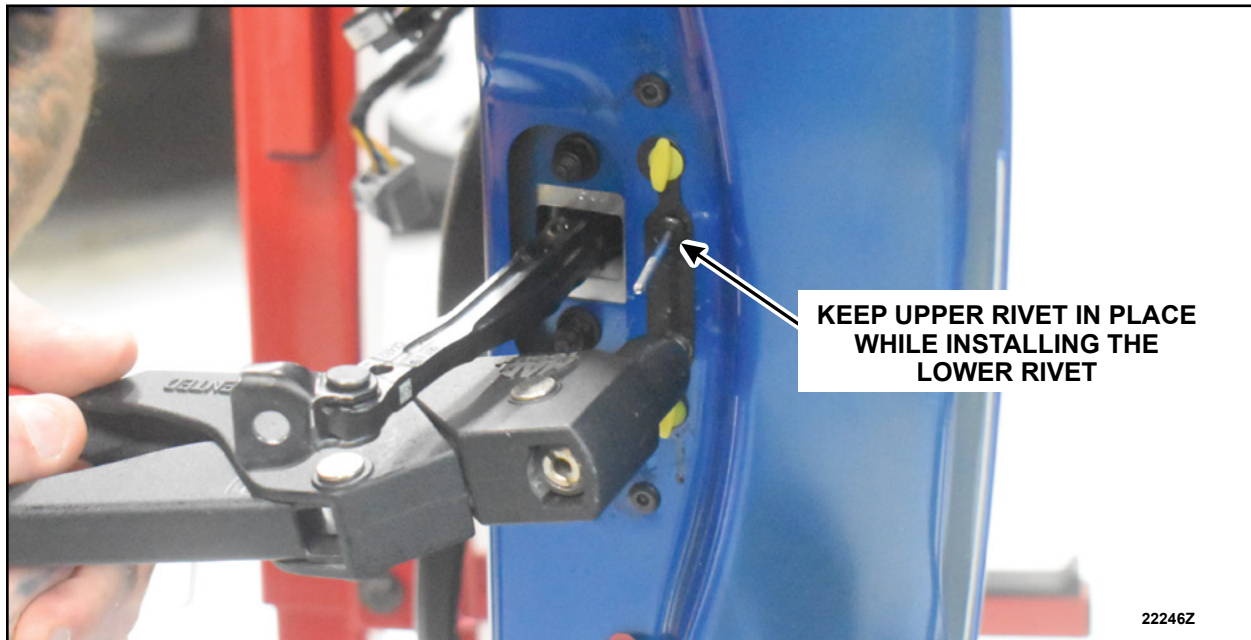


FIGURE 20



21. Tighten the upper rivet. See Figure 21.

NOTE: Make sure the rivet plate stays flush against the door sheet metal as you are tightening the rivets. No gaps can be between the rivet plate and door sheet metal.

