



TECHNICAL SERVICE BULLETIN

Water Stains On Headliner

17-2218

02 November
2017

Model:

Ford
2013-2018 Escape
2013-2018 C-MAX Hybrid
2013-2018 Focus

Issue: Some 2013-2018 Escape, Focus and C-Max vehicles may exhibit a water stained headliner after the vehicle has experienced a water leak from areas such as the roof opening panel, fixed glass, roof rails and roof ditch mouldings. Follow the procedure below to remove the water stains from the headliner after the water leak has been repaired.

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

Parts

Part Number	Description	Quantity
ZC-54	Motorcraft® ZC-54 Professional Strength Carpet and Upholstery Cleaner or equivalent	1

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.

Labor Times

Description	Operation No.	Time
Remove The Water Stains From The Headliner Following The Service Procedure	MT172218	Actual Time

Repair/Claim Coding

Causal Part:	7850202
Condition Code:	68

Service Procedure

- Does the headliner have water stains?
 - Yes - proceed to Step 2.
 - No - this article does not apply.
- Fully open all vehicle doors.
- Identify the area(s) of the headliner to be cleaned. (Figures 1-2)

Figure 1



Figure 2



4. Saturate a clean white cotton towel with water and wring out excess water.
 - (1). In areas with hard water, use of distilled water is recommended.
5. Apply a significant amount of Motorcraft® ZC-54 Professional Strength Carpet and Upholstery Cleaner or equivalent to the towel. (Figure 3)
 - (1). Follow all manufacturer's product handling recommendations.

Figure 3



6. Apply a layer of Motorcraft® ZC-54 Professional Strength Carpet and Upholstery Cleaner or equivalent to the water stained area(s) of the headliner and allow to soak for one minute. (Figure 4)

Figure 4



7. Starting at the outer edge of the headliner work the towel in one direction toward the center of the headliner. Make sure to use even pressure to maintain a dry edge. (Figures 5-6)

Figure 5



Figure 6



8. After working the cleaner into the headliner place a shop fan in the door openings and direct the airflow up toward the headliner to aid in drying.
9. Repeat Steps 4 through 8 a second time.

© 2017 Ford Motor Company
All rights reserved.

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.