This bulletin supersedes 18-2099. Reason for update: Incorrect Procedure

Model:
Ford
2017 Escape

Summary
The article supersedes TSB 18-2099 to update the Service Procedure.

Issue: Some 2017 Escape vehicles built on or before 1-Sep-2017 may exhibit a manual liftgate that is difficult to close or a power liftgate that exhibits bounce back and/or will not cinch.

Action: Follow the Service Procedure steps to correct this condition.

Labor Times

<table>
<thead>
<tr>
<th>Description</th>
<th>Operation No.</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017 Escape: Measure And Adjust The Liftgate Striker Wings Following The Service Procedure (Do Not Use With Any Other Labor Operations)</td>
<td>182135A</td>
<td>0.3 Hrs.</td>
</tr>
</tbody>
</table>

Repair/Claim Coding

| Causal Part: | 54404A42 |
| Condition Code: | 07 |

Drive | Tool Name
--- | ---
1/4" | Power Tool
1/4" | Ratchet
1/4" | Torx® T25
| Vernier Caliper
| Adjustable Wrench

Service Procedure

1. Check the vehicle build date. Was the vehicle built on or before 1–Sep–2017?
   (1). Yes – proceed to Step 2.
   (2). No – this article does not apply. Refer to Workshop Manual (WSM), Section 501–03 for normal diagnostics.
2. If equipped, remove the package cover. (Figure 1)
   (1). Slide the package cover to the side to release from the loadspace trim panel.
   (2). Lift up on the package cover to disconnect from the loadspace trim panel.
   (3). Remove the package cover.

Figure 1
3. Remove the luggage compartment floor covering. (Figure 2)

Figure 2

4. Remove the loadspace storage compartments. (Figure 3)

   (1). Remove the retainers.

   (2). If equipped, disconnect the amplifier electrical connectors and remove the storage compartments.

Figure 3
5. Position the liftgate weatherstrip aside. (Figure 4)

6. Remove the liftgate scuff plate trim panel. (Figure 5)
   (1). Remove the retainers.
   (2). Remove the pin-type retainers.
   (3). Release the clips and remove the liftgate scuff plate trim panel.
7. Remove the striker bumpers by hand from the liftgate striker. (Figure 6)

8. Using an adjustable wrench, bend the striker wings outward equally on each side until 84.5-85.0 mm (3.327-3.346 inches) is attained. If bent too wide, gradually bend each side in equally to attain this distance. (Figures 7 - 8)
9. Install striker bumpers to liftgate striker.

10. To install, reverse the removal procedure.