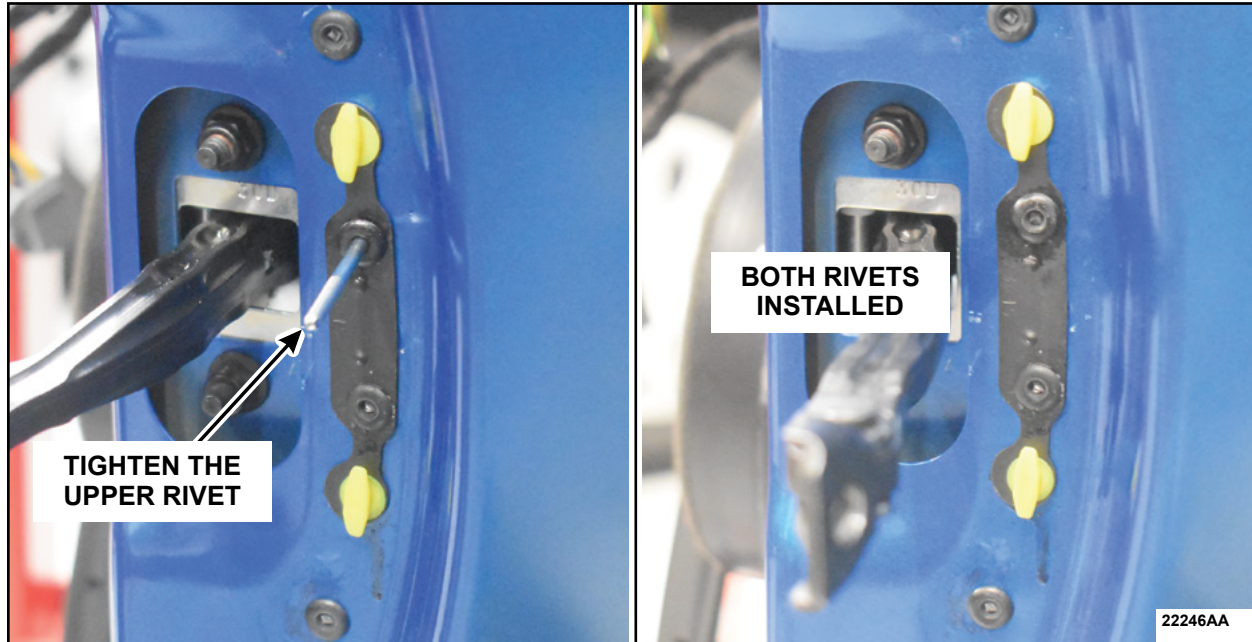


FIGURE 21

22. Clean any PM-13-A off that may have dripped down the inner panel.

23. Clean off the line made on the door sheet metal before removing the interior door trim panel.

24. If equipped, install the front door check arm cover. See Figure 22.

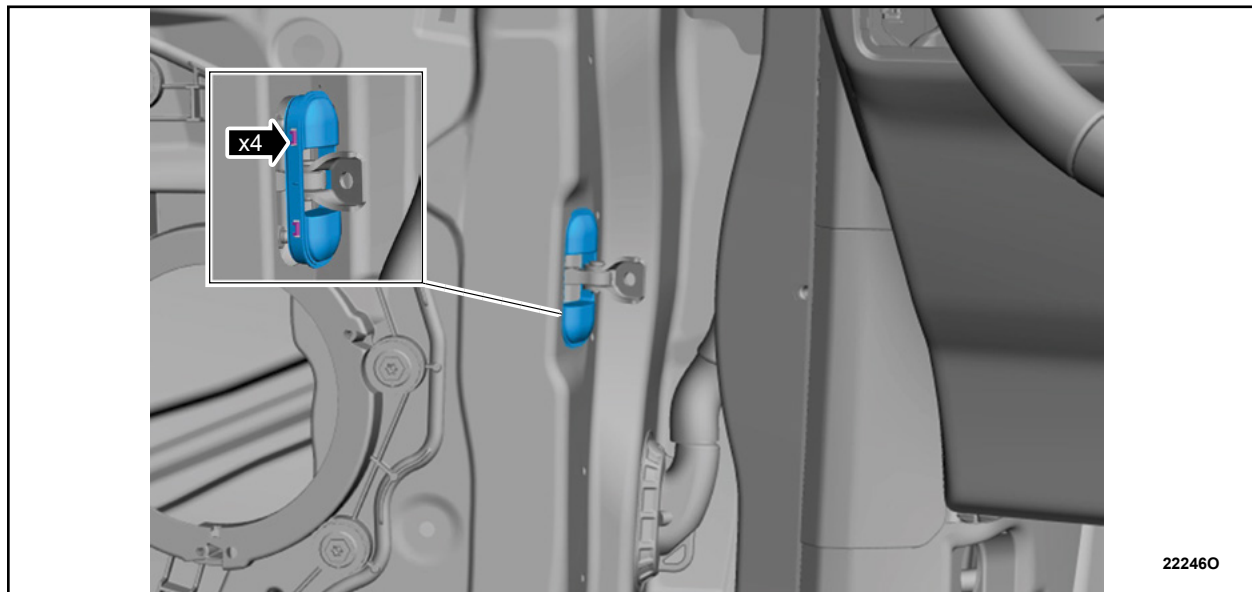


FIGURE 22



25. If any of the spot welds were broached earlier in this procedure, use the supplied 25 mm (0.99 in.) diameter black tape to cover each one as shown in Figure 23.

