

**FORD:**

2011-2012 Explorer  
2011-2013 Edge

**LINCOLN:**

2011-2013 MKX

This article supersedes TSB **12-3-3** to update the Issue Statement, Service Procedure and Part List.

**ISSUE**

Some 2011-2012 Explorer, 2011-2013 Edge and MKX vehicles built on or before 3/2/2012 may exhibit a concern with the power liftgate opening after a close switch command occurs. The concern typically occurs when the ignition is cycled on before the liftgate hatch is fully closed. Liftgate may also open intermittently when parked.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Determine vehicle and vehicle build date.
  - a. 2012-2013 Edge/MKX built on or before 3/2/2012 or 2011-2012 Explorer, proceed to Step 2.
  - b. 2011 Edge/MKX, proceed to Step 3.
2. Reprogram the liftgate/trunk module (LTM) to the latest calibration using IDS release 81.02 or higher. This new calibration is not included in the IDS 2012.9 DVD. Calibration files may also be obtained at [www.motorcraft.com](http://www.motorcraft.com). Proceed to Step 4.
3. Replace liftgate/trunk module (LTM). Refer to Workshop Manual (WSM), Section 501-03.
4. Remove liftgate trim panel. Refer to WSM, Section 501-05.
5. Install water deflector. Ensure it is tucked over liftgate latch and liftgate release switch. (Figure 1)

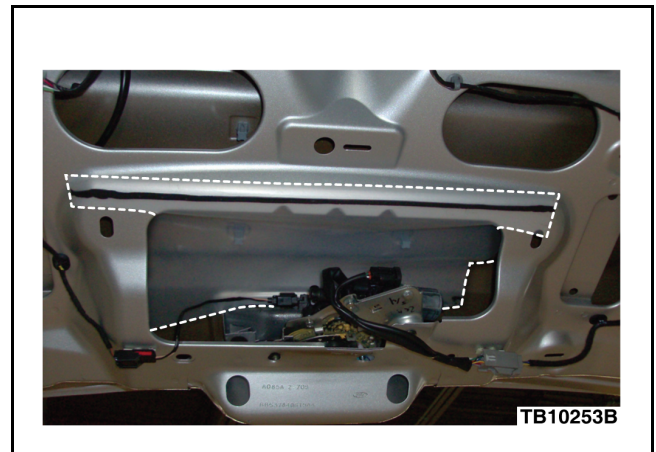


Figure 1 - Article 12-10-7

6. Disconnect connectors C4216, C432 and C4339. Refer to Wiring Manual, Section 109-1.
7. Inspect each connector for evidence of water intrusion and/or corrosion. Is evidence of water or corrosion present? (Figure 2)

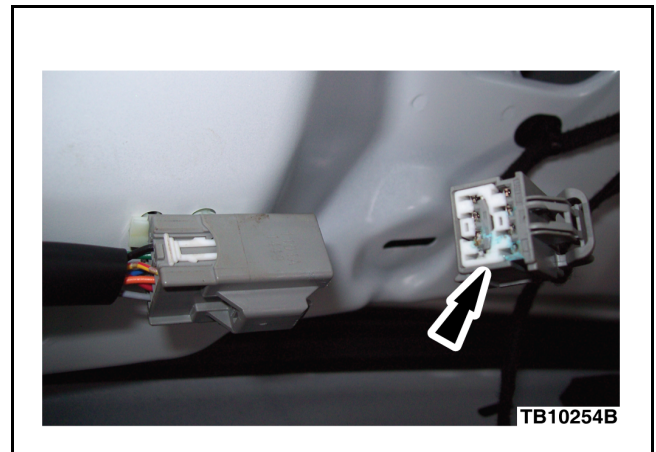


Figure 2 - Article 12-10-7

- a. No - Proceed to Step 8.
- b. Yes - Proceed to Step 9.

**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.

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8. Fill all connectors 3/4 full with Motorcraft® Electrical Grease. (Figure 3) Proceed to Step 11.



Figure 3 - Article 12-10-7

9. Replace connector C4339 and replace liftgate switch jumper harness. Refer to Wiring Diagram (WD), Section 5-1 for circuit repairs.
10. Cut both female and male ends of C432 from jumper harness and discard. Solder circuits CPL45 and GD349 (Explorer) or CPL45 and GD149 (Edge/MKX). Refer to WD, Section 5-1 for circuit repairs.
  - a. Using a tie strap, secure harness to mounting holes previously utilized for C432.
11. If corrosion was found inside C4339, replace liftgate latch. Refer to WSM, Section 501-14. Fill connector 3/4 full with Motorcraft® Electrical Grease.
12. If corrosion was found inside C4216, replace liftgate release switch. Refer to WSM, Section 501-14. Fill connection 3/4 full with Motorcraft® Electrical Grease.
13. Install liftgate trim panel. Refer to WSM, Section 501-05.

PART NUMBER	PART NAME
3U2Z-14S411-DYB	Pigtail Wiring Kit/Actuator-Liftgate (2011-2013 Edge/MKX)
BT4Z-14B291-B	Control Assembly - Liftgate (2011 Edge/MKX)
1L2Z-14018-AC	Switch Assembly (2011-2013 Edge/MKX)
7A1Z-14A411-A	Switch Jumper Wiring (2011-2013 Edge/MKX)
7A1Z-7843150-A	Latch Assembly - Tailgate (2011-2013 Edge/MKX)
3U2Z-14S411-BCB	Pigtail Wiring Kit/Actuator-Liftgate (2011-2012 Explorer)
8A8Z-14A411-A	Switch Jumper Wiring (2011-2012 Explorer)
BB5Z-7843150-B	Latch Assembly - Tailgate (2011-2012 Explorer)
BB5Z-14018-B	Switch Assembly - Tailgate (2011-2012 Explorer)
3U2Z-14A088-AB	Splice Kit
BB5Z-78237A04-A	Water Deflector
XG-12	Motorcraft® Electrical Grease

**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
121007A	2011-2012 Explorer, 2012-2013 Edge And MKX: Reprogram The Liftgate Module, Install Water Deflector, Inspect Connectors, Install Grease	0.6 Hr.
121007B	2011-2013 Edge And MKX: Replace The Liftgate Module, Install Water Deflector, Inspect Connectors, Install Grease	0.8 Hr.
121007C	2011-2012 Explorer, 2012-2013 Edge And MKX: Reprogram The Liftgate Module, Install Water Deflector, Inspect and Replace Connectors Can Be Claimed With Operation E And/Or F	1.4 Hrs.

## TSB 12-10-7 (Continued)

121007D	2011-2013 Edge And MKX: Replace The Liftgate Module, Install Water Deflector, Inspect and Replace Connectors Can Be Claimed With Operation E And/Or F	1.6 Hrs.	121007F	2011-2012 Explorer, 2011-2013 Edge/MKX,: Additional Time If Corrosion Was Found In C4216 To Replace The Liftgate Release Switch	0.3 Hr.
121007E	2011-2012 Explorer And 2011-2013 MKX: Additional Time If Corrosion Was Found In C4339 To Replace The Latch	0.3 Hr.	<b>DEALER CODING</b>  BASIC PART NO. 14B291		
			CONDITION CODE 04		