

**ONLINE AUTOMOTIVE SERVICE INFORMATION
FOR OCTOBER 2013**

SB-10054973-5466

44234

2013 C-Max and 2013-2014 Escape - Compact Disc Player Failure To Eject Disc

Some 2013 C-Max and 2013-2014 Escape 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). If no visible misalignment is present remove trim panel. Refer to WSM section 501-12, removal and installation. Attempt to eject CD while trim panel is removed. If CD ejects suspect trim alignment concern, repair as needed. If CD does not eject follow normal diagnostics.