

**SB-10056699-1853****FORD:**

2013-2014 C-MAX

**ISSUE**

Some 2013-2014 C-MAX Hybrid and C-MAX Energi vehicles may exhibit a loud, low frequency, droning powertrain type noise when the engine is running. The noise can be intermittent and may be heard mostly at specific speeds, RPM ranges, and vehicle loads, such as while driving up a hill or grade. The vehicle is equipped with ANC that uses the vehicle's sound system to cancel out specific low frequency powertrain noises.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Have any aftermarket modifications been made to the audio system, speakers, headliner or has a non-factory roof opening panel been installed?
  - a. Yes - this procedure does not apply. Any alteration of these components or the vehicle structure affects ANC system performance. Returning the vehicle to the original configuration is recommended.
  - b. No - proceed to Step 2.
2. Perform the audio control module (ACM) self-test to complete the speaker walk around test. Refer to Workshop Manual (WSM), Section 415-00.
3. Did speaker walk around test successfully complete?
  - a. Yes - proceed to Step 4.
  - b. No - this procedure does not apply. Refer to WSM, Section 415-00 for normal diagnosis.
4. Lower headliner only enough to access the ANC system microphones; being mindful not to disconnect the microphones. Refer to WSM, Sections 501-05 and 415-00.
5. Verify ANC microphone harness routings are correct.
  - a. Disconnect the driver side front microphone.
  - b. Perform an IDS on-demand self-test on the digital audio control module C (DACMC).
  - c. Did diagnostic trouble code (DTC) B116A-01 set in the DACMC?
    - (1) Yes - clear the DTC and reconnect the microphone. Proceed to Step 6.
    - (2) No - note which DTC set and proceed to Step 6.
6. Disconnect the passenger side front microphone.
  - a. Perform an IDS on-demand self-test on the DACMC.
  - b. Did DTC B117A-01 set in the DACMC?
    - (1) Yes - clear the DTC and reconnect the microphone. Proceed to Step 7.
    - (2) No - note which DTC set and proceed to Step 7.
7. Disconnect the rear passenger microphone.

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.

- a. Perform an IDS on-demand self-test on the DACMC.
  - b. Did DTC B13F5-01 set in the DACMC?
    - (1) Yes - clear the DTC and reconnect the microphone. Proceed to Step 8.
    - (2) No - disconnect the wire harness from the microphone and reposition the wire harness to connect the harness to the correct microphone, so the fault codes match the microphone position. Clear the DTC. Proceed to Step 8.
8. Fully seal each microphone bezel to the headliner using 3M™ Super-Fast Adhesive. (Figure 1)

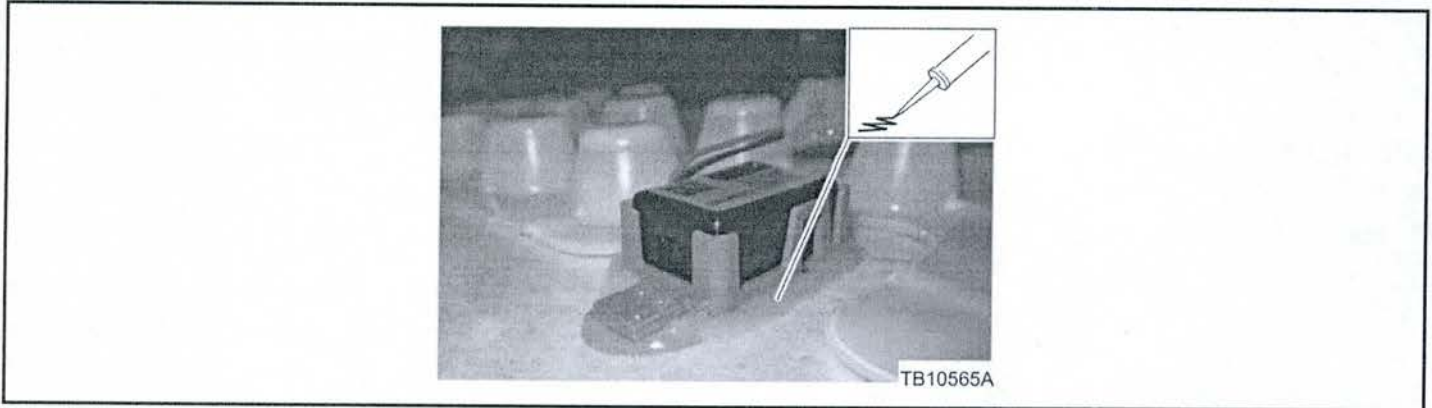


Figure 1 - Article 14-0151

- 9. Reposition headliner. Refer to WSM, Section 501-05.

Obtain Locally

Part Number	Part Name
04747	3M™ Super-Fast Repair Adhesive

OPERATION	DESCRIPTION	TIME
140151A	2013-2014 C-MAX Hybrid And C-Max Energi: Seal Microphone Bezels Includes Time To Diagnose Following The Service Procedure (Do Not Use With Any Other Labor Operations)	2.8 Hrs.

**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
19A391	12