

2.5L—INTERMITTENT NO CRANK, NO START WITH NO DIAGNOSTIC TROUBLE CODE (DTC) OR PASSIVE ANTI-THEFT SYSTEM (PATS) INDICATOR FLASHING

TSB 13-4-11

FORD:
2010-2012 Escape

MERCURY:
2010-2011 Mariner

This article supersedes TSB **13-3-6** to update the warranty causal part number.

ISSUE

Some 2010-2012 Escape and 2010-2011 Mariner vehicles equipped with a 2.5L engine built on or before 9/15/2011 may exhibit an intermittent no crank, no start condition with no DTCs or PATS indicator flashing.

ACTION

Follow the Service Procedure to correct the condition.

SERVICE PROCEDURE

1. Remove starter motor. Refer to Workshop Manual (WSM), Section 303-06.
2. Using a M10 x 1.5-6H tap, clean the threads of both upper and lower starter motor bolt holes in the engine block to remove any excessive material. When complete, clean out the block holes using shop air.
3. Install the original starter motor. Refer to WSM, Section 303-06.

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
130411A	2010-2011 Mariner And 2010-2012 Escape 2.5L: Clean The Starter Bolts And Bolt Holes Includes Time To Remove And Install Starter (Do Not Use With Any Other Labor Operations)	0.8 Hr.

DEALER CODING

BASIC PART NO.
6010

CONDITION CODE
17

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.