



## TECHNICAL SERVICE BULLETIN

### Manual Liftgate Difficult To Close - Power Liftgate Bounce Back And/Or Will Not Cinch - Built On Or Before 1-Sep-2017

18-2099

23 March  
2018**Model:**

<b>Ford</b> 2017 Escape
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**Issue:** Some 2017 Escape vehicles built on or before 1-Sep-2017 may exhibit a manual liftgate that is difficult to close or a power liftgate that exhibits bounce back and/or will not cinch.

**Action:** Follow the Service Procedure steps to correct this condition.

**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.

**Labor Times**

Description	Operation No.	Time
2017 Escape: Measure And Adjust The Liftgate Striker Wings Following The Service Procedure (Do Not Use With Any Other Labor Operations)	182099A	0.3 Hrs.

**Repair/Claim Coding**

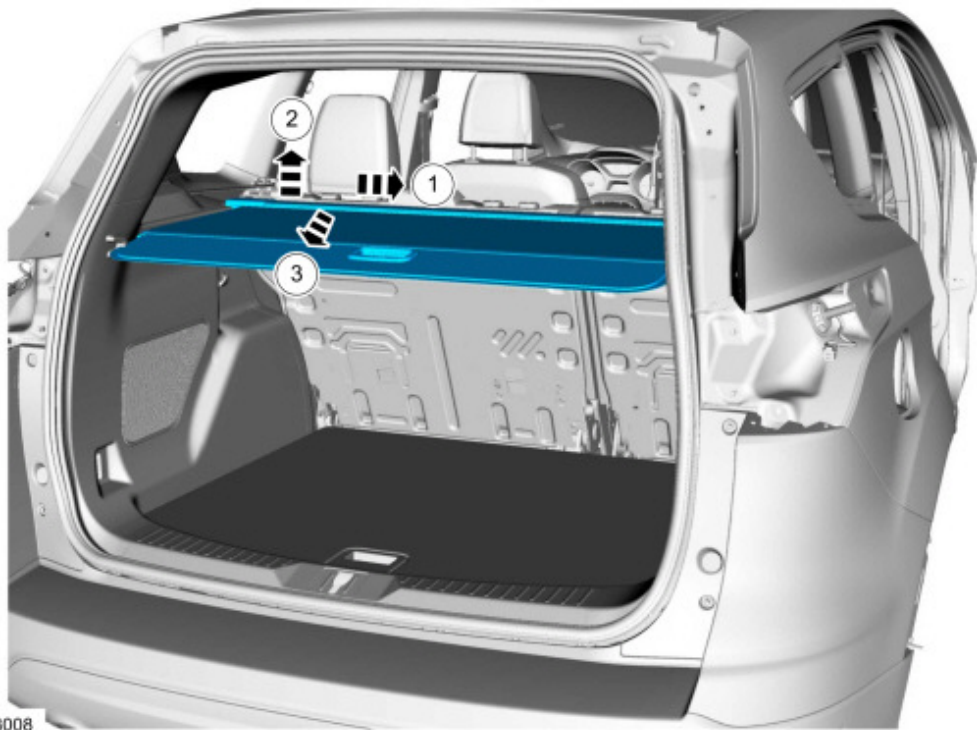
Causal Part:	54404A42
Condition Code:	07

Drive	Tool Name
1/4"	Power Tool
1/4"	Ratchet
1/4"	Torx® T25
	Vernier Caliper
	Adjustable Wrench

**Service Procedure**

- Check the vehicle build date. Was the vehicle built on or before 1-Sep-2017?
  - Yes – proceed to Step 2.
  - No – this article does not apply. Refer to Workshop Manual (WSM), Section 501-03 for normal diagnostics.
- If equipped, remove the package cover. (Figure 1)
  - Slide the package cover to the side to release from the loadspace trim panel.
  - Lift up on the package cover to disconnect from the loadspace trim panel.
  - Remove the package cover.

