

# CLUNK OR POP-TYPE NOISE AND/OR BUMP FELT FROM FLOOR PAN WHILE TURNING LEFT OR RIGHT—BUILT ON OR BEFORE 5/1/2012

TSB 13-6-7

## FORD:

2008-2012 F-Super Duty

This article supersedes TSB **10-25-3** to update the model years, production fix date and Service Procedure.

## ISSUE

Some 2008-2012 F-Super Duty vehicles built on or before 5/1/2012 may exhibit a pop or clunk noise heard/felt under floor pan when turning, and may be more noticeable when cold.

## ACTION

Follow the Service Procedure steps to correct the condition.

## SERVICE PROCEDURE

The following procedure should only be performed on the side of the vehicle exhibiting the noise and/or bump concern as reported by the customer.

1. Install Chassis Ear JSP97202 in Rotunda Technician Tool Program or equivalent to the left and/or right hand side of number 1 body support mounts. Refer to Workshop Manual (WSM), Section 502-02.
2. Road test the vehicle and attempt to duplicate customer concern by making left and right turns at low speed in an uneven parking lot.
3. Does vehicle exhibit pop or clunk-type noise and/or feel a bump from the floor pan?

- a. Yes - proceed to Step 4.
  - b. No - this article does not apply. Refer to (WSM), Section 100-04 for normal diagnostics.
4. Determine vehicle model year and built date.
    - a. 2008-2010 vehicles proceed to Step 5.
    - b. 2011 and 2012 vehicles built on or before 05/01/2012 proceed to Step 13.
  5. Loosen all body support mount bolts from the affected side except the front end sheet mount located behind the front bumper.
  6. Raise vehicle cab slightly approximately 25 mm (1").
  7. Remove the number 1 body support mount(s) on the affected side of the vehicle only. Refer to WSM, Section 502-02.
  8. Use a wire wheel to clean all threadlock material from the threads of the bolts.
  9. Install a shim between the floor pan and number 1 upper body support mount that exhibits the noise. (Figure 1)

**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 13-6-7 (Continued)

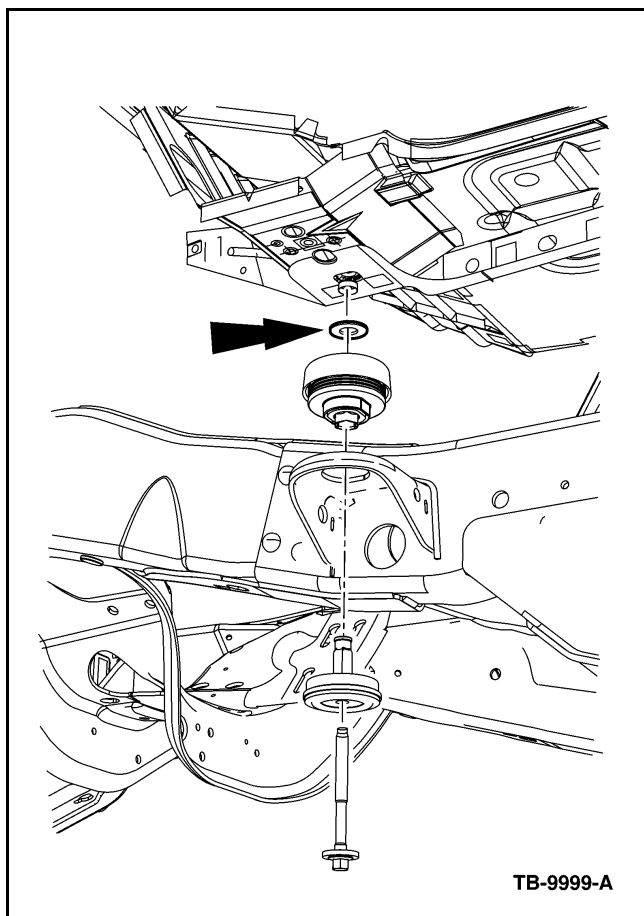


Figure 1 - Article 13-6-7

10. Lower vehicle cab.
11. Apply Motorcraft® Threadlock and Sealer to the threads of the body support mount bolts.
12. Reinstall the body support mount bolts number 2, 3 and 4 and torque to 103 N•m (76 lb-ft). Refer to WSM, Section 502-02.
13. Replace the No. 1 lower body support mount(s). Refer to (WSM) Section 502-02.
  - a. Apply Motorcraft® Threadlock and Sealer to the threads of all body support mount bolt(s).

PART NUMBER	PART NAME
1C3Z-1000145-AA	Shim
7C3Z-1000155-AA	Lower Body Mount Number 1
TA-25	Motorcraft® Threadlock and Sealer

**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
130607A	2011-2012 F-Super Duty: Follow Service Procedure To Diagnose And Replace The Number One Lower Body Support Mount On One (1) Side	0.7 Hr.
130607B	2011-2012 F-Super Duty: Follow Service Procedure To Diagnose And Replace The Number One Lower Body Support Mount On Both (2) Sides	0.9 Hr.
130607C	2008-2010 F-Super Duty: Follow Service Procedure To Diagnose And Replace The Number One Lower Body Support Mount Includes Time To Remove Remaining Body Mount Bolts To Install Shim On One (1) Side	1.3 Hrs.
130607D	2008-2010 F-Super Duty: One Lower Body Support Mount On Both (2) Sides Includes Time To Remove Remaining Body Mount Bolts To Install Shims On Both (2) Sides	1.9 Hrs.

### DEALER CODING

BASIC PART NO.  
1000155

CONDITION  
CODE  
42