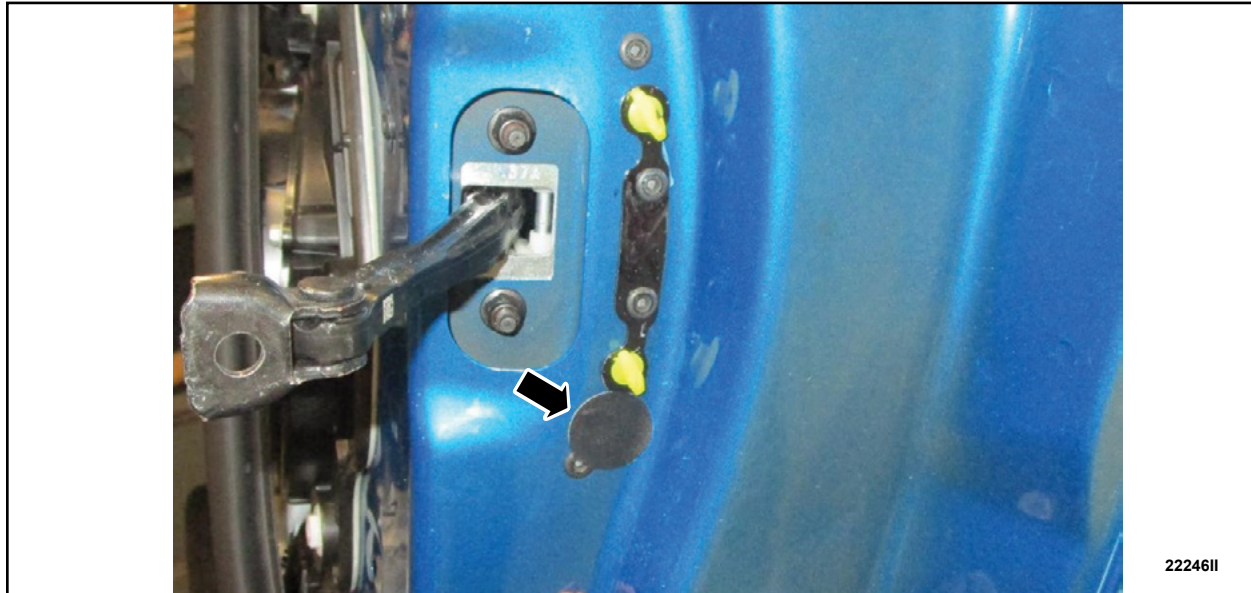


FIGURE 23

26. Reattach the front door weatherstrip. Make sure the weatherstrip is secured. There are extra push pins in the service kit if any push pins feel loose or become deformed.
27. Install the front door assembly onto the vehicle. Follow the WSM procedures in Section 501-03.
28. Install the front door trim panel. Follow the WSM procedures in Section 501-05.



CERTAIN 2020-2023 MODEL YEAR ESCAPE VEHICLES — INSPECT FRONT DOOR CHECK-ARM REINFORCEMENT SPOT WELDS

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement, for U.S. market only, will be enforced starting with repair orders opened on or after April 1, 2024. Field Service Action (FSA) repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC) 14251 for more details.

NOTE: If you do not have the special tools referenced in the Workshop Manual (WSM) to perform the FSA repair, please contact 1-800 ROTUNDA and choose option 3 to place an order.

NOTE: This procedure assumes that the front door check arm welds have separated from the door inner and photos have been sent to the Special Service Support Center (SSSC) with approval to replace the front door assembly.

NOTE: Left-hand side shown, right-hand side similar.

1. Paint the jambs and the interior side of the *new* front door assembly.
2. Depower the Supplemental Restraint System (SRS). Follow the Workshop Manual (WSM) procedures in Section 501-20B.
3. Remove the exterior front door handle reinforcement. Follow the WSM procedures in Section 501-14.
4. Remove the front door upper moulding. Follow the WSM procedures in Section 501-08.
5. Remove the front door glass top run. Follow the WSM procedures in Section 501-11.



