

OVERLY SENSITIVE BRAKES OR PERCEIVED DELAYED TRANSMISSION REVERSE ENGAGEMENT

TSB 13-5-21

FORD:
2013 C-MAX, Fusion

LINCOLN:
2013 MKZ

ISSUE

Some 2013 C-MAX Hybrid/Energi vehicles built on or before 10/2/2012, and Fusion Hybrid/Energi and MKZ Hybrid vehicles built on or before 11/01/2012, may exhibit an overly sensitive brake pedal feel often described as grabby brakes, or a perceived 2-3 second delayed transmission engagement in reverse due to the hill start assist feature activating briefly after starting the vehicle.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Reprogram the Anti-Lock Brake System (ABS) module to the latest calibration using Integrated Diagnostic System (IDS) release 84.02 and higher. Calibration files may also be obtained at www.motorcraft.com.
 - a. At the Program Module screen in the IDS service tool, select Program PCM. By selecting the PCM the update will be applied to the appropriate modules as required by the software update.

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
130521A	2013 C-MAX, Fusion And MKZ: Reprogram The Appropriate Modules As Required By The Software Updates Includes Time To Clear Codes After Repair (Do Not Use With Any Other Labor Operations)	0.5 Hr.

DEALER CODING

BASIC PART NO.
2C219

CONDITION
CODE
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.