



TECHNICAL SERVICE BULLETIN

All-Wheel Drive (AWD) - Ratcheting/Clicking Type Noise When Reversing Under Certain Load Conditions - Built On Or Before 12-Apr-2018

18-2269
30 August
2018

Model:

Ford 2018 EcoSport

Issue: Some 2018 EcoSport vehicles equipped with AWD and built on or before 12-Apr-2018 may exhibit a ratcheting/clicking type noise from the driveshaft area when reversing under certain load conditions. This may be due to the front U-joint on the driveshaft having a high working angle.

Action: Follow the Service Procedure steps to correct the condition.

Parts

Part Number	Description	Quantity
GN1Z-4R602-B	Driveshaft	1

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.

Labor Times

Description	Operation No.	Time
2018 EcoSport AWD: Diagnose And Replace The Driveshaft Assembly (Do Not Use With Any Other Labor Operations)	182269A	1.3 Hrs.

Repair/Claim Coding

Causal Part:	4R602
Condition Code:	07

Tool List

Drive	Tool Name
3/8"	Power Tool
3/8"	Ratchet
3/8"	Torque Wrench
3/8"	3" Extension
3/8"	10 mm Socket
3/8"	13 mm Socket
	Small Screwdriver
	Small Punch
	Hammer

Service Procedure

1. Check the vehicle build date. Was the vehicle built on or before 12-Apr-2018?
 - (1). Yes - proceed to Step 2.

- (2). No - this article does not apply. Refer to Workshop Manual (WSM), Section 205-01.
2. Place the transmission into reverse and turn the steering wheel to a fully locked position on either side. Drive the vehicle 5-10 mph (8-16 km/h) in this condition.
3. Does the vehicle exhibit a ratcheting/clicking type noise from the driveshaft area?
- (1). Yes - replace the driveshaft assembly. Refer to WSM, Section 205-01.
- (2). No - this article does not apply. Refer to WSM for normal diagnostics.

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