

**SB-10058111-5918****FORD:**

2013-2014 C-MAX, Fusion

**LINCOLN:**

2013-2014 MKZ

This article supersedes TSB 14-0024 to update the vehicle lines, model years, Title, Issue Statement, Service Procedure and Part List.

**ISSUE**

Some 2013-2014 C-MAX, Fusion and MKZ vehicles equipped with an HF35 transmission may exhibit a thumping/rubbing or grinding noise coming from the transmission. This noise may 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. With the vehicle at operating temperature road test the vehicle, lightly apply the brakes from 48-16 Km/h (30-10 MPH).
  - a. The engine will shut-off on deceleration when the vehicle is at operating temperature.
2. Is a thumping/rubbing or grinding noise present?
  - a. No - this article does not apply. Refer to Workshop Manual (WSM), Section 307-01 for normal diagnosis.
  - b. Yes - proceed to Step 3.
3. Remove the transmission drain plug and collect a small amount of fluid using a suitable container. Refer to WSM, Section 307-01.
4. Is the transmission fluid discolored or is contamination present?
  - a. No - proceed to Step 5.
  - b. Yes - proceed to step 10.
5. Remove the transmission assembly. Refer to WSM, Section 307-01.
6. Remove the damper housing and transfer shaft assembly. Refer to WSM Section, 307-01.
7. Inspect the damper housing for transfer shaft contact or wear. Is contact or wear present on damper housing? (Figure 1)

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

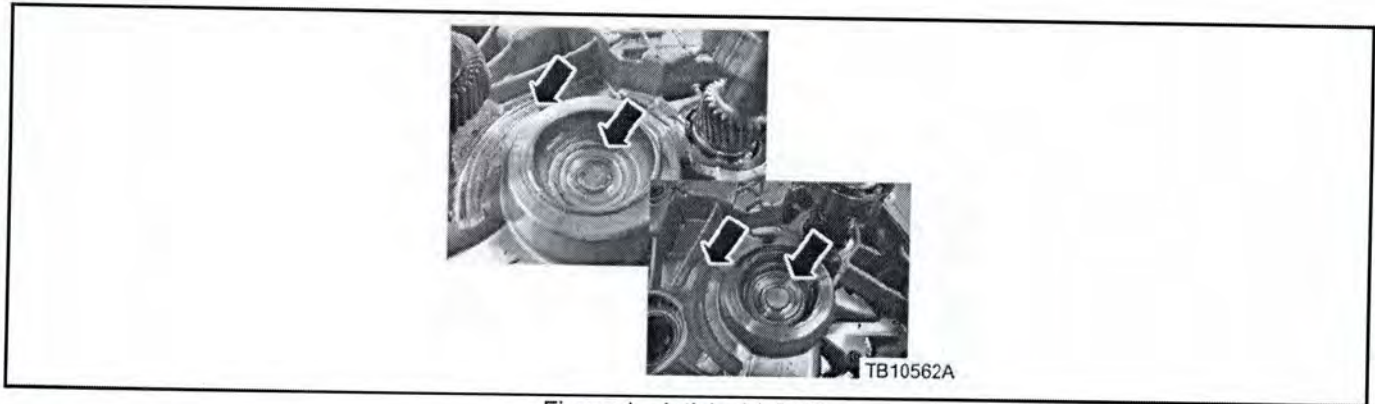


Figure 1 - Article 14-0176

- a. No - proceed to Step 8.
- b. Yes - proceed to Step 10.
- 8. Replace the transfer shaft gear assembly and bearing cups. Refer to WSM, Section 307-01.
- 9. Reinstall the transmission assembly. Refer to WSM, Section 307-01.
  - a. Flush the transmission fluid cooling system. Repair is complete. Refer to WSM, Section 307-02.
- 10. Install a new transmission assembly. Refer to WSM, Section 307-01.
  - a. Flush the transmission fluid cooling system. Refer to WSM, Section 307-02.

| PART NUMBER   | PART NAME   |
|---------------|---|
| EG9Z-7H348-B  | Transfer Shaft Gear Assembly (Final Drive Ratio 2.91) |
| EG9Z-7H348-A  | Transfer Shaft Gear Assembly (Final Drive Ratio 2.5 ) |
| DG9Z-4222-B   | Transfer Shaft Gear Bearing Cup (2 Required)          |
| FM5Z-7000-D   | Transmission Assembly - Plug In                       |
| FG9Z-7000-C   | Transmission Assembly - Gas/Electric                  |
| W520102-S442  | Nut - Bearing Clamp (2 Required)                      |
| 4S4Z-3N324-AA | Clamp - Front Bearing Retainer                        |
| AE5Z-4B422-A  | C-Clip - Axle (2 Required)                            |
| CB6Z-9450-B   | Gasket - Exhaust Flange                               |
| CV6Z-3B477-A  | Nut - Axle (2 Required)                               |
| CV6Z-9448-A   | Gasket - Exhaust Manifold                             |
| W500545-S439  | Bolt - Lower Ball Joint (2 Required)                  |
| W520103-S442  | Nut - Exhaust Manifold to Pipe (2 Required)           |
| W520214-S442  | Nut - Lower Ball Joint (2 Required)                   |
| W520215-S440  | Nut - Tie Rod   |
| W520415-S442  | Nut - Lower Ball Joint (2 Required)                   |
| W712503-S440  | Nut - Lower Stabilizer (2 Required)                   |
| W704474-S437  | Stud - Exhaust Manifold to Head (7 Required)          |
| W713095-S437  | Nut - Exhaust Manifold to Head (7 Required)           |
| W714878-S439  | Bolt - Steering Shaft                                 |

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| PART NUMBER   | PART NAME   |
|---------------|---|
| W715491-S442  | Bolt - Lower Ball Joint (2 Required)                |
| W716457-S439  | Bolt - Frame (4 Required)                           |
| YS4Z-3N324-AA | Clamp - Center Shaft                                |
| XT-10-QLVC    | Motorcraft® MERCON® LV Automatic Transmission Fluid |

| OPERATION | DESCRIPTION   | TIME      |
|-----------|---|-----------|
| 140176A   | 2013-2014 C-MAX Hybrid: Replace The Transmission Assembly Includes Time to Diagnose And Flush Transmission Fluid Cooling System (Can Be Claimed With Operation E)                                       | 10.1 Hrs. |
| 140176A   | 2013-2014 C-MAX Energi: Replace The Transmission Assembly Includes Time to Diagnose And Flush Transmission Fluid Cooling System (Can Be Claimed With Operation E)                                       | 10.7 Hrs. |
| 140176A   | 2013-2014 Fusion/MKZ Hybrid: Replace The Transmission Assembly Includes Time to Diagnose And Flush Transmission Fluid Cooling System (Can Be Claimed With Operation D And E)                            | 8.1 Hrs.  |
| 140176A   | 2013-2014 Fusion Energi: Replace The Transmission Assembly Includes Time to Diagnose And Flush Transmission Fluid Cooling System (Can Be Claimed With Operation D and E)                                | 8.0 Hrs.  |
| 140176B   | 2013-2014 C-MAX Hybrid: Inspect Damper Housing And Replace The Transmission Assembly Includes Time To Diagnose And Flush Transmission Fluid Cooling System (Can Be Claimed With Operation E)            | 10.3 Hrs. |
| 140176B   | 2013-2014 C-MAX Energi: Inspect Damper Housing And Replace The Transmission Assembly Includes Time To Diagnose And Flush Transmission Fluid Cooling System (Can Be Claimed With Operation E)            | 10.9 Hrs. |
| 140176B   | 2013-2014 Fusion/MKZ Hybrid: Inspect Damper Housing And Replace The Transmission Assembly Includes Time To Diagnose And Flush Transmission Fluid Cooling System (Can Be Claimed With Operation D And E) | 8.4 Hrs.  |
| 140176B   | 2013-2014 Fusion Energi: Inspect Damper Housing And Replace The Transmission Assembly Includes Time To Diagnose And Flush Transmission Fluid Cooling System (Can Be Claimed With Operation D and E)     | 8.3 Hrs.  |
| 140176C   | 2013-2014 C-MAX Hybrid: Inspect And Replace The Transfer Shaft Gear Assembly Includes Time To Diagnose And Flush Transmission Fluid Cooling System (Do Not Use With Any Other Labor Operations)         | 10.6 Hrs. |
| 140176C   | 2013-2014 C-MAX Energi: Inspect And Replace The Transfer Shaft Gear Assembly Includes Time To Diagnose And Flush Transmission Fluid Cooling System (Do Not Use With Any Other Labor Operations)         | 11.2 Hrs. |
| 140176C   | 2013-2014 Fusion/MKZ Hybrid: Inspect And Replace The Transfer Shaft Gear Assembly Includes Time To Diagnose And Flush Transmission Fluid Cooling System (Can Be Claimed With Operation D)               | 8.6 Hrs.  |
| 140176C   | 2013-2014 Fusion Energi: Inspect And Replace The Transfer Shaft Gear Assembly Includes Time To Diagnose And Flush Transmission Fluid Cooling System (Can Be Claimed With Operation D)                   | 8.5 Hrs.  |
| 140176D   | 2013-2014 Fusion Hybrid And Energi/MKZ Hybrid: Additional Time To Check And Correct Toe   | 0.6 Hr.   |

| OPERATION | DESCRIPTION  | TIME    |
|-----------|--|---------|
| 140176E   | If Required, Additional Time To Obtain Prior Approval When Transmission Replacement Is Necessary | 0.3 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 |
|----------------|----------------|
| 7H348          | 30             |