

**FORD:**

2013-2014 Escape

**ISSUE**

Some 2013-2014 Escape vehicles equipped with EMTC may exhibit incorrect air distribution from the instrument panel registers when panel mode is selected on the Heating Ventilation Air Conditioning (HVAC) control panel.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Verify the concern by cycling through all the modes on the HVAC control panel. Does the air correctly discharge from the instrument panel registers when panel mode is selected?
  - a. Yes - this article does not apply. Refer to Workshop Manual (WSM), Section 412-00 for normal diagnostics.
  - b. No - proceed to Step 2.
2. Connect the Ford Integrated Diagnostic System (IDS) service tool or equivalent scan tool to the data link connector (DLC). Check for diagnostic trouble codes (DTCs). Is B1086 present in the HVAC module memory?
  - a. Yes - this article does not apply. Refer to WSM, Section 412-00 for normal diagnostics.
  - b. No - proceed to Step 3.
3. Remove the climate control housing. Refer to WSM, Section 412-00.
4. Remove the actuating assembly from the climate control housing. (Figure 1)

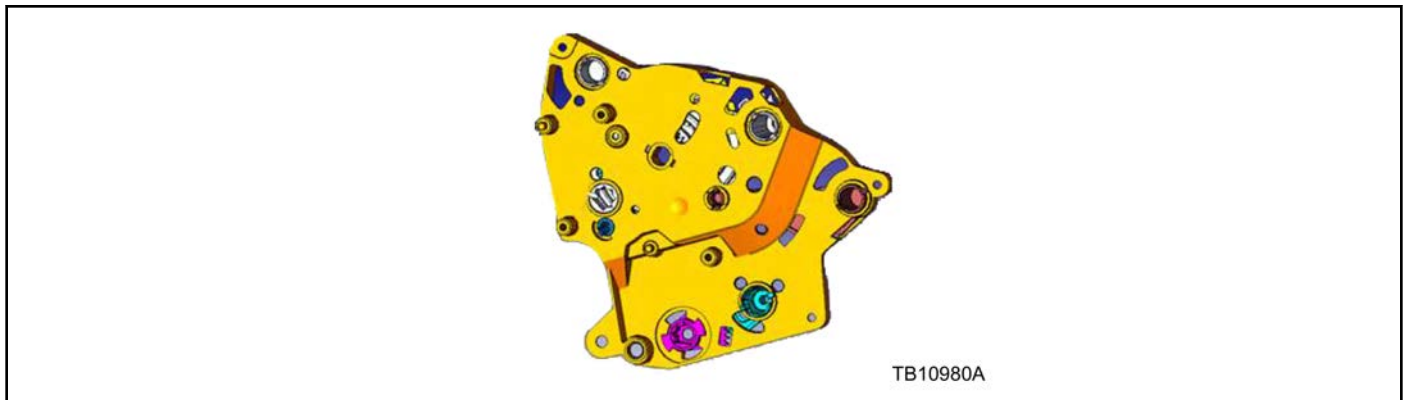


Figure 1 - Article 17-0004

5. Use a screwdriver or similar tool to manually cycle the mode door mechanism. Does the mode door mechanism bind when manually cycled? (Figure 2)

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.

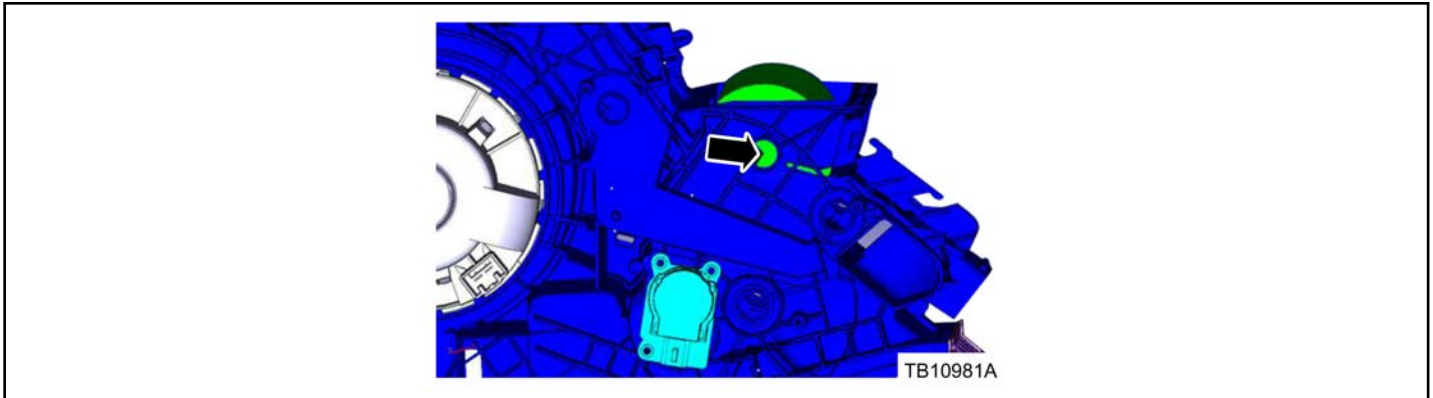


Figure 2 - Article 17-0004

- a. Yes - replace the climate control housing. Refer to WSM, Section 412-00.
  - (1) Use the jumper harness to make the connection from the vehicle harness to the evaporator temperature sensor.
- b. No - replace the actuating assembly. Refer to WSM, Section 412-00.

PART NUMBER	PART NAME
FV6Z-19B555-E	Climate Control Housing
FV6Z-19B555-G	Climate Control Housing - w/ Supplemental Heat
DV6Z-19788-D	Actuating Assembly - 2014 Escape
AV6Z-19788-B	Actuating Assembly - 2013 Escape
FV4Z-14A411-A	Jumper Harness
W711137-S442	Bolt - Steering Column Shaft
VC-3-B	Motorcraft® Orange Concentrated Antifreeze/Coolant

OPERATION	DESCRIPTION	TIME
170004A	2013-2014 Escape: Diagnose And Replace The Actuator Assembly Or Climate Control Housing (Do Not Use With Any Other Labor Operations)	6.0 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
19B555	42