



SSM 54980 2022-2024 Maverick - Hybrid - Intermittent Vibration Or Crunching Noise When Cold, Engine Running And Vehicle Stationary

Some 2022-2024 Maverick Hybrid vehicles may exhibit an intermittent vibration and/or crunching noise after a cold start while the engine is running with the vehicle stationary in drive with no throttle input and brakes applied. An intermittent engine rocking or rolling motion in one direction may also be observed while the concern is present with the hood open.

The noise may be present with no drivability concerns, relevant diagnostic trouble codes (DTC) stored, warning indicators illuminated and/or warning messages displayed. The noise may reduce or be eliminated after several minutes of driving when the powertrain warms up.

This condition does not affect vehicle durability and no additional diagnosis or service is required for this condition at this time. Inform customers that they can continue to drive the vehicle and engineering is currently working on a solution for this condition that is expected in Q3 of 2026. Replacement of the engine or transmission will not resolve this condition. Monitor Professional Technician System (PTS) for additional information and schedule service appointments for customers once the repair becomes available.

If a vehicle exhibits this condition, enter a vehicle identification number (VIN) and click the "Submit Global Concern Report (GCR)" link at the upper right of the PTS "Vehicle ID" screen. Fill out the GCR form, referencing this article number in the report. Do not use the "Report A Problem" link to submit a report for this condition.