

FORD:
2009-2010 Escape

MERCURY:
2009-2010 Mariner

ISSUE

Some 2009-2010 Escape Hybrid and Mariner Hybrid vehicles built on or before 8/10/2009 may exhibit a slightly louder than normal drone/moan noise on acceleration at approximately 1800-2300 RPM.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Disable the vehicle high voltage electrical system following Workshop Manual (WSM), Section 414-03 High voltage traction battery systems depowering.
2. Remove the lower transaxle insulator through bolt. (Figure 1)

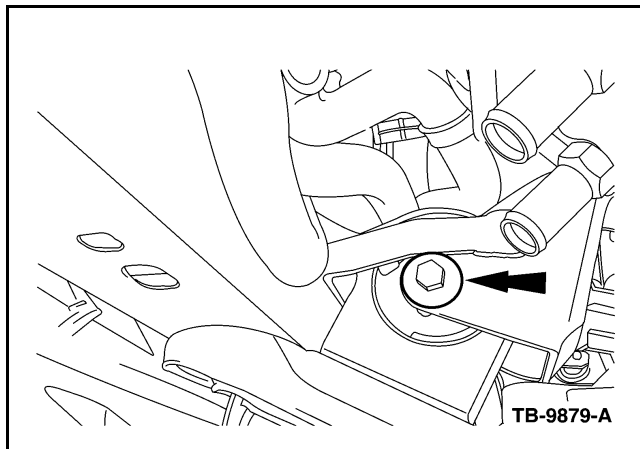


Figure 1 - Article 09-22-19

3. Remove the rear roll restrictor-to-crossmember through bolt. (Figure 2)

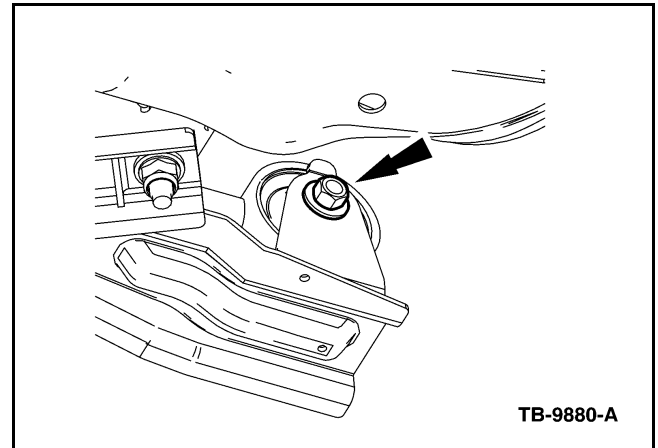


Figure 2 - Article 09-22-19

4. Remove the nut, bolts and engine support crossmember. Discard the nut. (Figure 3)

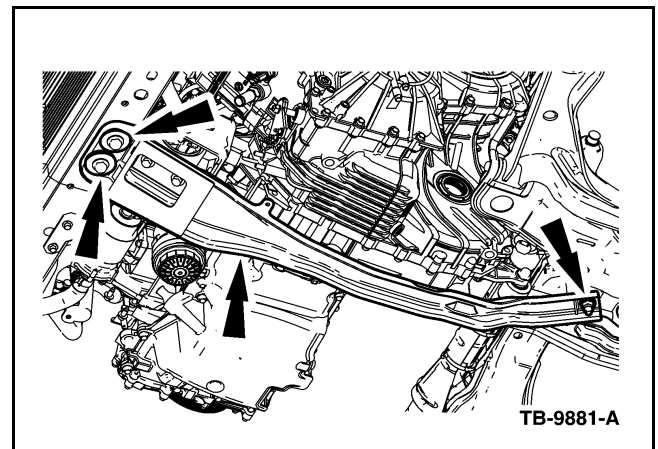


Figure 3 - Article 09-22-19

5. Replace the engine support crossmember with improved service level crossmember. Tighten the bolts to 66 lb-ft. (90 N•m), tighten the new nut to 129 lb-ft. (175 N•m). (Figure 3)

NOTE

THIS PART IS ONLY APPLICABLE TO 2009-2010 VEHICLES BUILT BEFORE 8/10/2009, AND WILL NOT CORRECT ANY OTHER SYMPTOM.

NOTE: The information 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.

TSB 09-22-19 (Continued)

6. Install the rear roll restrictor-to-crossmember through bolt. Tighten to 66 lb-ft. (90 N•m). (Figure 2)
7. Install the lower transaxle insulator through bolt. Tighten to 85 lb-ft. (115 N•m). (Figure 1)
8. Enable the vehicle high voltage electrical system following WSM, Section 414-03.

PART NUMBER	PART NAME
AM6Z-6P094-A	Engine Mount
W710553-S440	Nut

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage
IMPORTANT: Warranty coverage limits/policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

OPERATION	DESCRIPTION	TIME
092219A	2009-2010 Escape Hybrid, Mariner Hybrid: Replace The Engine Support Cross Member (Do Not Use With Any Other Labor Operations)	0.6 Hr.

DEALER CODING

BASIC PART NO.
6P094

CONDITION
CODE
07