

**SB-10055795-5410**

**FORD:**

2013-2014 C-MAX

**ISSUE**

Some 2013-2014 C-MAX vehicles may exhibit a customer concern of excessive A/C compressor noise heard inside the vehicle cabin, especially at vehicle speeds 65 Km/h (40 MPH) and below.

**ACTION**

Follow the Service Procedure steps to improve the condition.

**SERVICE PROCEDURE**

The following procedure will reduce the noise level inside the vehicle cabin. Some amount of A/C compressor noise will continue to be present after performing this procedure and should be considered characteristic.

1. Replace the right front fender splash shield with a revised part that is equipped with enhanced sound insulation material. Refer to Workshop Manual (WSM), Section 501-02.
2. Reprogram the powertrain control module (PCM) to the latest calibration using IDS release 89.02 and higher. Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com).

PART NUMBER	PART NAME
DM5Z-16102-B	Right Front Fender Splash Shield

OPERATION	DESCRIPTION	TIME
140073A	2013-2014 C-MAX: Replace The Right Side Fender Splash Shield And Reprogram The PCM And Appropriate Modules: Includes Time To Clear Codes (Do Not Use With Any Other Labor Operations)	0.7 Hr.

**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.

**DEALER CODING**

BASIC PART NO.	CONDITION CODE
19703	04

NOTE: The information contained 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.