

Article Number: [REDACTED]
 Article Type: S
 Author: [REDACTED]
 Global Concern Number: [REDACTED]

Market(s):

Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
NA	***	09/27/2013	12/26/2013
WD	***	09/27/2013	12/26/2013

Title:

2012-2014 FIESTA - Timing belt tensioner noise

Text:

Some 2012-2014 Fiesta vehicles may exhibit an engine noise that could be described as a "Buzz" or "Saw" noise occurring within a range of 950 and 1200 RPM. Using a stethoscope the noise can be pinpointed back to the timing belt tensioner area. This noise does not affect the durability or performance of the engine. Do not replace the timing belt tensioner, timing belt or timing belt cover for this condition, replacing the timing belt tensioner or timing belt will not correct the symptom.

Vehicles:

2012-2014 FIESTA (00038)
 2014 Fiesta B299 MCA NA (CT)
 2012-2013 Fiesta B299 NA (CH)

Symptom Code:

400000 ENGINE
 497000 ENGINE NOISE CONCERNS

Global Customer Symptom Codes:

Category	Q1	Q2	Q3	Full Code
Start/Run/Move				4*****
Start/Run/Move	Noise			448***
Start/Run/Move	Noise	Running/Standing		4481**
Start/Run/Move	Noise	Running/Standing	Intermittent	448139
Start/Run/Move	Noise	Moving/Driving		4482**
Start/Run/Move	Noise	Moving/Driving	Intermittent	448239

Audit Comments:

Area Code	Geo Sales Area	Comment	Old Date of Deactivation	New Date of Deactivation	CDSID
NA	***	GSMITH LOADED MESSAGE:006-2013-2504R1::ADD	01/01/1900	12/26/2013	GSMITH
WD	***	GSMITH LOADED MESSAGE:006-2013-2504R1::ADD	01/01/1900	12/26/2013	GSMITH