

**FORD:**  
2013 C-MAX

**ISSUE**

Some 2013 C-MAX Hybrid and C-MAX Energi vehicles equipped with a power or manual liftgate may exhibit a false liftgate ajar warning indicator illuminated in the message center. In addition, vehicles equipped with a power liftgate may exhibit a loss of the power close function.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Open liftgate and measure the gap between the upper cover and lower portion of the stop bumpers on the right and left sides of the vehicle. (Figure 1)

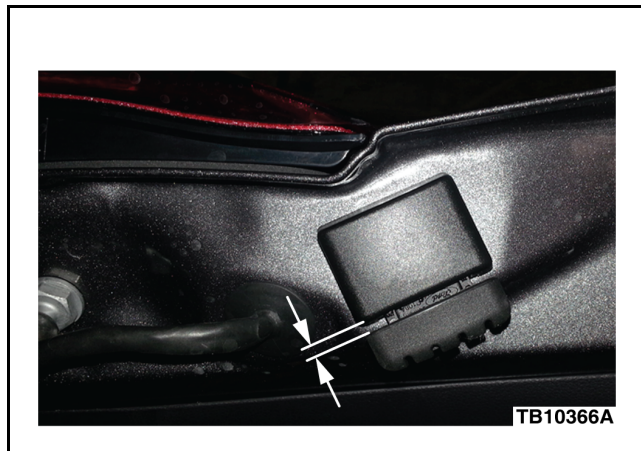


Figure 1 - Article 12-12-6

2. Is the gap greater than 6.0 mm (15/64")?
  - a. Yes - proceed to Step 3.
  - b. No - this article does not apply, refer to Workshop Manual (WSM), Section 413-01 for normal diagnostics.

3. Remove the upper cover using a suitable trim removal tool.
4. Loosen the stop bumper screw(s) (Figure 2)



Figure 2 - Article 12-12-6

5. Adjust the stop to achieve 5 mm - 6 mm (13/64"-15/64") gap between upper cover and lower portion of the stop (Figure 1).
6. Torque screw(s) to 4 N•m (35 lb-in).
  - a. It is necessary to install the upper cover to measure the gap. (Figure 1)

**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.

**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.

## TSB 12-12-6 (Continued)

<b>OPERATION</b>	<b>DESCRIPTION</b>	<b>TIME</b>
121206A	2013 C-MAX Hybrid And C-MAX Energi: Measure GAP, Adjust Stop Bumper On Both Sides If Necessary (Do Not Use With Any Other Labor Operations)	0.2 Hr.

<b>DEALER CODING</b>	<b>CONDITION</b>
BASIC PART NO. 17439A00	CODE 07