

FORD:
2009-2012 Escape

MERCURY:
2009-2011 Mariner

ISSUE

Some 2009-2012 Escape, 2009-2011 Mariner vehicles may exhibit an intermittent water leak originating from the liftgate glass/seal.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Open the liftgate glass and remove the rear glass weatherstrip.
2. Remove the rear defrost grid connections and wiper motor wiring harness:
 - a. Left side - disconnect connector.
 - b. Right side - remove rubber housing; then depress both sides of white plastic retainer, and then pull wiring out to access and disconnect wiper motor.
3. Disconnect struts at the liftgate glass pivots.
4. Holding the liftgate glass up, remove the seal from the liftgate glass opening.
5. Connect struts at the liftgate glass pivots.
6. Mask the surrounding interior trim and the high mount stop lamp.

NOTE

CLEANER MAY DAMAGE PLASTIC/VINYL SURFACES DURING THE CLEANING PROCESS.

7. Remove all adhesive and residue from the liftgate glass opening, using 3M™ Specialty Adhesive Remover 38984.
 - a. Thoroughly soak rag with cleaner and remove adhesive.
8. Using one of the preferred methods below measure and record the gap between the liftgate flange and liftgate glass at twelve (12) different locations as shown. (Figure 1)

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.

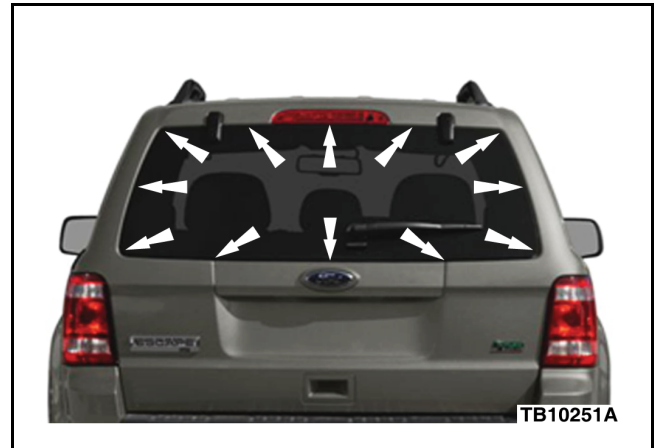


Figure 1 - Article 12-2-2

a. Modeling Clay

- (1) Use any type of soft modeling clay and insert softened balls of clay in twelve (12) locations. (Figure 1).
- (2) After the clay is firmly in place, close the liftgate glass until it latches. Making sure not to slam glass, causing the clay to not read the correct height dimensions.
- (3) Raise glass, and measure the depressions left in clay and record. (Figure 1)
- (4) Remove clay pieces one at a time, use a marker and make a dot on sheet metal of each location where you measured.

b. Alternate method when modeling clay is not available.

- (1) Close the liftgate glass and open the liftgate.

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- (2) Use a metal ruler or equivalent to measure and record the gap between the liftgate flange and liftgate glass in twelve (12) locations as shown. Use a marker to indicate where each measurement was made. (Figure 1)
9. The specification for glass to sheet metal flange gap is 14 mm \pm 3 mm (9/16" \pm 1/8"). Using the recorded measurements, adjust the sheet metal flange with a pair of duck bill pliers or flange pliers until the flange is within specification.
 - a. Steps 8a or 8b may need to be repeated 2-3 times.
10. Unclip struts one at a time and install a new seal around liftgate window opening.
 - a. Start at the center bottom seal may at first appear to be too long, any slack should be worked into the corners.
11. Reconnect wiring and window struts.

Locally Obtained Supplies	
Part Number	Part Name
38984 N/A	3M™ Specialty Adhesive Remover Modeling Clay

PART NUMBER	PART NAME
BL8Z-7842084-B	Weatherstrip

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.

OPERATION	DESCRIPTION	TIME
120202A	2009-2012 Escape, 2009-2011 Mariner: Adjust The Sheet Metal Flange, Includes Time To Diagnose Following The Service Procedure (Do Not Use With Any Other Labor Operations)	0.6 Hr.

DEALER CODING

BASIC PART NO.
7842084

CONDITION
CODE
42