

CRUNCHING OR CREAKING NOISE FROM FRONT OF VEHICLE ON LOW SPEED TURNS AND BUMPS

TSB 13-3-2

FORD:

2012-2013 Focus

2013 Escape

This article supersedes TSB 12-6-17 to update the production fix date, vehicle lines, model years, Service Procedure and Part List.

ISSUE

Some 2012-2013 Focus vehicles built on or before 10/22/2012 and 2013 Escape vehicles built on or before 12/3/2012 may exhibit a crunching or creaking-type noise from the front suspension on low speed turns and over bumps.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Attach Rotunda Wireless Chassis Ears (JSP97202) or equivalent to each front spring near the top of the spring.
2. Road test vehicle making right and left turns at low speed in a smooth parking lot and attempt to duplicate the concern.
 - a. If the noise can not be duplicated, this article does not apply. Refer to Workshop Manual (WSM), Section 100-04 for normal diagnostics.
 - b. If the noise is duplicated, proceed to Step 3.
3. Replace the strut bearing on the side generating the noise only. Refer to WSM, Section 204-01.

PART NUMBER	PART NAME
DV6Z-18198-A	Strut Bearing
W715490-S442	Knuckle Bolt
W7002125-442	Strut Top Nut

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
130302A	2011-2012 Focus: Replace The Front Spring And Strut Bearing, One (1) Side (Can be Claimed With Operation C In This Article) (Do Not Use With Any Labor Operations Outside Of This Article)	1.4 Hrs.
130302A	2013 Escape: Replace The Strut Bearing, One (1) Side (Can be Claimed With Operation C In This Article) (Do Not Use With Any Labor Operations Outside Of This Article)	1.3 Hrs.
130302B	2013 Escape: Replace The Strut Bearings, Both (2) Sides (Can be Claimed With Operation C In This Article) (Do Not Use With Any Labor Operations Outside Of This Article)	1.9 Hrs.

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 13-3-2 (Continued)

130302B	2011-2012 Focus: Replace The Front Springs And Strut Bearings, Two (2) Sides (Can be Claimed With Operation C In This Article) (Do Not Use With Any Labor Operations Outside Of This Article)	2.0 Hrs.	130302C	2013 Escape: Additional Time To Check And Correct Caster, Camber, And Toe (Can be Claimed With Operations A Or B In This Article) (Do Not Use With Any Labor Operations Outside Of This Article)	1.6 Hrs.
130302C	2011-2012 Focus: Additional Time To Check And Correct Caster, Camber, And Toe (Can be Claimed With Operations A Or B In This Article) (Do Not Use With Any Labor Operations Outside Of This Article)	1.5 Hrs.	DEALER CODING		
			BASIC PART NO.		CONDITION CODE
			18198		42