

**POWER/HANDS-FREE LIFTGATE DIFFICULT TO OPEN OR CLOSE—LIFTGATE/TRUNK MODULE DTCS C2006:19, B1453, U3000—WARNING CHIME AND LIFTGATE AJAR MESSAGE**

TSB 13-6-21

**FORD:**

2013-2014 Escape

**ISSUE**

Some 2013-2014 Escape vehicles built on or before 6/12/2013 and equipped with a power or hands-free liftgate may exhibit a customer concern with a Liftgate Ajar warning chime, indicator message illuminated and/or a difficult to open or close liftgate. Diagnostic trouble codes (DTCs) C2006:19, B1453, and/or U3000 may be stored in the liftgate/trunk module (LTM).

**ACTION**

Follow service procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Measure body margins - rear panels for liftgate to vehicle body fit. Refer to Workshop Manual (WSM), Section 501-35.
2. Are liftgate measurements within specification?
  - a. Yes - proceed to Step 3.
  - b. No - perform Liftgate Alignment procedure. Refer to WSM, Section 501-03. Proceed to Step 3.
3. Reprogram the LTM to the latest calibration using Integrated Diagnostic System (IDS) release 85.02 and higher. Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com).

**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.

OPERATION	DESCRIPTION	TIME
130621A	2013-2014 Escape: Measure Body Margins And Reprogram The LTM (Do Not Use With Any Other Labor Operations)	0.4 Hr.
130621B	2013-2014 Escape: Measure Body Margins Perform Liftgate Alignment Procedure And Reprogram The LTM (Do Not Use With Any Other Labor Operations)	2.6 Hrs.

**DEALER CODING**

BASIC PART NO.  
7840010

CONDITION  
CODE  
07

**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.