

SB-10054992-2467**FORD:**

2013 C-MAX

FORD:

2013-2014 Escape

ISSUE

Some 2013-2014 Escape built on or before 11/4/2013 and 2013 C-MAX vehicles built on or before 11/5/2013 may exhibit a broken center console latch or latch housing cracked.

ACTION

Follow the Service Procedure Steps to correct the condition.

SERVICE PROCEDURE

1. Remove the armrest lid inner liner with a plastic trim tool. Start at the top of the lid and work down each side. (Figures 1-3)

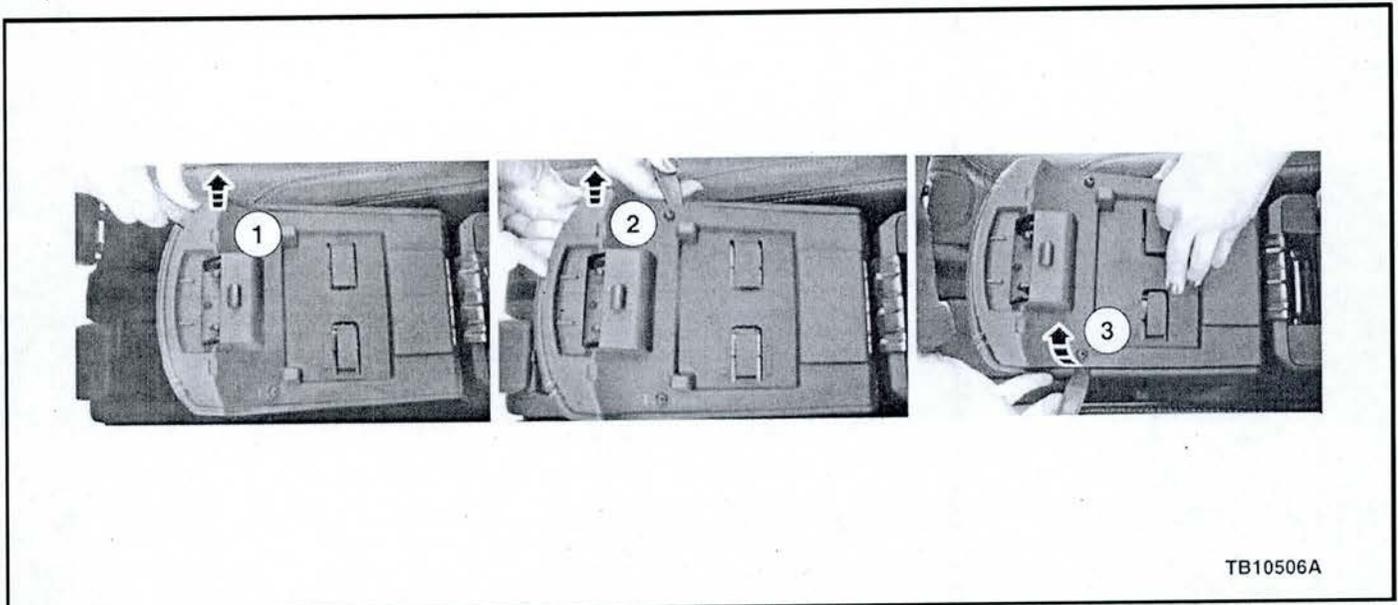


Figure 1 - Article 14-0013

2. Save the spring loaded latch handle and rod assembly. (Figure 4)

NOTE: The information contained 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, Lincoln, or Mercury 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.

