

SB-10055784-6155

FORD:

2013-2014 C-MAX

This article supersedes TSB 12-12-6 to update the Title, Issue Statement, Service Procedure and Parts List.

ISSUE

Some 2013-2014 C-MAX Hybrid and C-MAX Energi vehicles built on or before 1/31/2014 may exhibit a concern of a false liftgate ajar warning indicator illuminated in the message center. In addition, some vehicles equipped with a power liftgate may not cinch the liftgate flush to the body.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Open the liftgate and remove the stop bumper covers and stop bumper caps on both sides of the liftgate. (Figure 1)

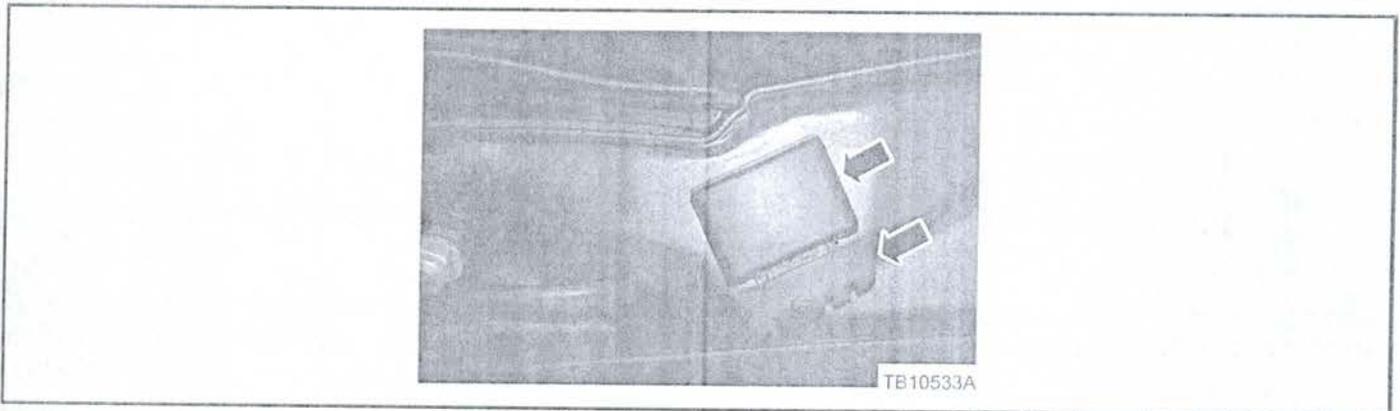


Figure 1 - Article 14-0070

2. Loosen the stop bumper screws and pull the stop bumpers fully rearward. (Figure 2)

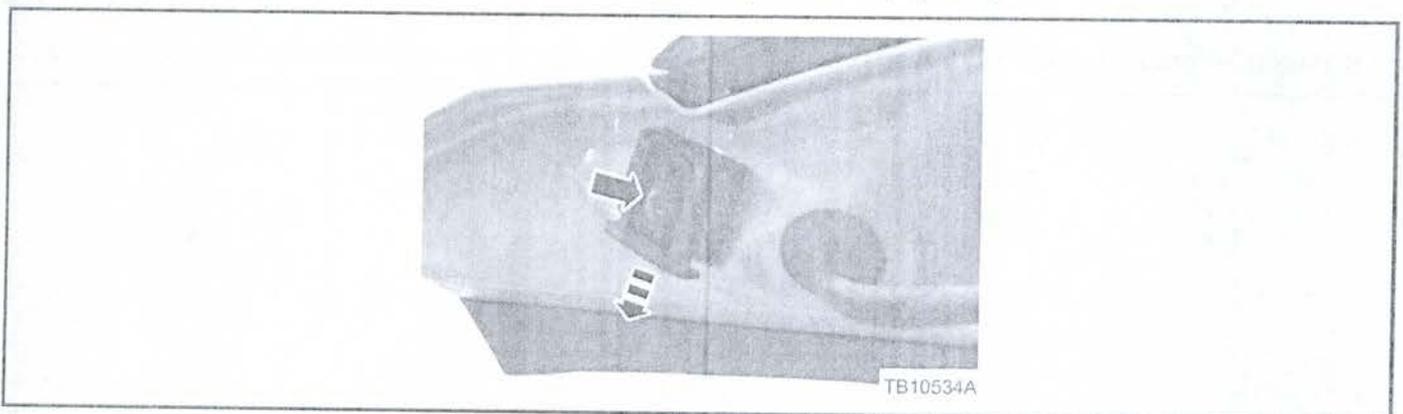


Figure 2 - Article 14-0070

3. Manually lower the liftgate until it is flush with the body.
4. Raise the liftgate and tighten both stop bumper screws to 4 Nm (35 lb-in). (Figure 3)

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.

