



TECHNICAL SERVICE BULLETIN

Manual Liftgate Difficult To Close - Power Liftgate Bounce Back And/Or Will Not Cinch - Built On Or Before 1-Sep-2017

18-2135
04 May 2018

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

Description	Operation No.	Time
2017 Escape: Measure And Adjust The Liftgate Striker Wings Following The Service Procedure (Do Not Use With Any Other Labor Operations)	182135A	0.3 Hrs.

Repair/Claim Coding

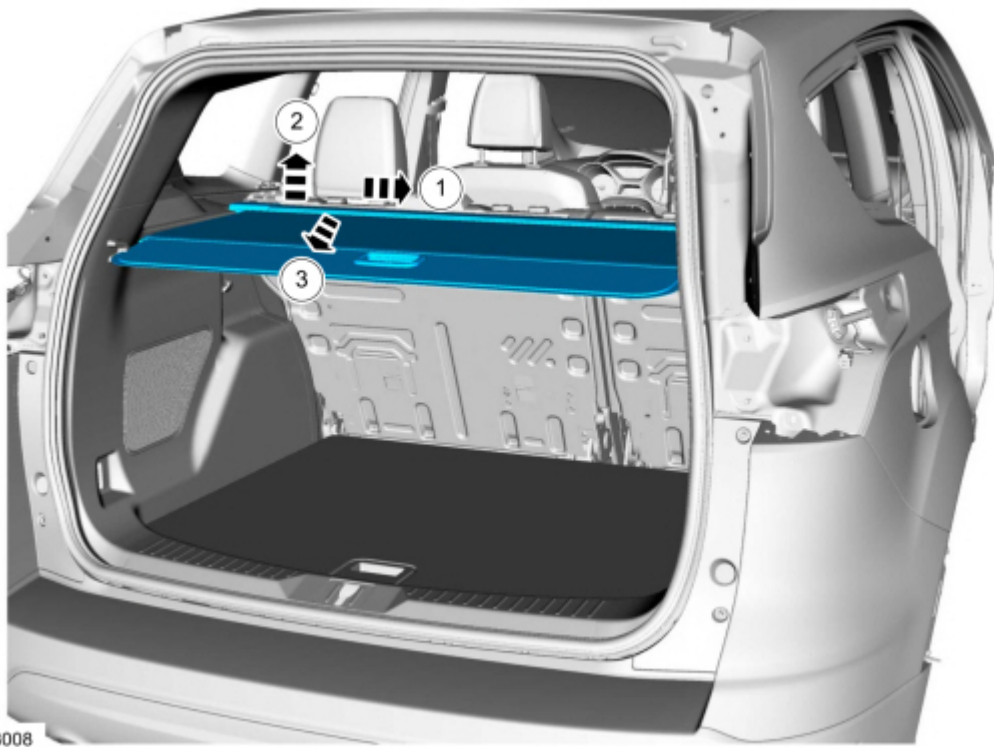
Causal Part:	54404A42
Condition Code:	07

