

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) <b>BROKEN LIFTGATE WINDOW GLASS—BUILT ON OR BEFORE 10/15/2010</b>	<b>TSB 10-22-10</b>
---	---------------------

**FORD:**  
2010-2011 Escape

**MERCURY:**  
2010-2011 Mariner

**ISSUE**

Some 2010-2011 Escape and Mariner vehicles built on or before 10/15/2010 may experience the liftgate window glass breaking, typically when colder ambient temperatures are present.

**ACTION**

Follow the service procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. The liftgate should be closely inspected for any signs of impact or external damage.
  - a. If evidence of damage is present, do not continue with procedure.
  - b. If no evidence of damage is found, proceed to Step 2.
2. Replace the liftgate window glass. The new glass includes a revised through-bolt striker design. Reference Workshop Manual (WSM), Section 501-11, Glass, Frames, and Mechanisms.

PART NUMBER	PART NAME
BL8Z-7842006-A	Glass - Dark Grey
BL8Z-7842006-B	Glass - Green

**WARRANTY STATUS:** Eligible Under Provisions Of New Vehicle Limited Warranty Coverage  
**IMPORTANT:** Warranty coverage limits/policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

OPERATION	DESCRIPTION	TIME
102210A	2010-2011 Escape, Mariner: Replace The Liftgate Window Glass (Do Not Use With Any Other Labor Operations)	0.8 Hr.

**DEALER CODING**

BASIC PART NO.	CONDITION CODE
7842006	01

**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, 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.