

**CRUNCHING OR CREAKING-TYPE NOISE FROM FRONT OF VEHICLE—LOW SPEED TURNS AND BUMPS**

TSB 13-5-11

**FORD:**

2012-2013 Focus

2013 Escape

This article supersedes TSB 13-3-2 to update the Service Labor Time Standards and Part List.

**ISSUE**

Some 2012-2013 Focus vehicles built on or before 10/22/2012 and 2013 Escape vehicles built on or before 12/3/2012 may exhibit a crunching or creaking-type noise from the front suspension on low speed turns and over bumps.

**ACTION**

Follow the Service Procedure steps to correct the condition.

**SERVICE PROCEDURE**

1. Attach Rotunda Wireless Chassis Ears (JSP97202) or equivalent to each front spring near the top of the spring.
2. Road test vehicle by making right and left turns at low speed in an uneven parking lot attempting to duplicate the concern.
  - a. If the noise cannot be duplicated, this article does not apply. Refer to Workshop Manual (WSM), Section 100-04 for normal diagnostics.
  - b. If the noise is duplicated, proceed to Step 3.
3. Replace the strut bearing on the side generating the noise only. Refer to WSM, Section 204-01.

PART NUMBER	PART NAME
DV6Z-18198-A	Strut Bearing
W715490-S442	Knuckle Bolt
W700212-S442	Strut Top Nut

**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
130511A	2012-2013 Focus: Replace The Strut Bearing, One (1) Side (Can be Claimed With Operation C In This Article) (Do Not Use With Any Labor Operations Outside Of This Article)	1.4 Hrs.
130511A	2013 Escape: Replace The Strut Bearing, One (1) Side (Can be Claimed With Operation C In This Article) (Do Not Use With Any Labor Operations Outside Of This Article)	1.7 Hrs.
130511B	2013 Escape: Replace The Strut Bearings, Both (2) Sides (Can be Claimed With Operation C In This Article) (Do Not Use With Any Labor Operations Outside Of This Article)	2.3 Hrs.
130511B	2012-2013 Focus: Replace The Strut Bearings, Both (2) Sides (Can be Claimed With Operation C In This Article) (Do Not Use With Any Labor Operations Outside Of This Article)	2.0 Hrs.

**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 supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

# TSB 13-5-11 (Continued)

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| 130511C | 2012-2013 Focus:<br>Additional Time To Check<br>And Correct Caster,<br>Camber, And Toe (Can be<br>Claimed With Operations A<br>Or B In This Article) (Do<br>Not Use With Any Labor<br>Operations Outside Of This<br>Article) | 1.5 Hrs. |
| 130511C | 2013 Escape: Additional<br>Time To Check And<br>Correct Caster, Camber,<br>And Toe (Can be Claimed<br>With Operations A Or B In<br>This Article) (Do Not Use<br>With Any Labor Operations<br>Outside Of This Article)        | 1.6 Hrs. |

## DEALER CODING

BASIC PART NO.	CONDITION CODE
18198	42