DISCHARGED 12-VOLT BATTERY OR SERVICE ADVANCETRAC CLUSTER MESSAGE AFTER FOUR WHEEL FLAT TOWING BEHIND RV - BUILT ON OR BEFORE 7/22/2014	TSB 14-0173

SB-10058109-4254

FORD:

2013-2014 C-MAX

ISSUE

Some 2013-2014 C-MAX Hybrid or Energi vehicles built on or before 7/22/2014 may exhibit a discharged 12-Volt battery or a Service AdvanceTrac cluster message after four wheel flat towing behind a recreational vehicle (RV).

ACTION

Follow the Service Procedures steps to correct the condition.

SERVICE PROCEDURE

1. If the vehicle is a 2013 C-MAX Hybrid or Energi, reprogram the powertrain control module (PCM) and the instrument panel cluster (IPC) to the latest calibration using IDS release 91.05 and higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com. Proceed to Step 3.
2. If the vehicle is a 2014 C-MAX Hybrid or Energi vehicle built on or before 7/22/2014 reprogram the PCM to the latest calibration using IDS release 91.05 and higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com. Proceed to Step 3.
3. Print the customer towing instructions attached to the end of this article and provide it to the customer. Make sure the customer is aware they can ignore the SHIFT TO PARK or TRANSMISSION NOT IN PARK messages during recreational towing that will appear in the instrument cluster when the transmission is in the N position and the ignition is in the off position.

OPERATION	DESCRIPTION	TIME
140173A	2013 C-MAX Hybrid/Energi: Reprogram The Appropriate Modules As Required By The Software Update And IPC Includes Time To Clear Codes After Repair (Do Not Use With Any Other Labor Operations)	0.6 Hr.
140173B	2014 C-MAX Hybrid/Energi: Reprogram The Appropriate Modules As Required By The Software Update Includes Time To Clear Codes After Repair (Do Not Use With Any Other Labor Operations)	0.5 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
2C219	04

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 supercede this information with updates.The most recent information is available through Ford Motor Company's on-line technical resources.

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TOWING

TOWING THE VEHICLE ON FOUR WHEELS

Emergency Towing

In the event your vehicle becomes disabled (without access to wheel dollies, car-hauling trailer, or flatbed transport vehicle), it can be flat-towed (all wheels on the ground, regardless of the powertrain/transmission configuration) under the following conditions:

- The vehicle is facing forward so that it is towed in a forward direction.
- The transmission is placed in position N. If the transmission gearshift lever cannot be moved to position N, it may need to be overridden. See Automatic Transmission section of Owner's Manual.
- Maximum speed is 35 mph (56 km/h).
- Maximum distance is 50 miles (80 kilometers).

Recreational Towing

Note: *Put your climate control system in recirculated air mode to prevent exhaust fumes from entering the vehicle. See Climate Control section of Owner's Manual.*

Follow these guidelines if you have a need for recreational (RV) towing. An example of recreational towing would be towing your vehicle behind a motorhome. We designed these guidelines to prevent damage to your transmission. You can tow your vehicle with all four wheels on the ground or with the front wheels off the ground by using a tow dolly. If you are using a tow dolly follow the instructions specified by the equipment provider.

If you tow your vehicle with all four wheels on the ground:

- Tow only in the forward direction.
- Release the parking brake.
- Do not exceed 70 mph (113 km/h).
- Place the transmission in position P, start the vehicle, and allow the engine to run for one minute at the beginning of each day (you may need to press the accelerator pedal in order to start the engine). After allowing the vehicle to run, place the transmission back into position N and the ignition in the off position.

Keyless Start

- Start vehicle: fully press the brake pedal. Press the start/stop button until the vehicle starts.
- Press the brake pedal and place the transmission in position N.
- Turn vehicle off: press the start/stop button once to turn off the vehicle. (Trip Summary will appear in left cluster screen if vehicle is off.)
- Key fob may be removed from vehicle, if desired.

Ignition Key Start

- Start vehicle: fully press the brake pedal. Turn the key to position III (see below) to start the vehicle. Release the key when the vehicle starts.
- Press the brake pedal and place the transmission in position N.
- Turn vehicle off: turn the ignition key past the Accessory position to turn the vehicle off. Key will be in between position 0 (off) and I (accessory) ignition position (see below). (Trip Summary will appear in left cluster screen if vehicle is off).

Note: the key cannot be removed from the ignition while the transmission is in N and the vehicle is shut off.

Note: a SHIFT TO PARK or TRANSMISSION NOT IN PARK message may appear in the information display when the transmission is in position N and the ignition is in the off position.

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Figure 1 - Article 14-0173