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45261 2013-2016 Escape And 2015 Edge - Compact Disc Player Failure To Eject Disc

Some 2013-2016 Escape and 2015 Edge 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, check for misalignment of the CD player to instrument panel center middle trim panel. Refer to WSM, 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) for proper alignment of the panel to the CD slot and do not replace the ACM. If the CD does not eject with the front panel removed, reset the ACM by disconnecting ACM connectors, wait 10 seconds and reconnect the ACM connectors and attempt CD removal. If CD does not eject after reset, follow normal WSM diagnostics. Use applicable labor operations from Section 11 of the SLTS manual.