6. Remove the front door mounted weatherstrip. See Figure 1.

NOTE: Transfer any clips back into the weatherstrip that may have stayed attached in the door.

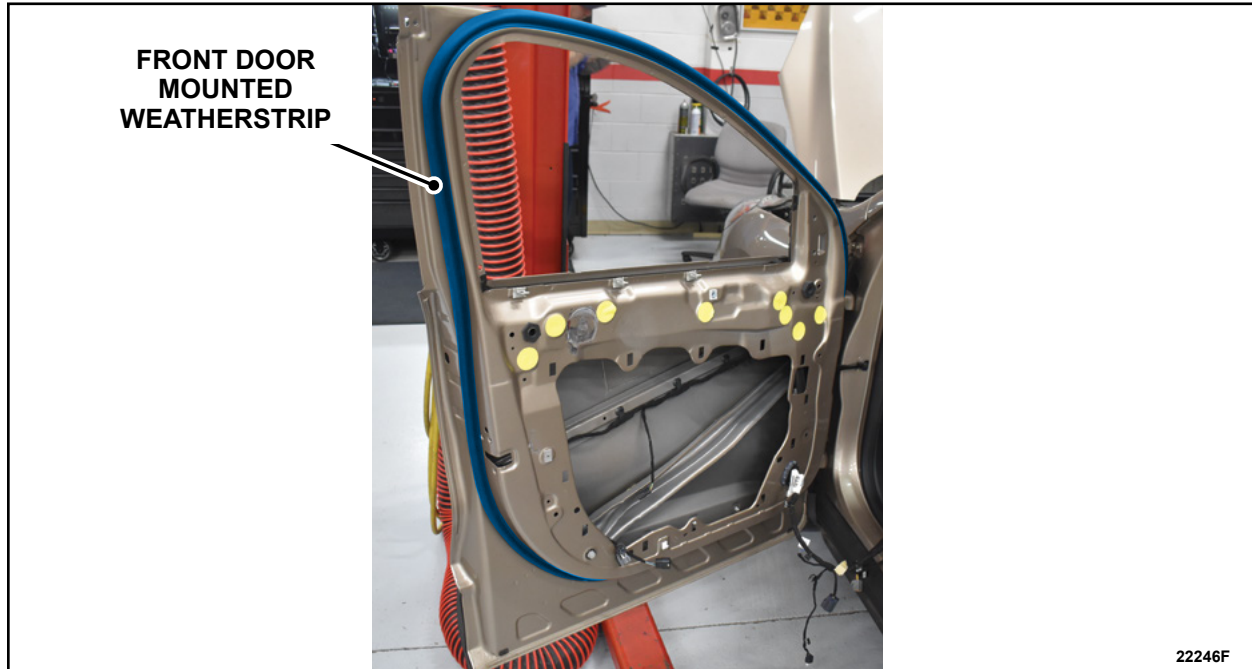


FIGURE 1



7. Remove the front door check arm. Follow the WSM procedures in Section 501-03.

NOTE: In the next Step, pay close attention to the orientation of the wiring harness and retaining clips for installation purposes.

8. Remove the main door wiring harness from the door assembly.

- Release the wiring harness retaining clips from the interior of the door. See Figure 2.
- Disconnect the three (3) door to body electrical connectors. See Figure 3.
- Remove the front door wiring harness.