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

Service Procedure

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

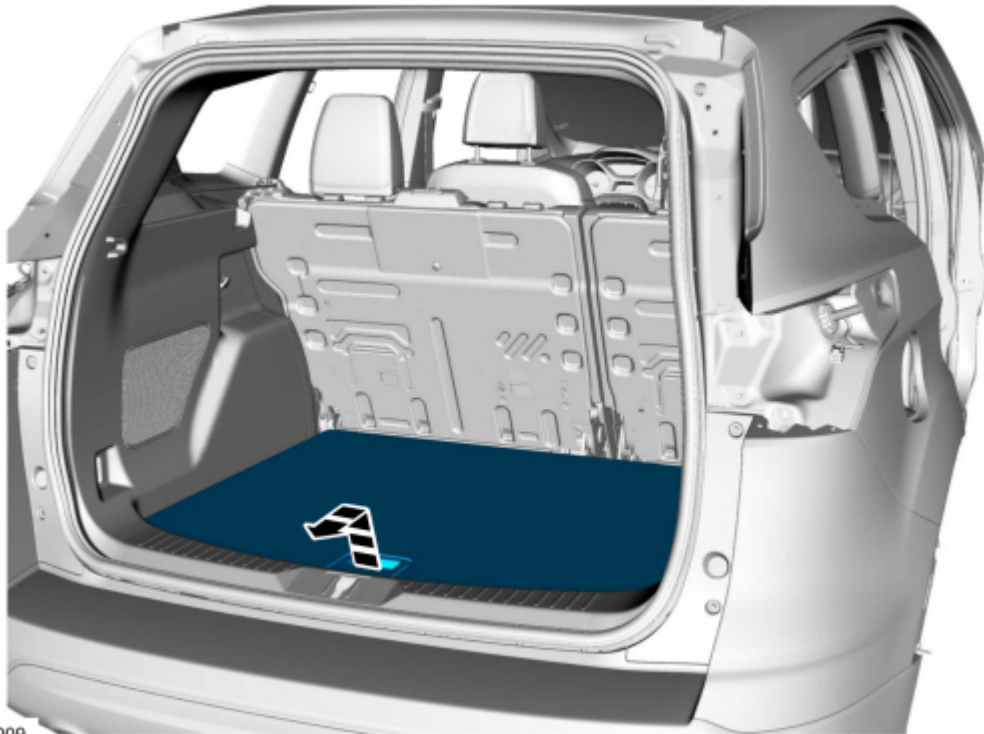
Figure 1



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

Figure 2



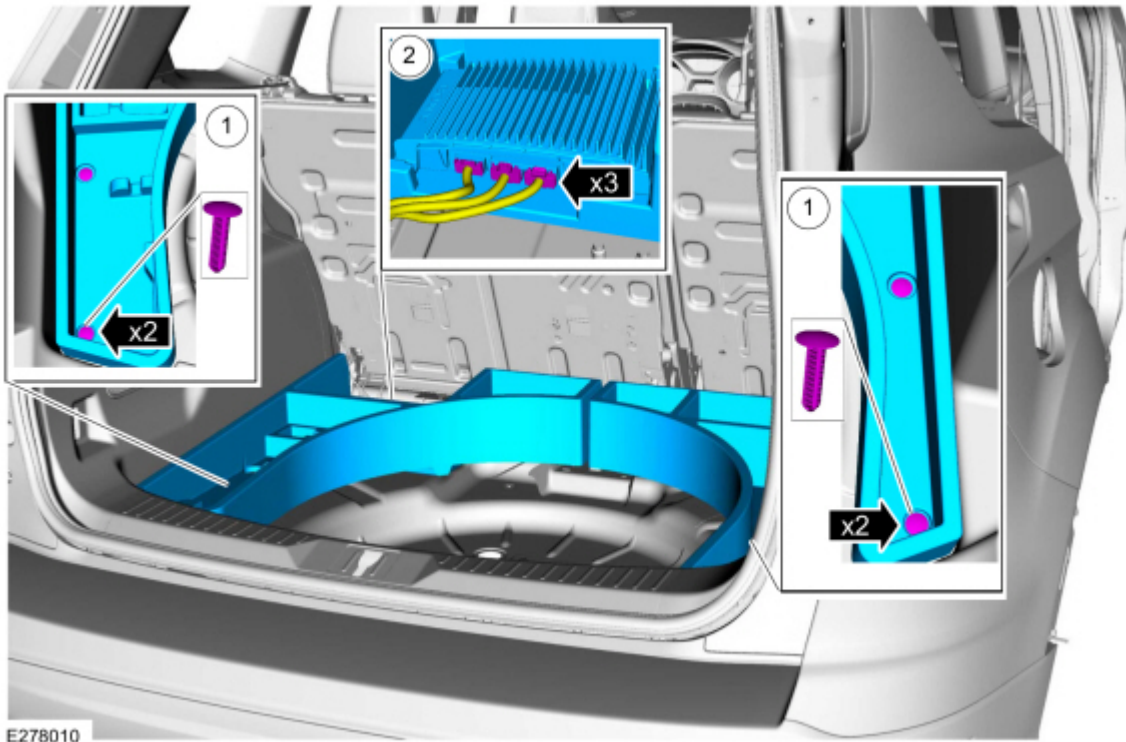
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4. Remove the loadspace storage compartments. (Figure 3)

(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)

