

FORD:
2013 C-MAX

ISSUE

Some 2013 C-MAX vehicles equipped with Hands-Free Liftgate feature may exhibit a condition where the opening feature is inoperative after the vehicle has been locked for three (3) minutes or longer. No diagnostic trouble codes (DTCs) will be present.

ACTION

Reprogram the Rear Gate Trunk Module (RGTM) module to the latest calibration using Integrated Diagnostic System (IDS) release 84.03 and higher. Calibration files may also be obtained at www.motorcraft.com.

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.

OPERATION	DESCRIPTION	TIME
130506A	2013 C-MAX: Check DTCs And Reprogram The RGTM (Do Not Use With Any Other Labor Operations)	0.2 Hr.
DEALER CODING		
BASIC PART NO.		CONDITION CODE
14B291		04

NOTE: The information 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 or Lincoln 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.