



TECHNICAL SERVICE BULLETIN

Power Liftgate - Bounce Back And/Or Will Not Cinch To The Fully Closed Position

19-2056
28 February 2019

Model:

| |
|---------------------------------|
| Ford 2017-2019 Escape |
|---------------------------------|

Issue: Some 2017-2019 Escape vehicles may exhibit a power liftgate that bounces back and/or will not cinch to the fully closed position. This may be due to the adjustment of the striker, latch, liftgate margins, flushness and/or striker wings. To resolve the condition, adjust the striker position or the striker wings.

Action: Follow the Service Procedure steps to correct this condition on vehicles that meet all of the following criteria:

- 2017-2019 Escape
- Power liftgate

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 |
|---|---------------|----------|
| 2017-2019 Escape With Power Liftgate: Verify If The Power Liftgate Will Fully Cinch Closed While Being Pulled Up On And Adjust Striker Following The Service Procedure (Do Not Use With Any Other Labor Operations) | 192056A | 0.3 Hrs. |
| 2017-2019 Escape With Power Liftgate: Verify If The Power Liftgate Will Fully Cinch Closed While Being Pulled Up On Measure And Adjust Striker And Liftgate Margins And Flushness Following WSM Procedure. Includes Time Measure And Adjust The Striker Wings If Necessary (Do Not Use With Any Other Labor Operations) | 192056B | 1.2 Hrs. |
| 2017-2019 Escape With Power Liftgate: Verify If The Power Liftgate Will Fully Cinch While Being Pulled Up On, Measure Liftgate Margins And Flushness Following The WSM Procedure (No Adjustment Needed) And Adjust The Liftgate Striker Wings Following The Service Procedure If Necessary (Do Not Use With Any Other Labor Operations) | 192056C | 0.4 Hrs. |

Repair/Claim Coding

| | |
|-----------------|----------|
| Causal Part: | 54404A42 |
| Condition Code: | 07 |

Tool List

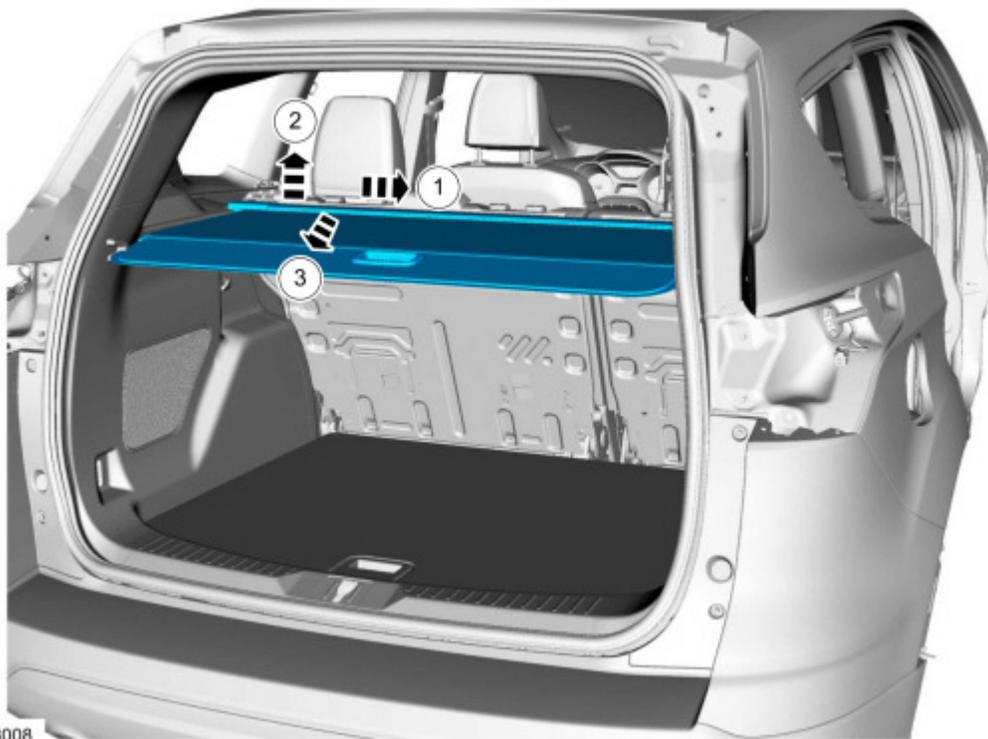
| Drive | Tool Name |
|-------|---------------|
| 1/4" | Ratchet |
| 1/4" | Torque wrench |
| 1/4" | Power tool |

| Drive | Tool Name |
|-------|-------------------|
| 1/4" | 8 mm socket |
| 1/4" | Torx® T25 |
| | Block of wood |
| | Hammer |
| | Adjustable wrench |
| | Trim tool |
| | Vernier caliper |

