

FORD:

2013-2017 Escape

LINCOLN:

2015-2017 MKC

ISSUE

Some 2013-2017 Escape and 2015-2017 MKC vehicles with a power liftgate built on or before 9-Aug-2016 may exhibit a concern with misalignment of the liftgate due to damage that has occurred to the left liftgate hinge mounting area. This concern can be caused by repeated manual closing of the power liftgate. Updated liftgate hinges will be installed to spread the load on the rear header panel to prevent damage.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Check the vehicle build date. Was the vehicle built on or before 9-Aug-2016?
 - a. Yes - proceed to Step 2.
 - b. No - this article does not apply. To adjust liftgate alignment refer to Workshop Manual (WSM), Section 501-03.
2. Visually inspect the left liftgate hinge mounting area on the rear header panel for deformation. Is the left liftgate hinge mounting area on the rear header panel deformed?
 - a. Yes - proceed to Step 3.
 - b. No - this article does not apply. To adjust the liftgate alignment refer to WSM, Section 501-03.
3. Remove interior pillar trim panels.
 - a. Escape - remove left and right side C-pillar and D-pillar trim panels. Refer to WSM, Section 501-05.
 - b. MKC - remove left and right side C-pillar trim panels. Refer to WSM, Section 501-05.
4. Remove the rear grab handles. Refer to WSM, Section 501-05.
5. Release the rear 2-way locators at the rear of the headliner. Refer to WSM, Section 501-05.
6. Lower the rear of the headliner.
 - a. To prevent damage, do not excessively bend the headliner.
7. Remove the liftgate. Refer to WSM, Section 501-03.
8. Assemble a Porta Power tool using an offset attachment and a socket on the left liftgate hinge stud nut. Use the Porta Power tool assembly to raise the damaged area of left liftgate hinge mounting area on the rear header panel back to its original shape.
 - a. Protect the headliner from staining and damage when using the Porta Power tool assembly.
9. Remove both liftgate hinge nuts.
10. Remove and discard the liftgate hinges.
11. Visually inspect the rear header panel, liftgate door opening and liftgate for body and paint damage. Is any body and/or paint damage present on these surfaces?

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.

- a. Yes - repair body and/or paint damaged areas identified as required. Refer to WSM, Section 501-36. Proceed to Step 12.
 - b. No - proceed to Step 12.
12. Paint to match the new liftgate hinges.
 13. To prevent water entry, apply windshield butyl/urethane sealer around each bolt hole for the liftgate hinge studs.
 14. Install both new liftgate hinges and tighten hinge stud nuts to 55 Nm (41 lb-ft).
 15. Install the liftgate. Refer to WSM, Section 501-03.
 16. Alignment the liftgate. Refer to WSM, Section 501-03.
 17. Perform the power liftgate initialization. Refer to WSM, Section 501-03.
 18. To install the headliner reverse the removal procedure. Refer to WSM, Section 501-05.
 19. To install the interior pillar trim panels, reverse the removal procedure.
 - a. Escape vehicles - C-pillar and D-pillar trim panels. Refer to WSM, Section 501-05.
 - b. MKC vehicles - C-pillar trim panels. Refer to WSM, Section 501-05.

Obtain Locally	
Part Number	Part Description
	Windshield Butyl/Urethane Sealer

PART NUMBER	PART NAME
7831013	C-Pillar Trim Panel Left Side - MKC - See Parts Catalog For Correct Application
7831012	C-Pillar Trim Panel Right Side - MKC - See Parts Catalog For Correct Application
GJ7Z-7842900-A	Liftgate Hinge Assembly - 2 Required
W716053-S424	Clip - Trim Panel - As Required

OPERATION	DESCRIPTION	TIME
170049A	2015-2017 MKC, 2013-2017 Escape: Inspect And Replace The Liftgate Hinges Includes Time Lower The Rear Headliner To Remove/Install Liftgate, Alignment And Initialization (Can Be Claimed With B And BT)	2.2 Hrs.
170049B	2015-2017 MKC, 2013-2017 Escape: Additional Time To Paint New Hinges And Any Areas That Were Damaged By Liftgate Being Out Of Alignment Includes Time For P101 (Can Be Claimed With A And BT)	1.0 Hr.
BT170049	2015-2017 MKC, 2013-2017 Escape: Additional Time To Correct The Rear Header Panel Using A Porta Power And Any Damage Created By The Liftgate Being Out Of Alignment (Can Be Claimed With A And B)	Actual Time

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
7842900	16