



TECHNICAL SERVICE BULLETIN

Manual Liftgate Difficult To Close - Built On Or Before 1-Sep-2017

19-2057
28 February 2019

This bulletin supersedes 18-2135. Reason for update: Incorrect or Incomplete Symptom

Model:

Ford 2017 Escape

Summary

This article supersedes TSB 18-2135 to update the vehicles affected.

Issue: Some 2017 Escape vehicles built on or before 1-Sep-2017 may exhibit a manual liftgate that is difficult to close. This may be due to the striker wing position relative to striker. To correct the condition, adjust the striker wings to the specified specification.

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

- 2017 Escape
- Built on or before 1-Sep-2017
- Manual 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 Escape: Measure And Adjust The Liftgate Striker Wings Following The Service Procedure (Do Not Use With Any Other Labor Operations)	192057A	0.3 Hrs.

Repair/Claim Coding

Causal Part:	54404A42
Condition Code:	07

Drive	Tool Name
1/4"	Ratchet
1/4"	Power tool
1/4"	Torx® T25
	Adjustable wrench
	Vernier caliper

Service Procedure

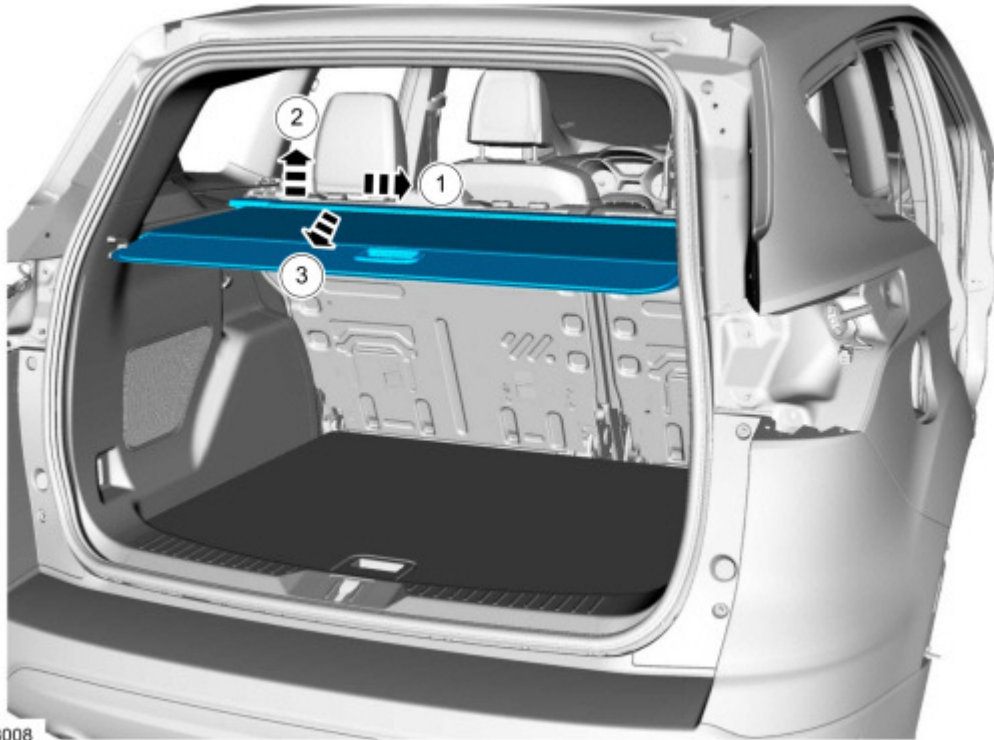
1. If equipped, remove the package cover. (Figure 1)

(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



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

Figure 2



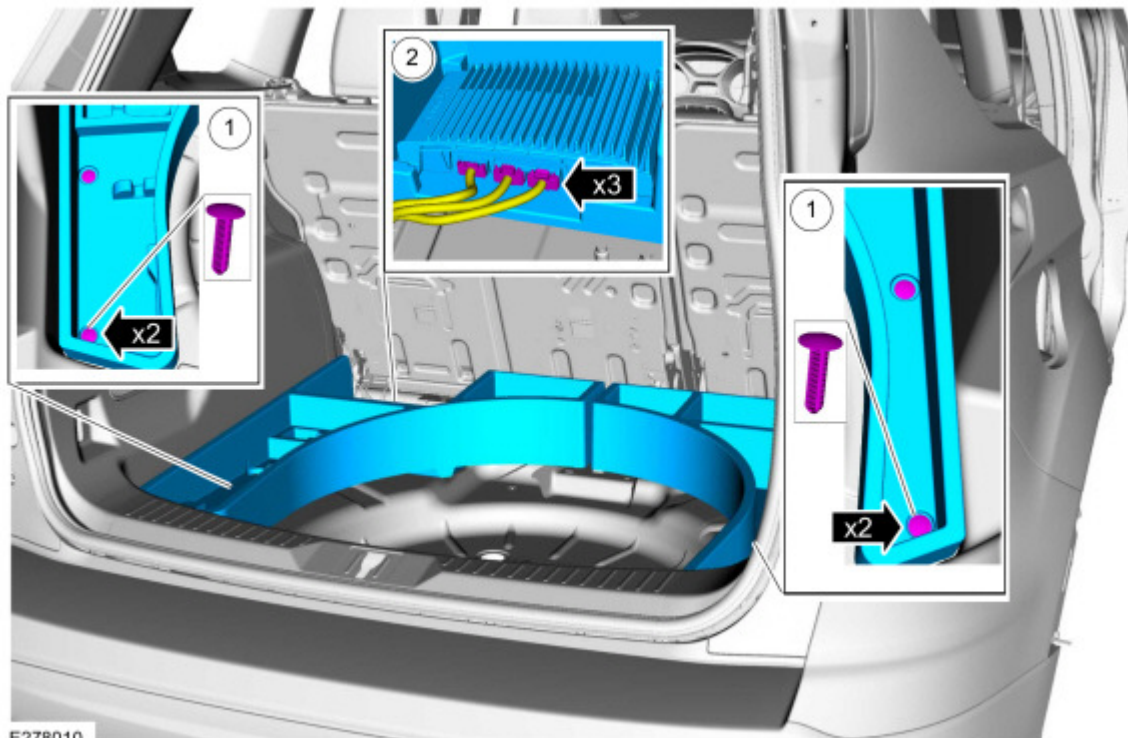
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3. Remove the left side loadspace storage compartments. (Figure 3)

