

FORD:

2013-2016 C-MAX

ISSUE

Some 2013-2016 C-MAX Energi vehicles may exhibit an intermittent stall/no crank with a Stop Safely Now warning message in the instrument panel cluster (IPC), illuminated malfunction indicator lamp (MIL) with battery energy control module (BECM) diagnostic trouble codes (DTCs) U3012, P0B37 and/or secondary on-board diagnostic module-C (SOBDM-C) P0A0A.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Connect the Ford integrated diagnostic system (IDS) service tool or equivalent scan tool to the data link connector (DLC). Check for DTCs. Are DTC U3012 and/or P0B37 and/or P0A0A stored in the SOBDM-C memory?
 - a. Yes - proceed to Step 2.
 - b. No - this article does not apply. Refer to the Powertrain Control/Emissions Diagnosis (PC/ED) manual for normal diagnostics.
2. Disconnect the high voltage battery. Refer to Workshop Manual (WSM), Section 414-03.
3. Remove both the left hand and right hand loadspace trim panels, Refer to WSM, Section 501-05.
4. Remove the left side rear seat. Refer to WSM, Section 501-10.
5. Remove the steel reinforcement plate between the seats and battery package. (Figure 1)

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.

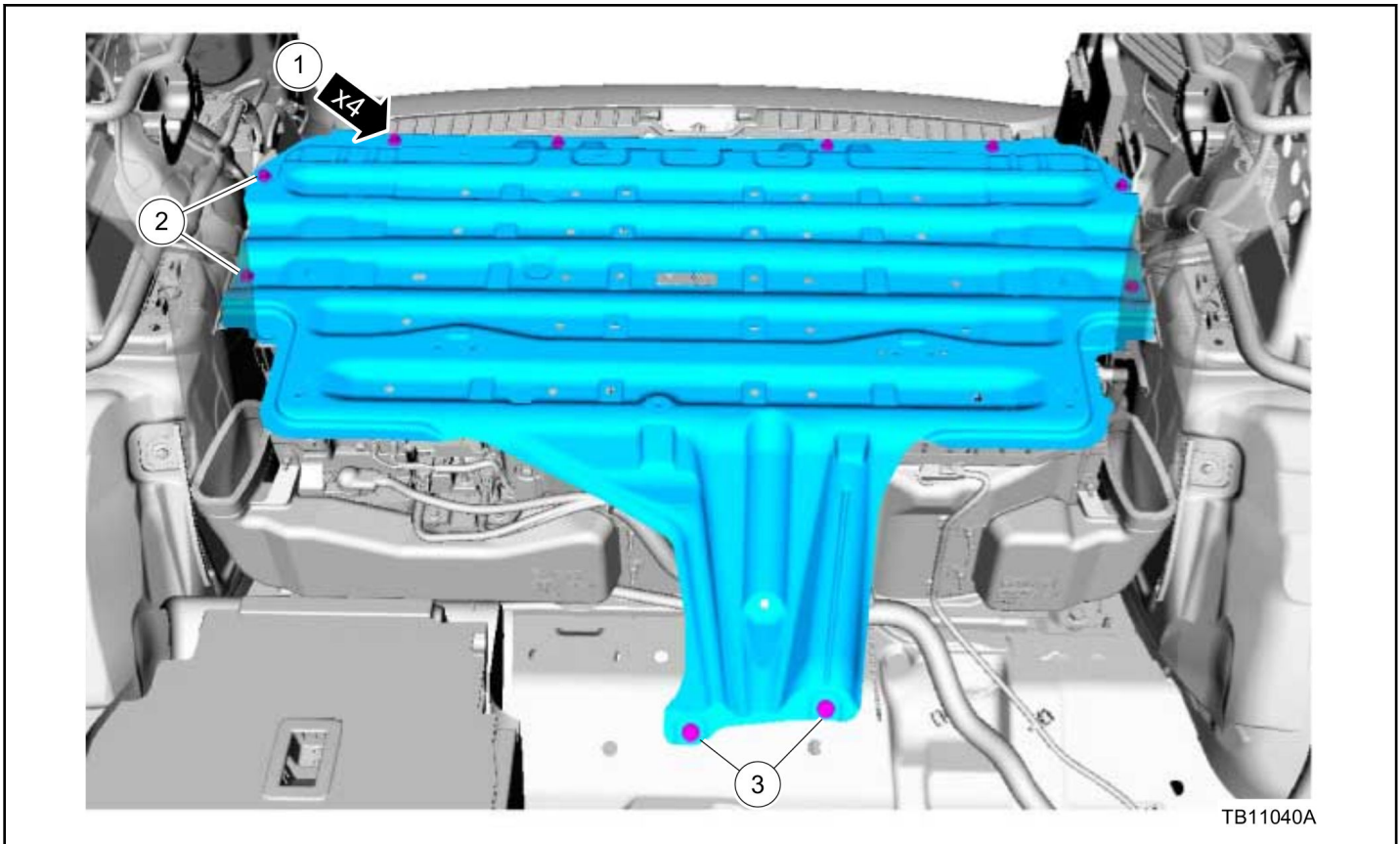


Figure 1 - Article 17-0015

- a. Tighten the four 8 mm x 45 mm bolts, torque to 30 Nm (22 lb-ft). (Figure 1 Item 1)
 - b. Tighten the four 8 mm x 25 mm bolts, torque to 30 Nm (22 lb-ft). (Figure 1 Item 2)
 - c. Tighten the two 10 mm x 20 mm bolts, torque 62 Nm (46 lb-ft). (Figure 1 Item 3)
6. Inspect the low voltage interlock circuits, CYB03 and CYB04 for a chafed wire near C4002 between the traction battery cover plate and the traction battery. Is chafing present?
 - a. Yes - chafing was found between the traction battery cover plate and the traction battery, proceed to Step 7.
 - b. No - chafing was not found, proceed to Step 8.
 7. Remove the affected circuit from the connector, apply heat shrink tubing over the chafed area of the circuit and apply Coroplast tape over the heat shrink tube. Secure the 10B689 harness to prevent repeat occurrence. (Figure 2)