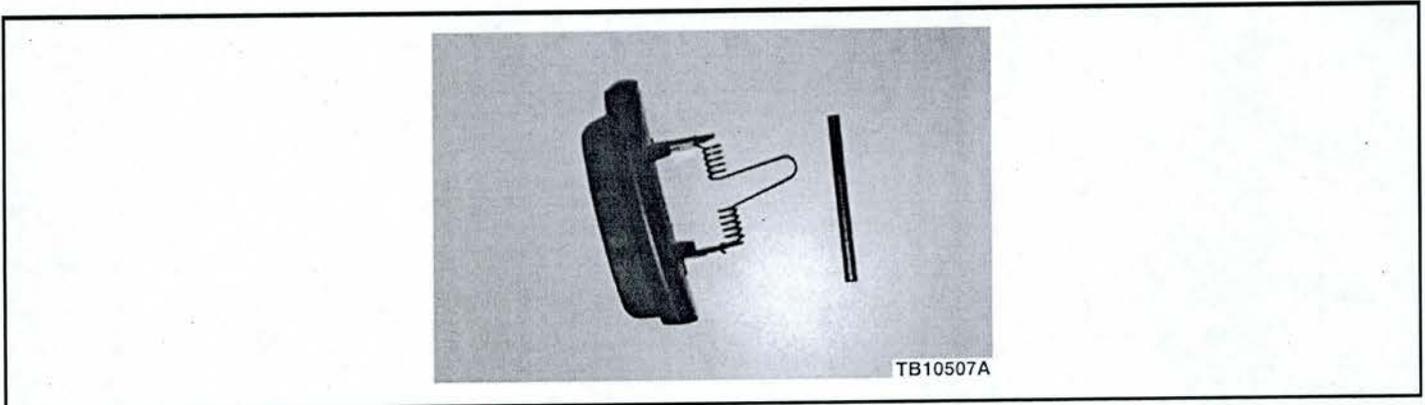


Figure 2 - Article 14-0013

3. Remove the latch housing from the armrest. (Figure 5)

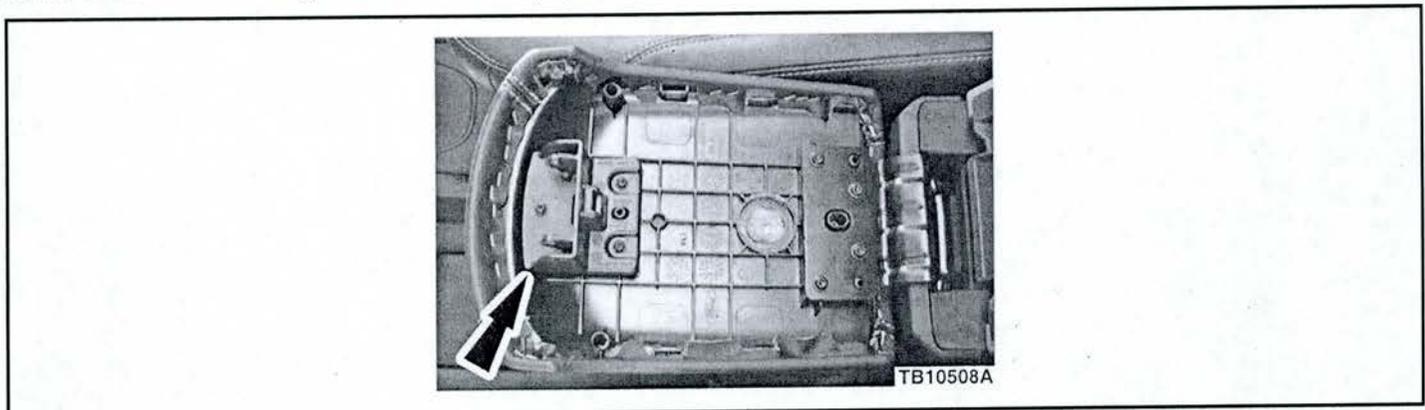


Figure 3 - Article 14-0013

4. Install the new latch housing. Torque the 3 fasteners to 1.9 Nm +/- 0.3 Nm (16.8 lb-in +/- 2.7 lb-in).
5. Snap in the new armrest lid inner liner. (Figure 6)

