

**ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM
FOR SEPTEMBER 2013**

44170 2013 C-Max - Compact Disc Player Failure To Eject Disc

Some 2013 C-Max vehicles equipped with My Ford Touch may exhibit a compact disc (CD) stuck in the player when attempting to eject. Prior to following normal diagnostics, first check for misalignment of the CD player to instrument panel center middle trim panel (18842). Refer to WSM section 501-12, removal and installation. If issues are found, repair as needed. If no issues are found, follow normal diagnostics.