



TECHNICAL SERVICE BULLETIN

Vehicles Built To 1-Dec-2022 - Liftgate Water Leak From The Liftgate Mounted Rear Lamp

23-2303

25 October
2023

Model:

Ford 2021-2023 Everest	Build Date: Up to 01 December 2022
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Issue: Some 2021-2023 Next-Generation Everest vehicles built to 1-Dec-2022 may experience a water leak from the liftgate into the cabin or water flow from the liftgate drain hole. A possible cause for this concern is a leaking liftgate mounted rear lamp.

Action: Should a vehicle present with the above condition, technicians are advised to refer to the Service Procedure below.

Parts

Service Part Number	Quantity	Description
13404	1	Liftgate Mounted Rear Lamp - See Parts Catalog For Application

Labor Times

Description	Operation No.	Time
Remove and install the liftgate trim panel	232303A	0.3 Hrs.
Conduct a water leak test on the liftgate to detect the source of the water leak	232303B	0.1 Hrs.
Remove and refit the liftgate mounted rear lamp or Replace the liftgate mounted rear lamp	232303C	0.4 Hrs.
Conduct 1 additional water leak test on the liftgate to detect the source of the water leak	232303D	0.1 Hrs.
Conduct 2 additional water leak tests on the liftgate to detect the source of the water leak	232303E	0.2 Hrs.

Repair/Claim Coding

Causal Part:	13404
Condition Code:	07

PDR Table

PDR Code	Description	Time
TSB232303A	Remove and install the liftgate trim panel and conduct a water leak test on the liftgate to detect the source of the water leak	0.4 Hrs
TSB232303B	Remove and install the liftgate trim panel, conduct a water leak test on the liftgate to detect the source of the water leak and remove and refit the liftgate mounted rear lamp	0.9 Hrs
TSB232303C	Remove and install the liftgate trim panel, conduct a water leak test on the liftgate to detect the source of the water leak, and replace the liftgate mounted rear lamp	1.0 Hrs

Service Procedure

1. Remove the liftgate trim panel. For additional information, refer to Workshop Manual (WSM) Section 501-05.
2. Conduct a water leak test on the liftgate to detect the source of the water leak. Using a pressure washer aimed perpendicular to the target and holding at a distance of 300mm from the vehicle, spray all areas of the liftgate edges of the liftgate mounted rear lamp and liftgate handles for 10 seconds from left to right on the top edge of the liftgate mounted rear lamp and a further 10 seconds approximately to the lower edge of the liftgate mounted rear lamp. Also apply the same spray rate from the top to bottom edge of the liftgate seals. (Figure 1)



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Figure 1

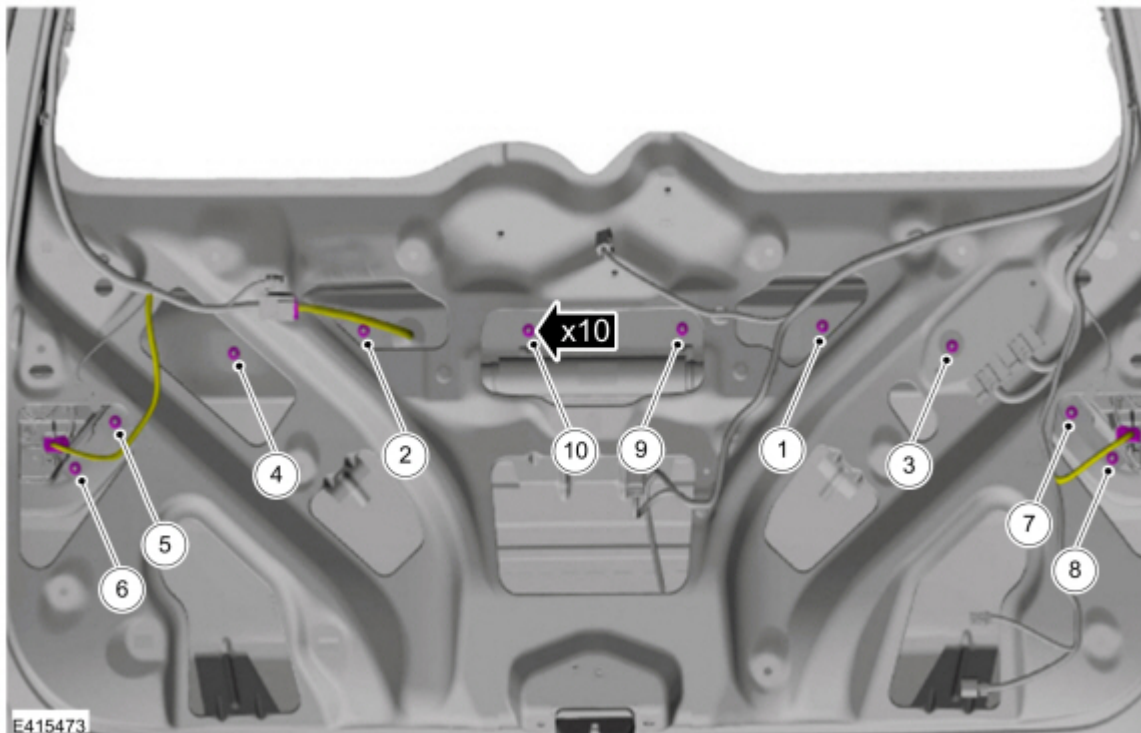
3. Is a water leak evident from the liftgate mounted rear lamp assembly?