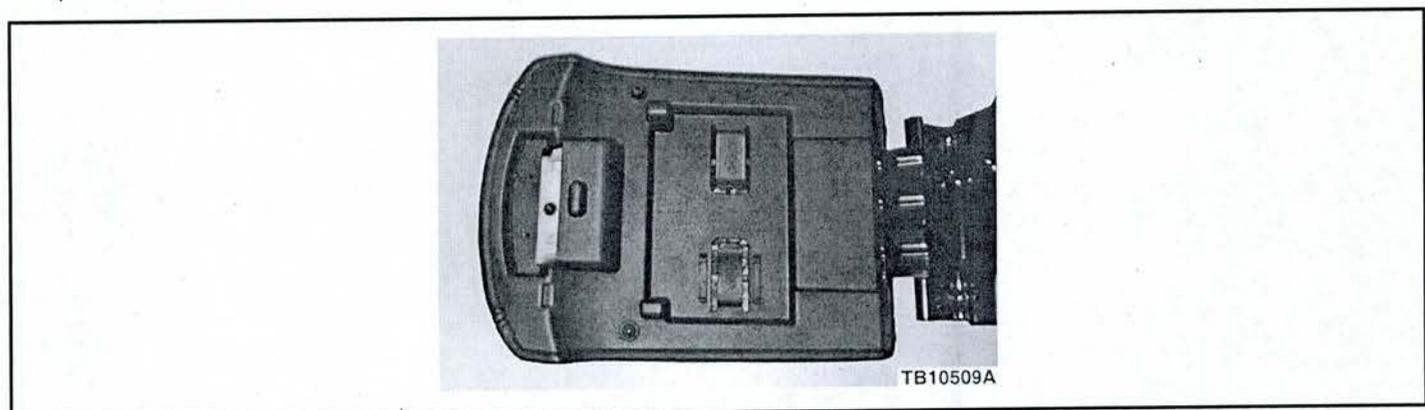


Figure 4 - Article 14-0013

6. If the spring and rod assembly were loose from the handle assembly, install the spring into the handle slots on both sides and slide the rod through. (Figures 7 and 8)