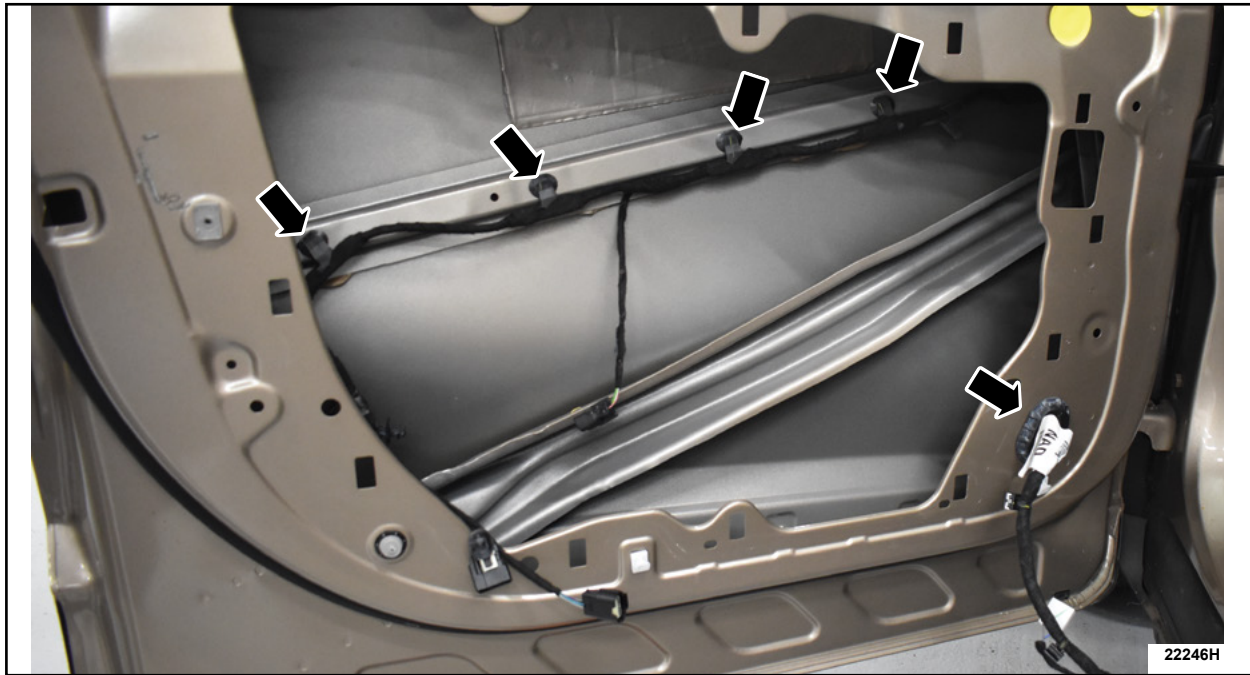


FIGURE 2

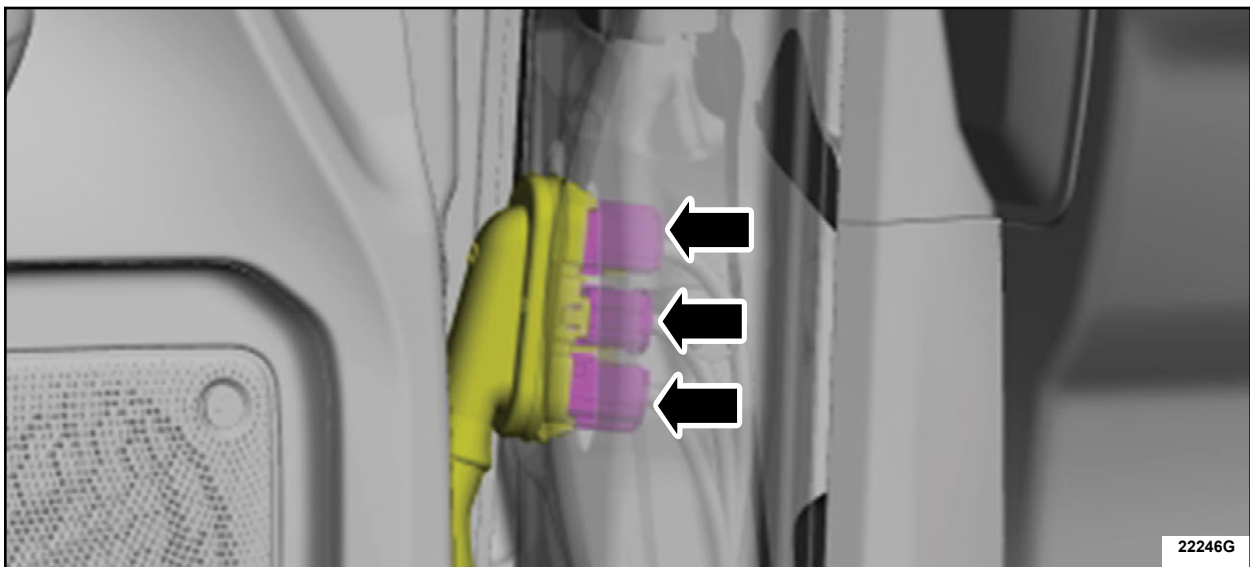


FIGURE 3



9. Remove the front door assembly and position on a work bench. Follow the WSM procedures in Section 501-03.

10. Remove the upper and lower front door mounted hinges. See Figure 4.



FIGURE 4

11. Remove the front door moulding. Follow the WSM procedures in Section 501-08.

12. Remove the rear door moulding. Follow the WSM procedures in Section 501-08.

13. Remove the front fender moulding. Follow the WSM procedures in Section 501-08.

14. Once the *new* door assembly has completely dried, install both front door hinges. See Figure 4.

- Torque to: 35 ft lbs (47 Nm).

15. Install the *new* front door assembly to the vehicle. Follow the WSM procedures in Section 501-03.

16. Install the door wiring harness and attach all clips in their original locations. Reverse Step 8 and see the corresponding Figures.

17. Install the front door latch and reinforcement only at this time. Reverse removal Steps 4-7, in the WSM procedures in Section 501-14 - Front Door Latch.

18. Install the front door glass top run. Follow the WSM procedures in Section 501-11.

19. Install the screw for the exterior front door handle reinforcement. Follow WSM procedures in Section 501-14.

20. Install the door lock cylinder. Follow WSM procedures in Section 501-14.

21. Install the front door weatherstrip.



22. Install the front door check arm. Follow the WSM procedures in Section 501-03.
23. Install the front door upper moulding. Follow the WSM procedures in Section 501-08.
24. Install the front door window glass. Follow the WSM procedures in Section 501-11.
25. Perform a front door alignment. Follow the WSM procedures in Section 501-03.
26. Paint the *new* front door outer skin and blend-in the front fender and rear door.
27. Once all painted areas are completely dry, continue with the installation of the exterior front door handle reinforcement. Follow the WSM procedures in Section 501-14.

NOTE: Transfer any access hole covers to the *new* door as the components are installed.

28. Install the front fender moulding. Follow the WSM procedures in Section 501-08.