- (1). Yes - proceed to Step 4 below.
- (2). No - this TSB does not apply, refer to the WSM for diagnosis/repair.

4. Remove the liftgate mounted rear lamp. For additional information, refer to WSM Section 417-01.

5. Refit the liftgate mounted rear lamp but leave the liftgate trim panel off at this stage. For additional information, refer to WSM Section 417-01.

NOTE: Ensure the nuts are torqued to 4.8 Nm and the correct tightening sequence is followed. (Figure 2)



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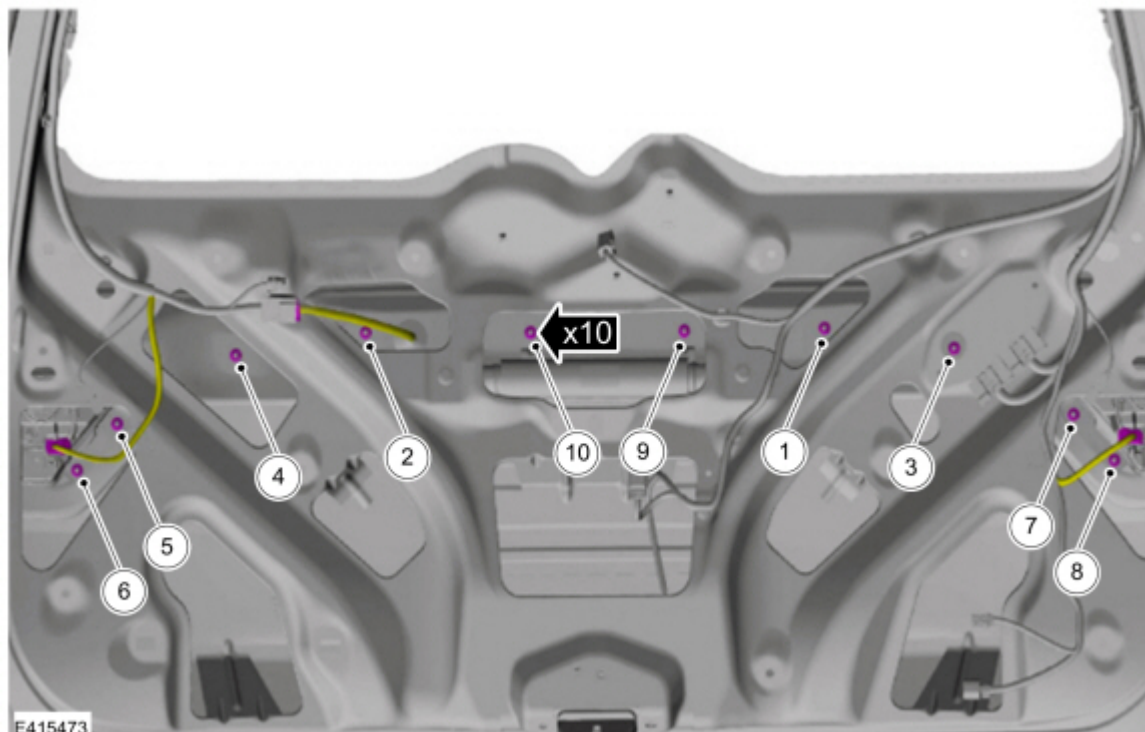
Figure 2

6. Perform a water leak test as per Step 2 above to the liftgate mounted rear lamp only. Has the leak been rectified?

- (1). Yes - TSB complete, refit the liftgate trim panel. For additional information, refer to WSM Section 501-05.
- (2). No – proceed to Step 7.

7. Replace the liftgate mounted rear lamp. For additional information, refer to WSM Section 417-01.

NOTE: Ensure the nuts are torqued to 4.8 Nm and the correct tightening sequence is followed. (Figure 3)



- Figure 3
8. Perform a water leak test as per Step 2 above to the liftgate mounted rear lamp only. Has the leak been rectified?
- (1). Yes - TSB complete, refit the liftgate trim panel. For additional information, refer to WSM Section 501-05.
 - (2). No - this TSB does not apply, refer to the WSM for diagnosis/repair.