

CLUNK/RATTLE NOISE FROM FRONT END DURING PARKING MANEUVERS AND/OR OVER ROUGH SURFACES AT LOW SPEEDS BETWEEN 8-32 KM/H (5-20 MPH)

TSB 13-9-9

FORD:
2012-2014 Focus

2013 C-MAX
2013-2014 Escape

ISSUE

Some 2012-2014 Focus, 2013-2014 Escape and C-MAX vehicles may exhibit a clunk and/or rattle-type noise from the left and/or right front strut area at speeds between 8-32 Km/h (5-20 MPH) over minor road surface imperfections

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Attach Rotunda Wireless ChassisEAR (JSP97202) or equivalent to the front strut mounts on the affected side of the vehicle.
2. Road test vehicle. Is a rattle-type noise evident from the left and/or right front strut area at speeds between 8-32 Km/h (5-20 MPH) over minor road surface imperfections?
 - a. No - this procedure does not apply. Refer to Workshop Manual (WSM), Section 100-04 for normal diagnosis.
 - b. Yes - proceed to Step 3.
3. Raise vehicle on a hoist. Refer to WSM, Section 100-02.
4. Reach through the spring and pull the strut dust boot down from the strut bearing. (Figure 1)

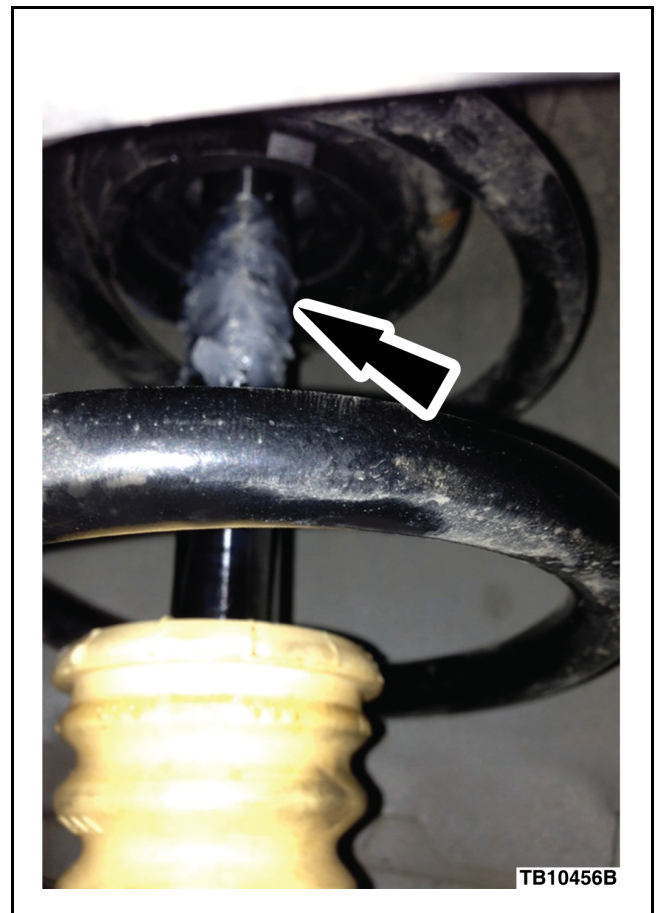


Figure 1 - Article 13-9-9

5. Pull strut jounce bumper straight down from the strut bearing.
6. Liberally apply Motorcraft® Silicone Brake Caliper Grease and Dielectric Compound or equivalent lubricant to the length of the strut shaft that contacts the jounce bumper plus 15 mm (1/2 inch).
 - a. Ensure the lubricant is applied completely around the strut shaft. (Figure 2)

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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Figure 2 - Article 13-9-9

7. Lubricate the top of the jounce bumper and position the jounce bumper into the strut bearing.

8. Position the dust boot on to the strut bearing, ensuring the boot is fully seated.
9. Repeat Steps 4-8 on the other side of the vehicle.

PART NUMBER	PART NAME
XG-3-A	Motorcraft® Silicone Brake Caliper Grease and Dielectric Compound

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
130909A	Lubricate Both Front Strut Shafts Following The Service Procedure Includes Time To Diagnose (Do Not Use With Any Other Labor Operations)	0.8 Hr.

DEALER CODING

BASIC PART NO.
3K100

CONDITION
CODE
14