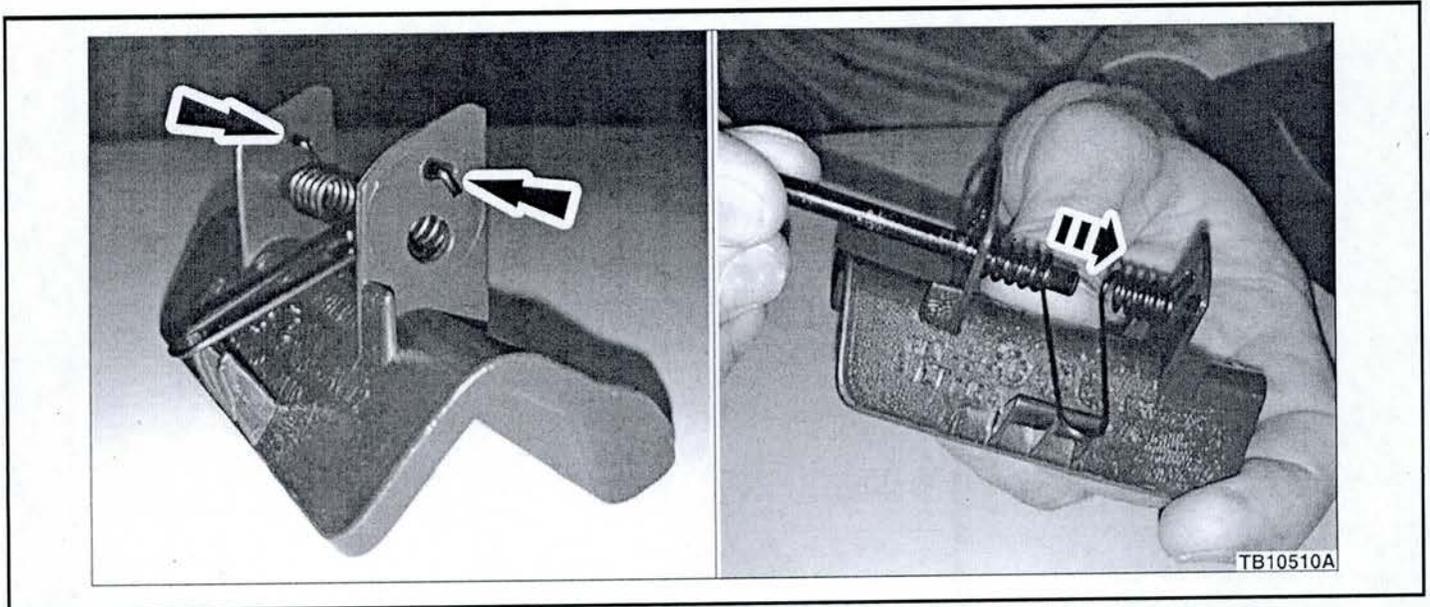


Figure 5 - Article 14-0013

7. Install the spring loaded latch handle into the latch housing. (Figures 9 and 10)

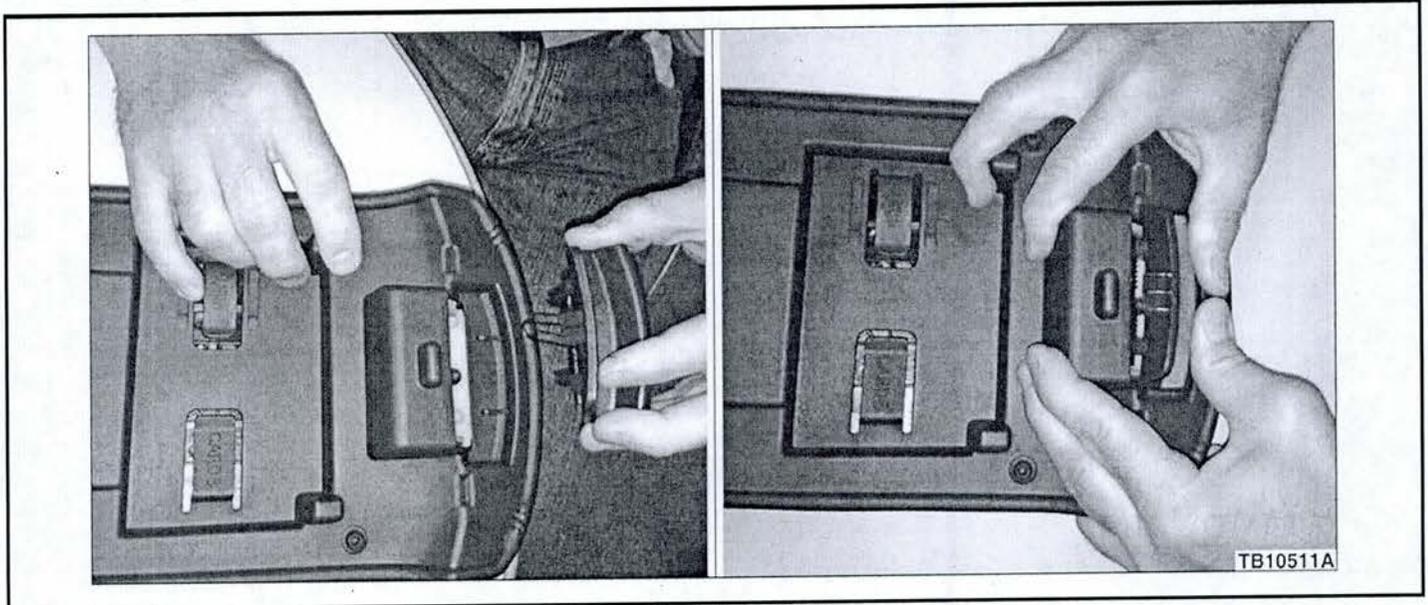


Figure 6 - Article 14-0013

PART NUMBER	PART NAME
CJ5Z-7806162-A	Latch Housing
CJ5Z-7804610-AA	Lid Inner Liner

OPERATION	DESCRIPTION	TIME
140013A	2013-2014 Escape, 2013 C-MAX: Replace The Latch Housing And Lid Inner Liner Following The Service Procedure (Do Not Use With Any Other Labor Operations)	0.3 Hr.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

BASIC PART NO.	CONDITION CODE
7806162	01