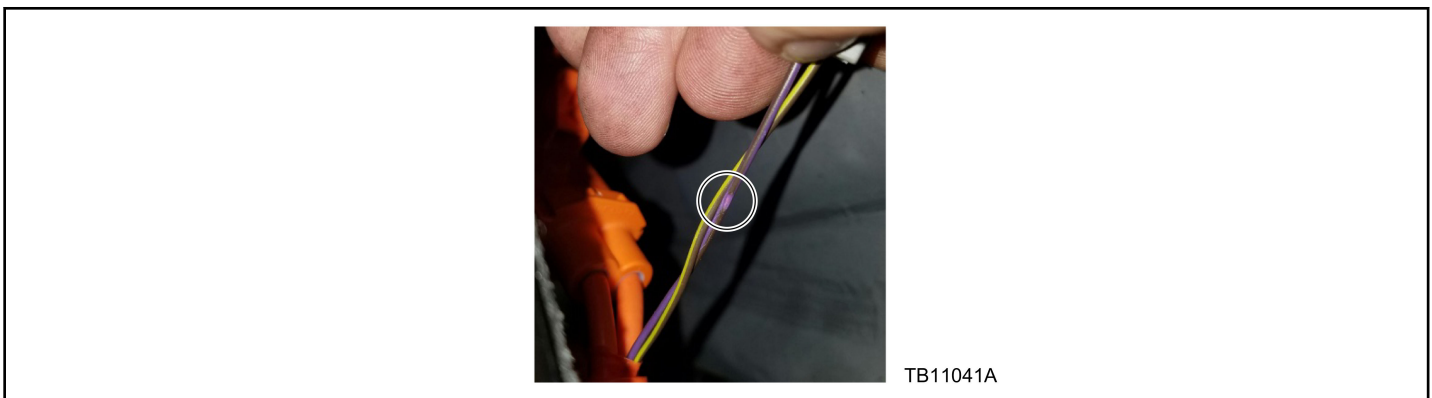


Figure 2 - Article 17-0015

TSB 17-0015 (Continued)

8. Apply Coroplast tape to protect the wiring and secure the 10B689 harness to prevent repeat occurrence. (Figure 3)

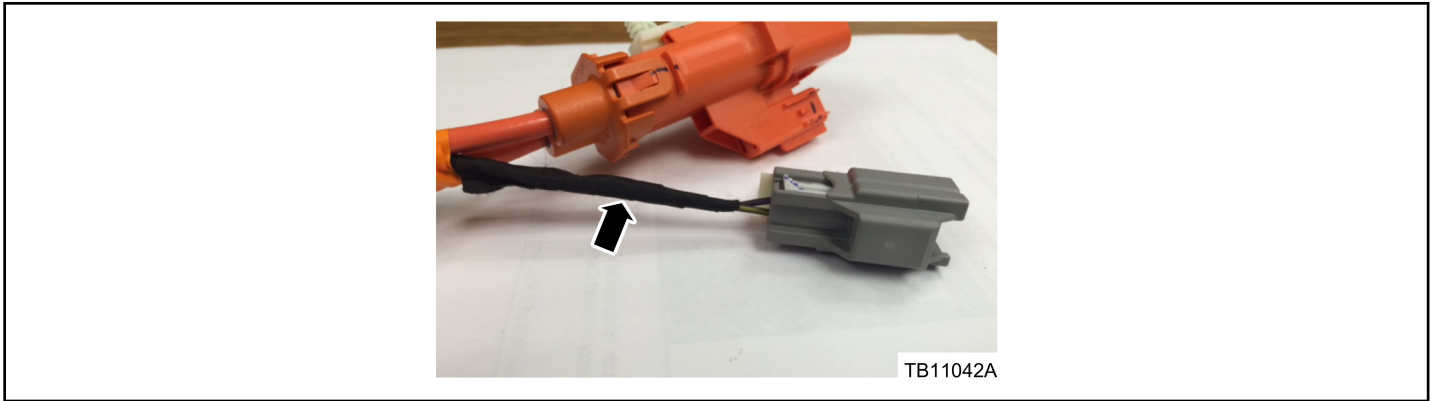


Figure 3 - Article 17-0015

9. To install, reverse the removal procedure.

	Obtain Locally
NAI837X	Rotunda Coroplast Electrical Wire Harness Tape
NAIAT-R5903	Rotunda 22-8 AWG Wire Splice Tool Kit

PART NUMBER	PART NAME
WA-14-SBA	Tie Strap

OPERATION	DESCRIPTION	TIME
170015A	2013-2016 C-MAX Energi: Retrieve DTCs, Inspect, No Chafing Found Protect The Wire Harness Following The Service Procedure (Do Not Use With Any Other Labor Operations)	1.7 Hrs.
170015B	2013-2016 C-MAX Energi: Retrieve DTCs, Inspect, Chafing Found Protect The Wire Harness Includes Time To Install Heat Shrink Over Wires Following The Service Procedure (Do Not Use With Any Other Labor Operations)	1.8 Hrs.

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage And Emissions 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
10B689	30