Service Procedure

1. Using the power function, close the liftgate with all windows up, all doors closed, heating, air conditioning and ventilation (HVAC) system off and the engine running. Does the liftgate fully cinch closed when slightly pulled up by hand?
 - (1). Yes - proceed to Step 2.
 - (2). No - proceed to Step 3.
2. Adjust the striker as follows.
 - (1). Place a shop towel or similar material around the striker to protect the plastic trim panel.
 - (2). Adjust the striker gradually by placing a small block of wood or similar material on the striker and then hit the wood with a hammer to move the striker forward (into vehicle) no more than 2 mm (0.079 in.).
 - (3). After each striker adjustment, retest the power liftgate close function without pulling on the liftgate and inspect if the liftgate now fully cinches closed.
 - (4). If the liftgate still does not fully cinch closed further adjustment is required, move the striker no more than 1 mm (0.039 in) forward (into vehicle) at a time then retest and inspect for proper liftgate operation.
 - (5). When the liftgate fully cinches closed without assistance, no further adjustment is required and the repair is complete.
3. Using the power function, close the liftgate with all windows up, all doors closed, HVAC system off and the engine running. Does the liftgate bounce back and/or the striker is not latching in the first position?
 - (1). Yes – inspect the liftgate for striker to latch alignment, liftgate margins and liftgate flushness. If any measurements are found to be out of specification adjust as required. Refer to Workshop Manual (WSM), Section 501-03. Proceed to Step 4.
 - (2). No – this article does not apply. Refer to WSM, Section 501-03 for normal diagnostics.
4. Using the power function close the liftgate with all windows up, all doors closed, HVAC system off and the engine running. Does the liftgate bounce back and/or the striker is not latching in the first position?
 - (1). Yes - proceed to Step 5.
 - (2). No - the repair is complete.
5. If equipped, remove the package cover. (Figure 1)
 - (1). Slide the package cover to the side to release from the loadspace trim panel.
 - (2). Lift up on the package cover to disconnect from the loadspace trim panel.
 - (3). Remove the package cover.

Figure 1



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

Figure 2



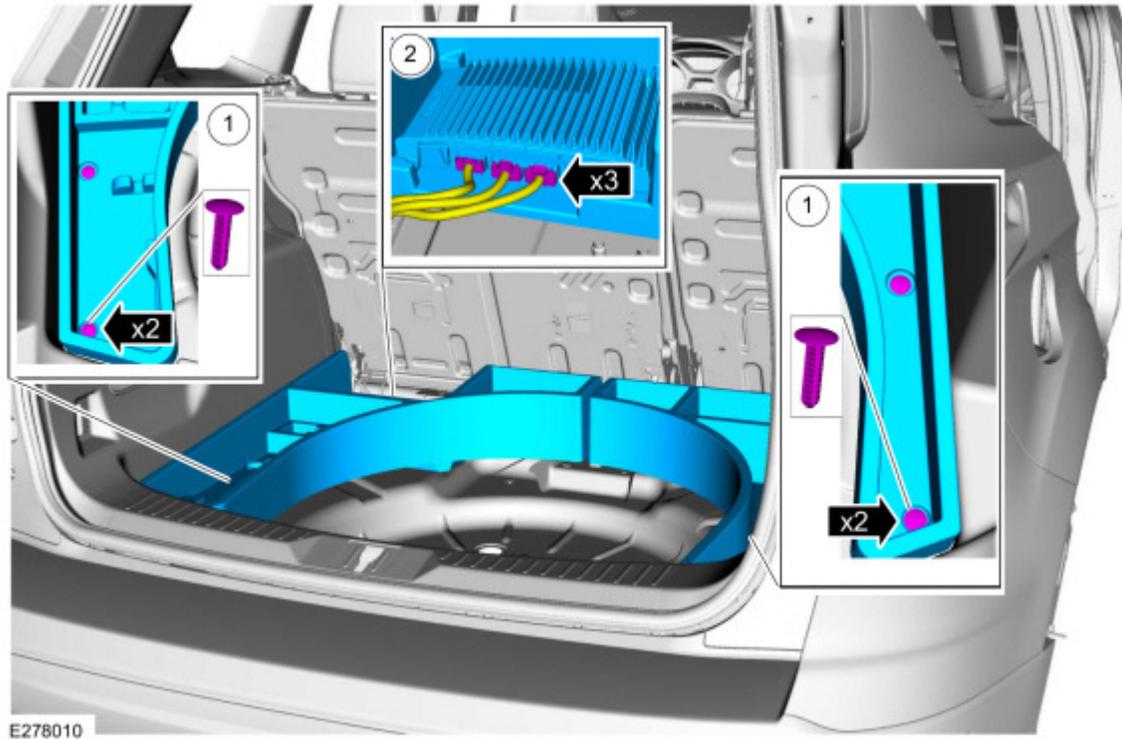
E278009

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

(1). Remove the retainers.

