

**12-VOLT BATTERY DISCHARGED—WILL NOT HOLD CHARGE—RADIO WITH 4.2-INCH DISPLAY ONLY—BUILT ON OR BEFORE 6/21/2013**

**TSB 13-7-10**

**FORD:**  
2013 C-MAX

This article supersedes TSB **13-04-13** to update the Part List/Service procedure and vehicle build date.

**ISSUE**

Some 2013 C-MAX vehicles equipped with a 4.2 inch display radio only and built on or before 6/21/2013, may exhibit a 12-volt battery that is unable to maintain a charge or becomes discharged.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Reboot the scan tool.
2. Install a battery charger.
3. Reprogram the front control/display interface module (FCDIM) to the latest calibration using IDS release 85.05 or 86.01 and higher. This new calibration is not included in the VCM 2012.9 DVD. Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com).
  - a. Be aware that electrical accessories may operate during programming and should be considered a characteristic.

- b. Reset FCDIM display time and date, refer to the Owners Manual, Audio System section.

**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
130710A	2013 C-MAX: Reprogram The FCDIM Includes Time To Clear Codes After Repair (Do Not Use With Any Other Labor Operations)	0.4 Hr.
DEALER CODING		CONDITION
BASIC PART NO.		CODE
10D885		04

**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.