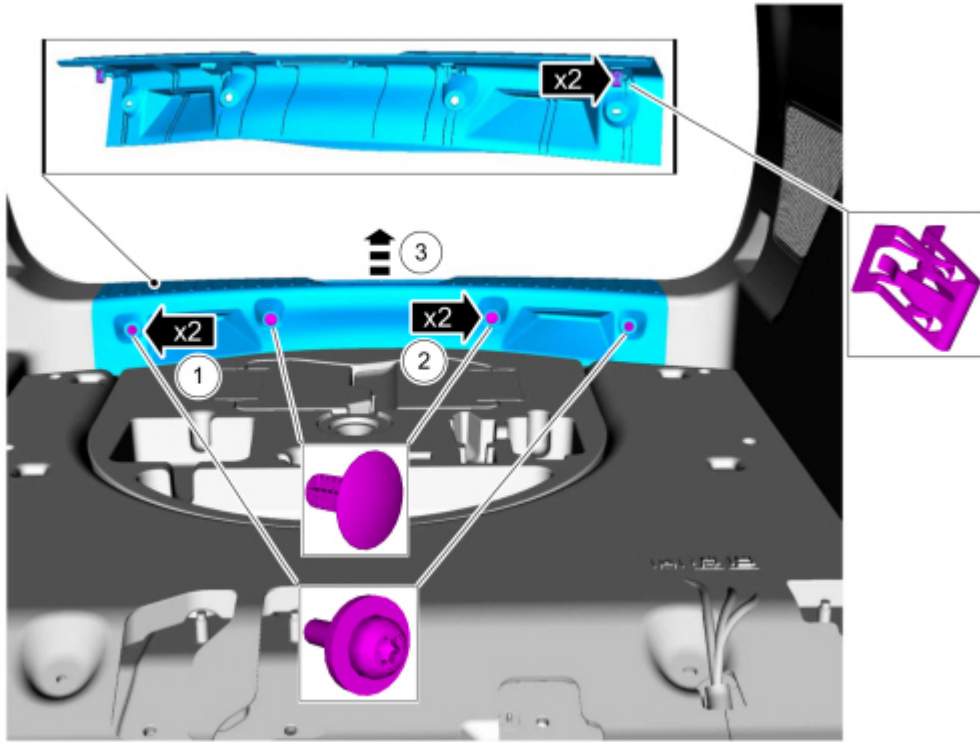
Figure 4



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.

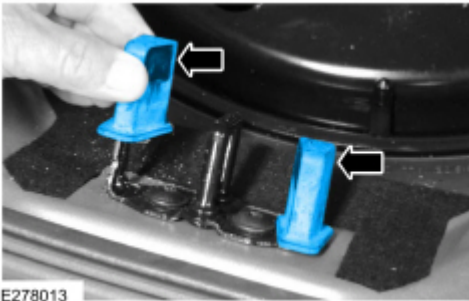
Figure 5



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7. Remove the striker bumpers by hand from the liftgate striker. (Figure 6)

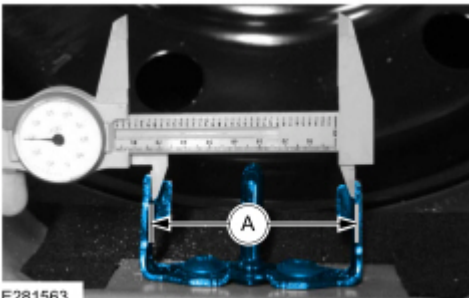
Figure 6



E278013

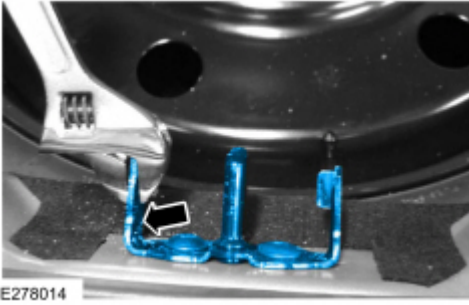
8. Using an adjustable wrench, bend the striker wings outward equally on each side until 84.5-85.0 mm (3.327-3.346 inches) is attained. If bent too wide, gradually bend each side in equally to attain this distance. (Figures 7 - 8)

Figure 7



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Figure 8



9. Install striker bumpers to liftgate striker.

10. To install, reverse the removal procedure.

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