(2). If equipped, disconnect the audio digital signal processing module (DSP) electrical connectors and remove the storage compartments.

Figure 3



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

Figure 4

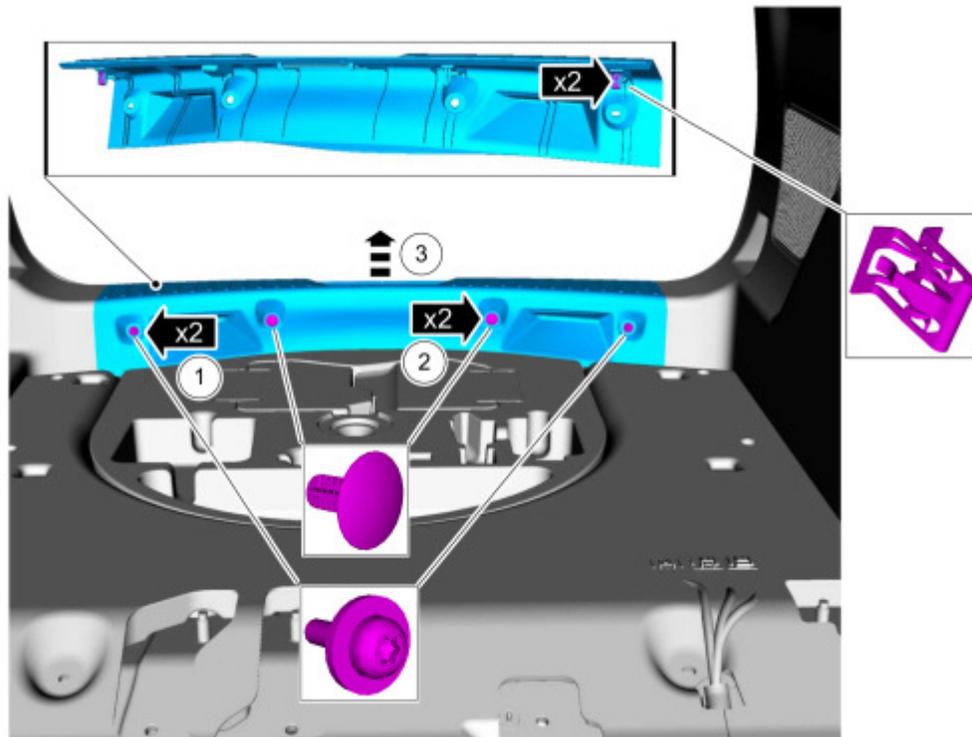


9. Remove the liftgate scuff plate trim panel. (Figure 5)

- (1). Remove the retainers.
- (2). Remove the pin-type retainers.

(3). Release the clips and remove the liftgate scuff plate trim panel.

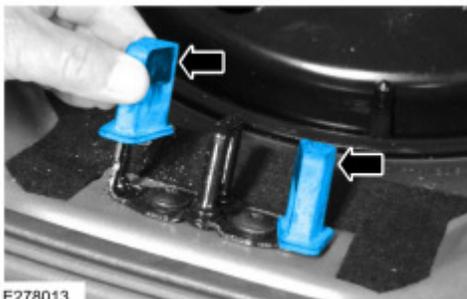
Figure 5



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

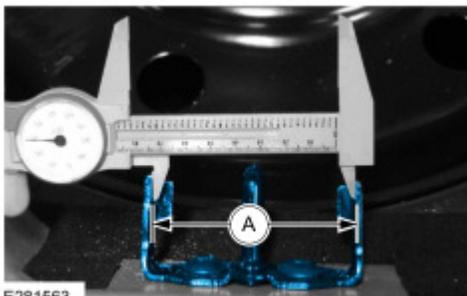
Figure 6



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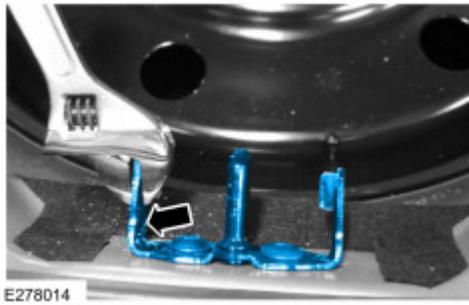
11. Using an adjustable wrench, bend the striker wings outward equally on each side until 84.5-85.0 mm (3.327-3.346 inches) is attained. If bent too wide, gradually bend each side in equally to attain this distance. (Figures 7-8)

Figure 7



E281563

Figure 8



12. Install the striker bumpers to the liftgate striker.

13. To install, reverse the removal procedure.

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