29. Install the rear door moulding. Follow the WSM procedures in Section 501-08.
30. Install the front door moulding. Follow the WSM procedures in Section 501-08.
31. Repower the Supplemental Restraint System (SRS). Follow the WSM procedures in Section 501-20B.
32. Perform the power door window initialization. Follow the WSM procedures in Section 501-11.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



Customer Satisfaction Program 23B56
Certain 2020 - 2023 Model Year Escape Vehicles
Inspect Front Door Check-Arm Reinforcement Spot Welds













Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.


Dealer Bulletin



Within the Administrative Information Attachment of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

Assessment Levels

-  - Mobile Reprogramming
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not a Mobile Service Repair

Description of each level that is used to determine the overall assessment.

-  – Mobile Reprogramming
 - Module Programming or similar type services
 - Minimum tools maybe required other than an **IDS/FDRS** setup
 - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
 - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
 - Repairs not greater than 1 hour in length (including time to wait for programming)

Note: The location will need a charging station or wall box to maintain the 12-volt battery.
-   – Light Mobile Service
 - Interior repair procedures that do not require seat, dash, or headliner removal
 - Under hood repairs that do not require large component removal
 - Exterior repairs that do not require large component/panel removal
 - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

Customer Satisfaction Program 23B56
Certain 2020 - 2023 Model Year Escape Vehicles
Inspect Front Door Check-Arm Reinforcement Spot Welds

   – Enhanced Mobile Service

- ***A two-person process is required anytime a procedure requires work under the vehicle***
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre-Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools

Note: Wheel lock may be required.

    – Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.

 – Not a Mobile Service Repair

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle