

**ONLINE AUTOMOTIVE SERVICE INFORMATION SYSTEM  
FOR SEPTEMBER 2013**

44195 2013 C-MAX / 2013-2014 Fusion and MKZ Hybrid/Energi - Powertrain Clunk/Whine - Bonus Bolt In Engine Mount

Some 2013 C-MAX and 2013-2014 Fusion and MKZ Hybrid/Energi vehicles may exhibit a tactile vibration or clunking/thumping noise when braking or when tipping in or out of the throttle, or a powertrain/transaxle whine primarily when braking. This may be caused by a foreign object such as a nut or bolt lodged in one of the powertrain mounts causing a ground out condition to the body □ either the RH transmission mount or the LH engine mount. To access the LH engine mount, remove the 7B012 Secondary On Board Diagnostic Module (SOBDMC) in order to inspect the LH engine mount for this possible grounding condition.