

STEERING COLUMN SHAFT POP/CLUNK/KNOCK NOISE ON TURNS—BUILT ON OR BEFORE 8/15/2011

TSB 11-10-28

FORD:

2011-2012 Fiesta

ISSUE

Some 2011-2012 Fiesta vehicles built on or before 8/15/2011 may exhibit a pop/clunk/knock noise from the steering column shaft that only occurs during slow speed turns.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Attach chassis ears to steering column bracket nearest steering column shaft (typically referred to as intermediate shaft). This procedure addresses a noise from intermediate shaft sliding joint that only occurs on turns. Is the noise coming from steering column shaft and only occurs on turns?
 - a. Yes - proceed to Step 2.
 - b. No - This procedure does not apply. Proceed with normal diagnostics.
2. Remove and replace steering column shaft with new level part. Refer to Workshop Manual (WSM), Section 211-04.

PART NUMBER	PART NAME
BE8Z-3A525-B	Steer Column Shaft
BE8Z-3R827-B	Column Shaft Bolt (2 Req)

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage
IMPORTANT: Warranty coverage limits/policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

OPERATION	DESCRIPTION	TIME
111028A	2011-2012 Fiesta: Replace The Steering Column Shaft Includes Time To Diagnose (Do Not Use With Any Other Labor Operations)	0.7 Hr.

DEALER CODING

BASIC PART NO.
3A525

CONDITION
CODE
69

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.