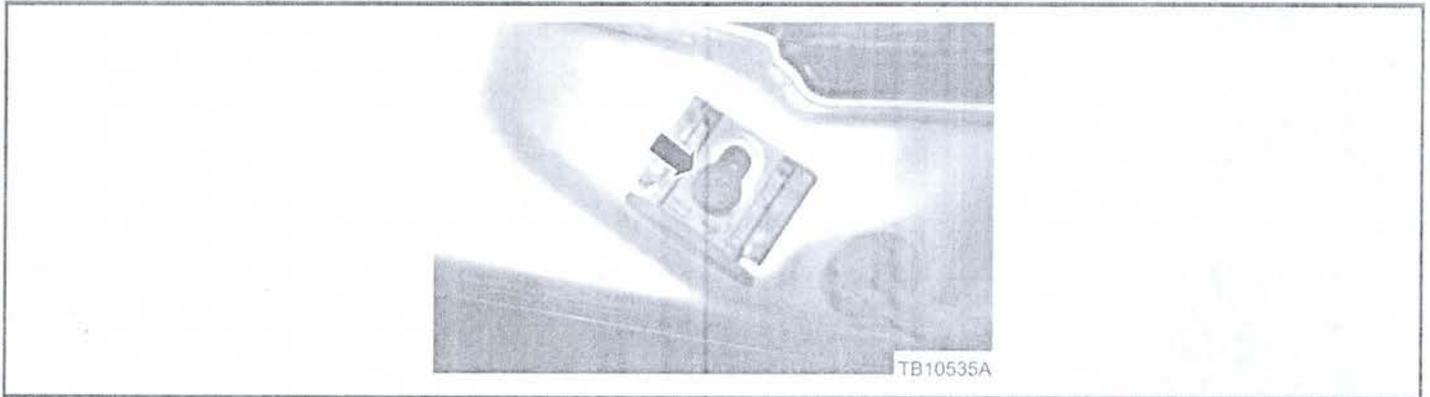


Figure 3 - Article 14-0070

5. Install the stop bumper covers and stop bumper caps. (Figure 4)

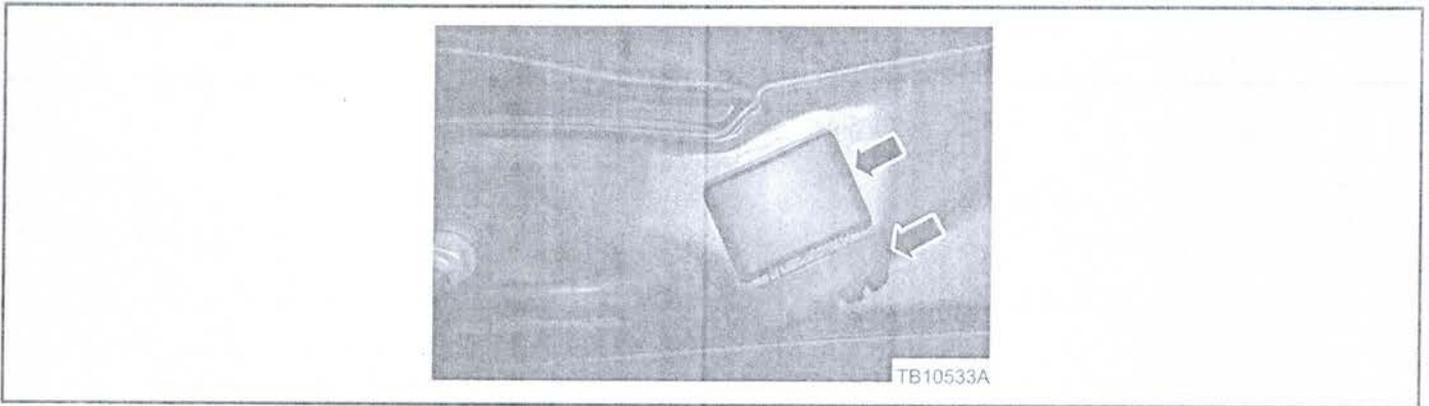


Figure 4 - Article 14-0070

6. Did the stop bumper adjustment resolve the concern?
 - a. Yes - repair is complete.
 - b. No - proceed to Step 7.
7. Is the vehicle equipped with a power liftgate?
 - a. Yes - proceed to Step 8.
 - b. No - this article does not apply. Refer to Workshop Manual (WSM), Section 501-03 for normal diagnosis.
8. Replace the power liftgate latch and liftgate power striker motor. Refer to WSM, Sections 501-03 and 501-14.
 - a. Insert the push pin that is attached to the power liftgate latch cable into the liftgate power striker motor bracket hole.

PART NUMBER	PART NAME
AM5Z-15790-C	Liftgate Power Striker Motor
AM5Z-1743150-A	Power Liftgate Latch

OPERATION	DESCRIPTION	TIME
140070A	2013-2014 C-MAX Adjust Liftgate Stop Bumper On Non-Power Or Power Liftgate (Do Not Use With Any Other Labor Operations)	0.2 Hr.
140070B	2013-2014 C-MAX With Power Liftgate Only: Adjust Liftgate Stop Bumper And Replace The Power Liftgate Latch And Liftgate Power Striker Motor (Do Not Use With Any Other Labor Operations)	0.7 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
15790	07