



TECHNICAL SERVICE BULLETIN

Power Liftgate - Liftgate Opens Intermittently Without Key Input When Parked - Built On Or Before 13-Sep-2017

17-2198

04 October
2017

Model:

Ford 2015-2017 Edge
Lincoln 2016-2017 MKX

Issue: Some 2015-2017 Edge and 2016-2017 MKX vehicles equipped with a power liftgate and built on or before 13-Sep-2017 may exhibit a liftgate that intermittently opens uncommanded while parked with no keys near the vehicle.

Action: Follow the Service Procedure steps to correct this condition.

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.

Labor Times

Description	Operation No.	Time
2015-2017 Edge, 2016-2017 MKX: Measure And Adjust The Striker Wings Includes Time To Reprogram The RGTM And Initialize The Liftgate (Do Not Use With Any Other Labor Operations)	172198A	0.5

Repair/Claim Coding

Causal Part:	54404A42
Condition Code:	07

Tool List

Drive	Tool Name
1/4"	Power Tool
1/4"	Ratchet
1/4"	Torque Wrench
1/4"	7 mm Shallow Socket
1/4"	Torx® Socket T25
	Adjustable Wrench
	Trim Tool
	Push Pin Puller
	Vernier Caliper

Service Procedure

1. Is the customer concern that the liftgate opens intermittently without input from the key while parked?

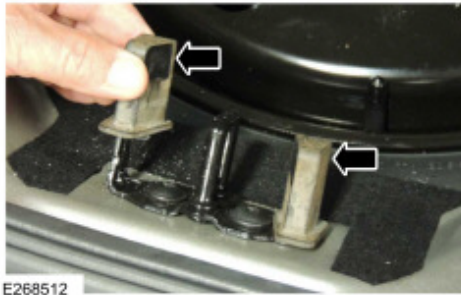
(1). Yes - proceed to Step 2.

(2). No - this article does not apply. Refer to Workshop Manual (WSM), Section 501-03 for normal diagnostics.

2. Remove the liftgate scuffplate trim panel. Refer to WSM, Section 501-05.

3. Remove the striker bumpers from the liftgate striker. (Figure 1)

Figure 1



4. Measure the inside edges of the striker wings that hold the bumpers. Is the distance below 84.0 mm (3.307")? (Figure 2)

(1). Yes – using an adjustable wrench, bend the wings outward equally on each side until 84.5-85.5 mm (3.327-3.366") is attained. If bent too wide, gradually bend each side in equally to attain this distance. Proceed to Step 5. (Figure 3)

(2). No - proceed to Step 5.

Figure 2

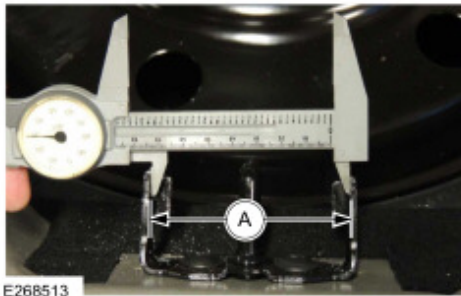
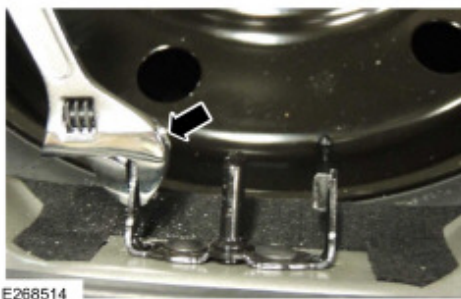


Figure 3



5. Install the striker bumpers to the liftgate striker.

6. Install the liftgate scuffplate trim panel. Refer to WSM, Section 501-05.

7. The rear cargo hooks could cause the liftgate to bounce back if they are standing upright. Position cargo hooks forward.

8. With the liftgate in the closed position, Reprogram the rear gate trunk module (RGTM) to the latest calibration using IDS release 107.01 or higher. Make sure you are connected to the internet when entering module programming to obtain the latest updates. Calibration files may also be obtained at www.motorcraftservice.com.
9. Perform the Power Liftgate Initialization. Refer to WSM, Section 501-03.
10. Advise customers the rear cargo hooks must be facing forward at all times when closing the liftgate, otherwise the cargo hooks may contact the liftgate trim panel and cause the liftgate to bounce back on closing.

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