

SSM
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Some 2007-2016 Edge/MKX/Flex/MKT/MKZ/MKS/Taurus/Taurus Police/Explorer/Explorer Police equipped with All Wheel Drive (AWD) and built on or before 30-Jun-2016 may exhibit a ticking and/or knocking noise coming from the driveline area. To identify this noise, refer to Workshop Manual (WSM), Section 100-04, and follow the symptom chart. If the source of the noise is identified as the PTU and/or internal to the PTU, disassemble PTU assembly. Refer to updated WSM, Section 308-07. If the PTU is determined to be repairable, utilize kit GB5Z-7P258-A and the included instruction sheet. For claiming, use causal part 7P258 and applicable labor operations in section 07 of the service labor time standards (SLTS) manual.