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2013-2015 C-Max 2013-2015 Escape and 2012-2014 Focus- Compact Disc Player  
Failure to Eject Disc

Some 2013-2015 C-Max 2013-2015 Escape and 2012-2014 Focus 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. Refer to Workshop Manual, Section 501-12 for removal and installation. Attempt to eject the CD while the trim panel is removed. If the CD ejects, realign the Audio Front Control Module (ACM) as needed for proper alignment and do not replace the Audio Head Unit. If the CD does not eject, follow normal workshop manual diagnostics.