(1). Remove the retainers.

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

Figure 3



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

Figure 4

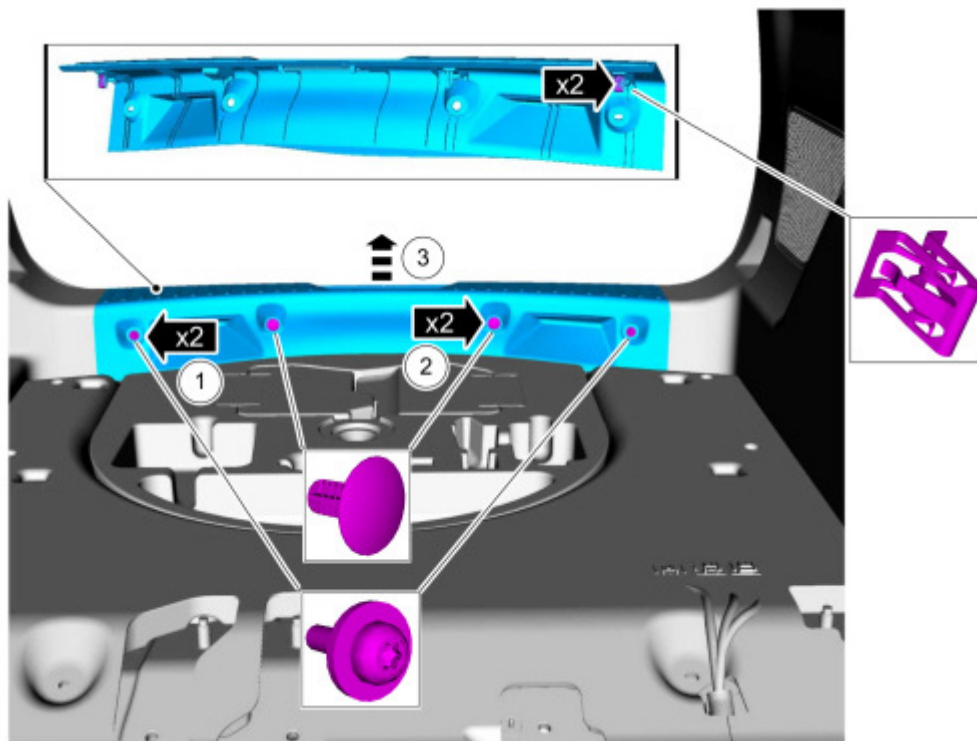


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5. Remove the liftgate scuff plate trim panel. (Figure 5)

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

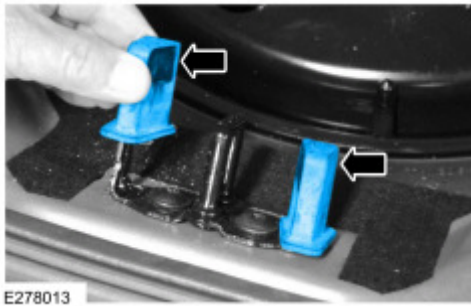
Figure 5



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

Figure 6



7. 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

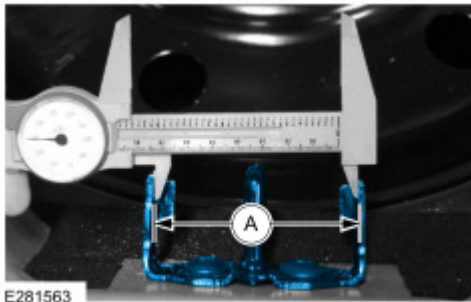
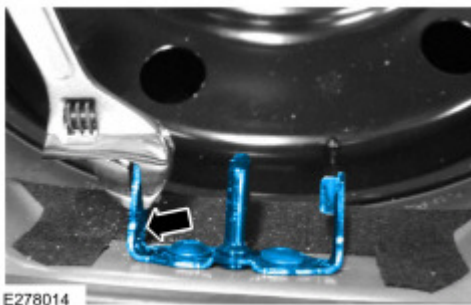


Figure 8



8. Install the striker bumpers to the liftgate striker.

9. To install, reverse the removal procedure.

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