

SB-10055028-2787**FORD:**

2013 C-MAX

2013-2014 Fusion

THIS ARTICLE IS GOING THROUGH COLLABORATION EARLY TO EXPEDITE RELEASE.**ISSUE**

Some 2013 C-MAX Hybrid and 2013-2014 Fusion Hybrid vehicles operating in taxi service may exhibit a metal-on-metal scraping-type sound from the transmission. This noise will be present in all gear ranges including neutral when the vehicle is moving, but will not be present when the vehicle is stationary or in Park.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Replace the transmission assembly. Refer to Workshop Manual, Section 307-01.
 - a. This updated transmission incorporates design improvements to enhance durability under the unique operating conditions of taxi service.

PART NUMBER	PART NAME
DM5Z-7000-E	Transmission Assembly
CV6Z-9448-A	Gasket - Exhaust Manifold
W713095-S437	Nut (7 Required)
W704474-S437	Stud (7 Required)
CV6Z-9450-B	Gasket
CV6Z-9450-D	Gasket
W520103-S442	Nut (2 Required)
W715491-S442	Bolt (2 Required)
W520415-S442	Nut (2 Required)
AE5Z-4B422-A	Retainer
BB5Z-4B422-B	Retainer
YS4Z-3N324-AA	Retainer - Front Bearing
4S4Z-3N324-AA	Retainer - Front Bearing
W5020102-S442	Nut (2 Required)
CV6Z-3B477-A	Nut and Washer
W713640-S437	Nut (2 Required)

NOTE: The information contained 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, Lincoln, or Mercury 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.

OPERATION	DESCRIPTION	TIME
140024A	2013-2014 Fusion Hybrid Taxi: Replace The Transmission (Can Be Claimed With Operation C)	7.1 Hrs.
140024B	2013 C-MAX Hybrid Taxi: Replace The Transmission (Do Not Use With Any Other Labor Operations)	9.3 Hrs.
140024C	2013-2014 Fusion Hybrid Taxi: Additional Time To Check And Correct Toe (Can Be Claimed With Operation A)	0.6 Hr.

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.

DEALER CODING

BASIC PART NO.	CONDITION CODE
7000	01