Figure 1



3. Remove the luggage compartment floor covering. (Figure 2)

Figure 2

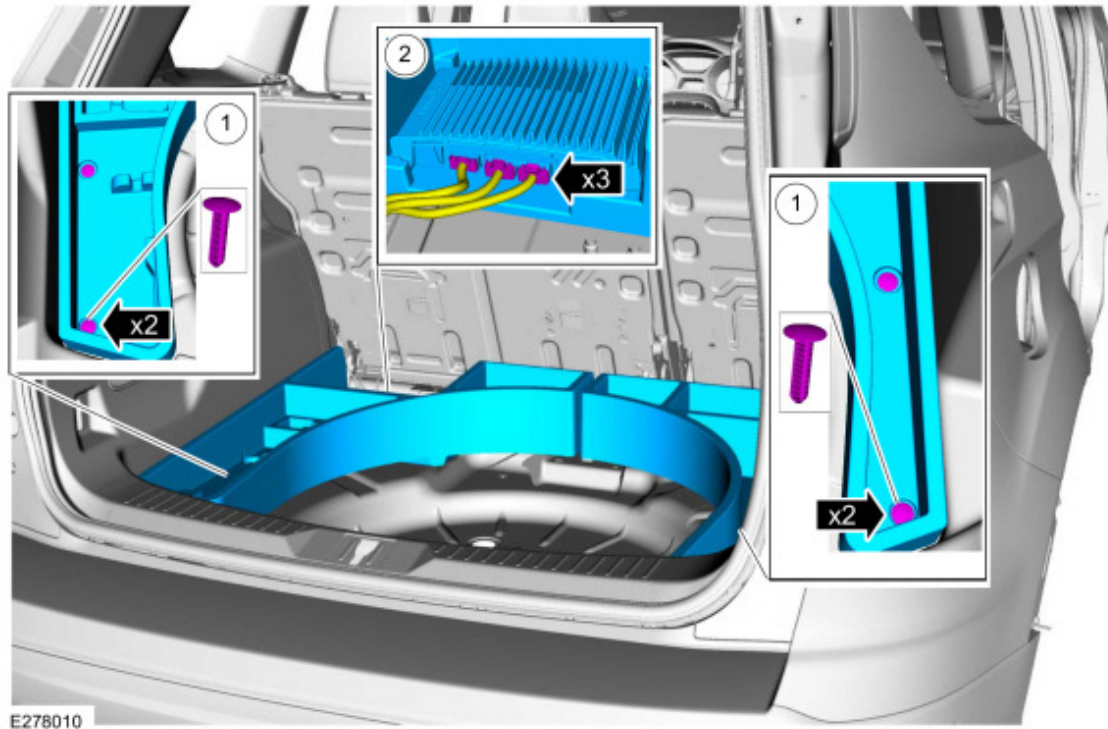


4. Remove the loadspace storage compartments. (Figure 3)

(1). Remove the retainers.

(2). If equipped, disconnect the amplifier electrical connectors and remove the storage compartments.

Figure 3



5. Position the liftgate weatherstrip aside. (Figure 4)

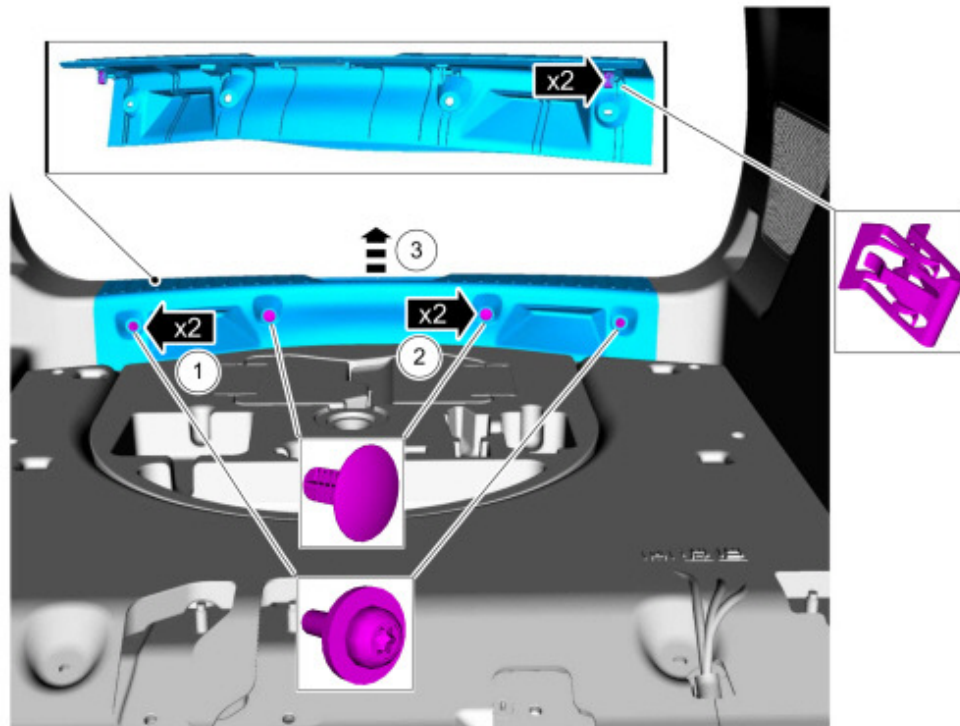
Figure 4



6. Remove the liftgate scuff plate trim panel. (Figure 5)

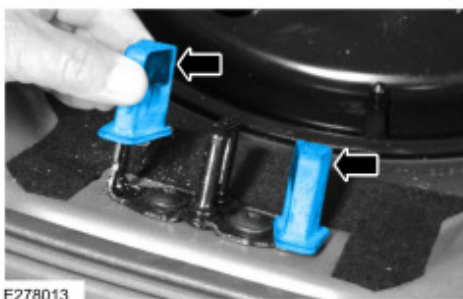
- (1). Remove the retainers.
- (2). Remove the pin-type retainers.
- (3). Release the clips and remove the liftgate scuff plate trim panel.

Figure 5



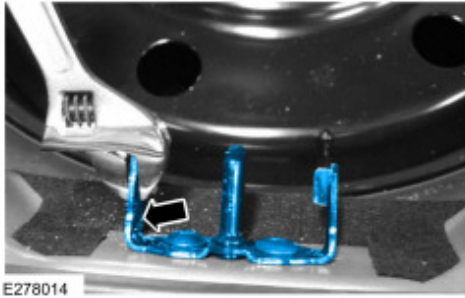
7. Remove the striker bumpers by hand from the liftgate striker. (Figure 6)

Figure 6



8. Using an adjustable wrench, bend the striker wings outward equally on each side until 84.5-85.0 mm (3.327-3.346 inches) is attained. If bent too wide, gradually bend each side in equally to attain this distance. (Figure 7)

Figure 7



**9.** Install striker bumpers to liftgate striker.

**10.** To install, reverse the removal procedure.

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NOTE: The information 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 or Lincoln 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.