Dan Wilyard
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Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
PO Box 1904
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February 22, 2024

TO: All U.S. Ford and Lincoln Dealers

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

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: 557,157. 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. This can cause a rattling noise and increased door closing effort. It may also interfere with door glass operation.

SERVICE ACTION

Parts for this program are extremely limited. For vehicles that are exhibiting the concern identified for this program and require immediate attention, and no longer have applicable warranty coverage, contact the SSSC for further direction.

Photos of the concern will be required by the SSSC. A complete Dealer Bulletin will be provided to dealers by the end of the 2nd quarter, 2024, to support this customer satisfaction program.

CUSTOMER NOTIFICATION

Owners of record will be notified when the full dealer bulletin is launched via first-class mail after repair instructions and parts ordering information have been provided to dealers.

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. Dealers are advised to submit a contact to the SSSC under "Approval Request" when requesting assistance.

Sincerely,

Dan Wilyard

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