



TECHNICAL SERVICE BULLETIN

Power Liftgate Bounce Back While Closing When Parked On Flat Surface - Built On Or Before 2-Jan-2018

18-2042

01 February
2018**Model:**

Ford 2015-2018 Edge
Lincoln 2016-2018 MKX

Issue: Some 2015-2018 Edge and 2016-2018 MKX vehicles equipped with a power liftgate and built on or before 2-Jan-2018 may exhibit an intermittent bounce back when parked on a flat surface after closing has been commanded.

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.

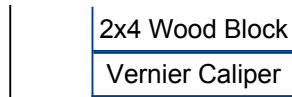
Labor Times

Description	Operation No.	Time
2015-2018 Edge, 2016-2018 MKX: Check Build Date, Measure Body Gaps, Measure And Adjust The Striker Wings And Initialize The Liftgate Includes Time To Reprogram The RGTM And Adjust Body Gaps If Necessary (Do Not Use With Any Other Labor Operations)	182042A	1.1

Repair/Claim Coding

Causal Part:	54404A42
Condition Code:	01

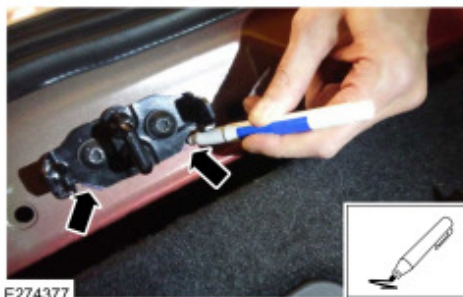
Drive	Tool Name
1/4"	Ratchet
1/4"	Torque Wrench
1/4"	Power Tool
1/4"	Torx® T20
1/4"	8 mm Socket
3/8"	Ratchet
3/8"	Power Tool
3/8"	Torque Wrench
3/8"	Torx® T40
	Trim Tool
	Hammer



Service Procedure

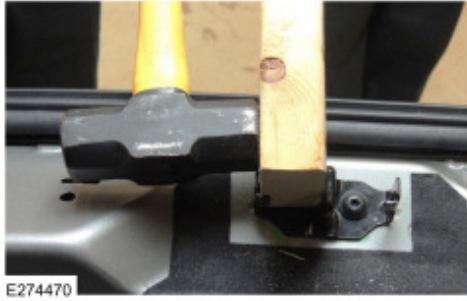
1. Is the vehicle built on or before 13-Sep-2017?
 - (1). Yes - proceed to Step 2.
 - (2). No – proceed to Step 3.
2. With the liftgate in the closed position, reprogram the rear gate trunk module (RGTM) to the latest calibration using Integrated Diagnostic System (IDS) or Ford J2534 Diagnostic Software (FJDS) release XXX.XX 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.
3. Remove the liftgate trim panel. Refer to WSM, Section 501-05.
4. Loosen the liftgate striker bolts to allow slight movement of the liftgate striker.
5. Measure the body gaps on the liftgate. Refer to Workshop Manual (WSM), Section 501-26.
6. Are the body measurements within specifications?
 - (1). Yes - proceed to Step 7.
 - (2). No - follow the Liftgate Left And Right, Up And Down Alignment procedure. Refer to WSM, Section 501-03.
 - Only the Liftgate Left And Right, Up And Down Alignment should be performed. Other portions of this WSM section are not required.
7. Align the liftgate latch to the striker.
 - (1). Manually lower the liftgate until the latch touches the striker.
 - (2). Slightly push the liftgate onto the striker so it will start latching and, at the same time, watch the liftgate to see if it moves right or left.
8. Does the liftgate move right or left as it latches to close?
 - (1). Yes – proceed to Step 9.
 - (2). No – proceed to Step 13.
9. Open the liftgate. Using a suitable marker, scribe a line if not already present, on the sheet metal on the inside edge of the striker on both the right and left sides. (Figure 1)

Figure 1



10. Place a 2x4 block of wood against the striker pins. (Figure 2)

Figure 2



11. Using a hammer, strike the back of the wood block with enough force to move the liftgate striker approximately 1 mm (0.05 in.) using the scribe lines as a guide. (Figure 2)

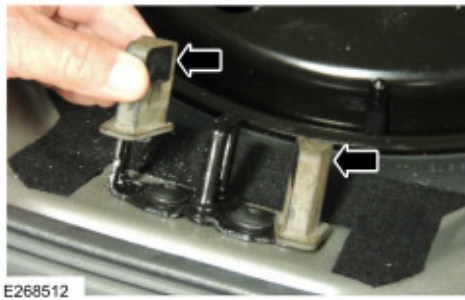
(1). If the liftgate moved right in Step 7b, strike the wood block to move the striker plate leftward. If the liftgate moved left in Step 7b, strike the wood block to move the striker plate rightward.

12. Go to Step 7.

13. Tighten the liftgate striker bolts to 25 Nm (221 lb.in).

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

Figure 3



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

(1). Yes – using an adjustable wrench, bend the wings outward equally on each side until 84.5-85.5 mm (3.327-3.366 in.) is attained. If bent too wide, gradually bend each side in equally to attain this distance. Proceed to Step 16. (Figure 5)

(2). No - proceed to Step 16.

Figure 4

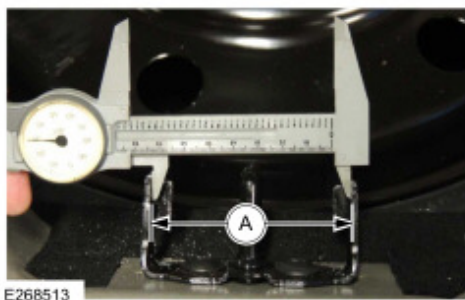
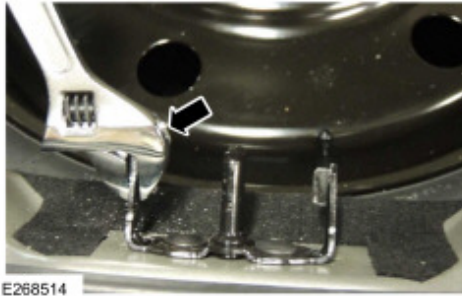


Figure 5



- 16.** Install the striker bumpers to the liftgate striker.
- 17.** Install the liftgate trim panel. Refer to WSM, Section 501-05.
- 18.** Manually close the liftgate to the fully latched position.
- 19.** The rear cargo hooks may cause the liftgate to bounce back if they are standing upright. Position the cargo hooks facing forward.
- 20.** 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.
- 21.** Perform the power liftgate initialization. Refer to WSM, Section 501-03.

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