



TECHNICAL SERVICE BULLETIN

2.0L EcoBoost - Rattle Noise At The Transmission Bellhousing Area

21-2347
12 October 2021

Model:

Ford 2015-2020 Fusion	Engine: 2.0L EcoBoost
Lincoln 2015-2020 MKZ	Engine: 2.0L EcoBoost

Issue: Some 2015-2020 Fusion/MKZ vehicles equipped with a 2.0L EcoBoost engine may exhibit a rattle noise from the transmission bellhousing area. This may be more noticeable at idle. This may be due to a flexplate crack around the mounting area. To correct the condition, follow the Service Procedure steps to replace the flexplate, transmission fluid pump, and torque converter.

Action: Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- 2015-2020 Fusion/MKZ
- 2.0L EcoBoost engine
- Rattle noise from the transmission bellhousing area

NOTE: Part quantity refers to the number of that service part number required, which may be different than the number of individual pieces. Service part numbers contain 1 piece unless otherwise stated. "As Needed" indicates the part is required but the number may vary or is not a whole number; parts can be billed out as non-whole numbers, including less than 1. "If Needed" indicates the part is not mandatory.

Parts

Service Part Number	Quantity	Description	
1S7Z-6375-D	1	Flexplate	-
1L5Z-6379-AA	2	Flexplate Bolts	Package Contains 4 Pieces, 6 Pieces Required
W712961-S450B	1	Steering Column Shaft Coupler Bolt (Fusion Built On 04-Apr-2016 And Through 31-Jul-2020)	-
W714878-S439	1	Steering Column Shaft Coupler Bolt (Fusion Built On Or Before 04-Apr-2016, All MKZ)	Package Contains 4 Pieces, 1 Piece Required
W520215-S440	1	Tie Rod End Nuts	Package Contains 4 Pieces, 2 Pieces Required
W705606-S440	1	Stabilizer Bar Link Lower Nuts	Package Contains 2 Pieces, 2 Pieces Required

W500545-S439	1	Ball Joint Pinch Bolt	Package Contains 4 Pieces, 2 Pieces Required
W520214-S442	2	Ball Joint Pinch Bolt Nuts	Package Contains 1 Piece, 2 Pieces Required
W520214-S440	1	Ball Joint Pinch Bolt Nuts (MKZ)	Package Contains 2 Pieces, 2 Pieces Required
W716457-S439	1	Rearward And Forward Front Subframe Bolts	Package Contains 4 Pieces, 4 Pieces Required
4S4Z-3N324-AA	1	Halfshaft Bracket	-
W520102-S442	1	Halfshaft Bracket Nuts	Package Contains 4 Pieces, 2 Pieces Required
BE8Z-6731-AB	1	Engine Oil Filter	-
1S7Z-6840-AA	1	Oil Filter Adapter Gasket (Built On Or Before 04-Apr-2016)	-
W715618-S437	1	Torque Converter Nuts	Package Contains 4 Pieces, 4 Pieces Required
9L8Z-7A103-J	1	Transmission Fluid Pump	-
DG9Z-7902-G	1	Torque Converter	-
BB5Z-4B422-C	1	Left Halfshaft Circlip	-
9L8Z-1177-G	1	Left Halfshaft Seal	-
BB5Z-1S177-C	1	Right Halfshaft Seal (FWD)	-
9L8Z-7A248-B	4	Clutch Feed Seals (Small)	Package Contains 1 Piece, 4 Pieces Required
9L8Z-7A248-C	1	Clutch Feed Seal (Large)	-
BB5Z-7A098-E	1	Transmission Fluid Filter	-
W712146-S437	1	Cooler Line Bolt	Package Contains 4 Pieces, 1 Piece Required
W716200-S437	1	Cooler Line Bolt Stud	Package Contains 4 Pieces, 1 Piece Required
CCPZ-3B477-B	1	Right Halfshaft Nut	-
CCPZ-3B477-C	1	Right Halfshaft Nut (MKZ)	-
DG9Z-7G273-B	1	Right Halfshaft Washer	-
W717071-S450	1	Transmission Support Insulator Studs (MKZ)	Package Contains 4 Pieces, 4 Pieces Required
XO-5W30-Q1SP	As Needed	Motorcraft® SAE 5W-30 Synthetic Blend Motor Oil (All Markets Except Canada)	-
CXO-5W30-LSP6	As	Motorcraft® SAE 5W-30 Super Premium Motor Oil (Canada Only)	-

	Needed		
XT-10-QLV	As Needed	Motorcraft® MERCON® LV Automatic Transmission Fluid (All Markets Except Canada)	-
CXT-10-LV6	As Needed	Motorcraft® MERCON® LV Automatic Transmission Fluid (Canada Only)	-
XL-5-A	As Needed	Motorcraft® Multi-Purpose Grease Spray	-
TA-25-B	As Needed	Motorcraft® Threadlock and Sealer	-
XL-2	As Needed	Motorcraft® High Temperature Nickel Anti-Seize Lubricant	-
TA-29	As Needed	Motorcraft® Ultra Silicone Sealant	-
Vehicles Equipped With AWD			
5F9Z-4682-AA	1	Driveshaft to PTU Bolts	Package Contains 1 Piece, 3 Pieces Required
W520103-S442	1	Tailpipe Nuts	Package Contains 4 Pieces, 2 Pieces Required
CV6Z-9450-E	1	Tailpipe Gasket	-
W714265-S442	1	Catalytic Converter-To-Turbocharger Nuts (Built On 5-Apr-2016 And Through 31-Jul-2020)	Package Contains 4 Pieces, 2 Pieces Required
EJ7Z-6L612-A	1	Catalytic Converter-To-Turbocharger Gasket (Built On 5-Apr-2016 And Through 31-Jul-2020)	-
W718250-S439	1	Upper And Lower PTU Bolts (Built On 9-Jun-2015 And Through 31-Jul-2020)	Package Contains 5 Pieces, 5 Pieces Required
W500635-S439	5	Upper And Lower PTU Bolts (Built On 13-Aug-2012 And Through 8-Jun-2015)	Package Contains 1 Piece, 5 Pieces Required
9L8Z-1177-C	1	Right Halfshaft Seal (4WD)	-
CV6Z-7086-B	1	PTU Compression Seal	-
CV6Z-5A231-C	1	Catalytic Converter-To-Turbocharger Clamp (Built On 13-Aug-2012 And Through 04-Apr-2016)	-
BB5Z-6L612-A	1	Catalytic Converter-To-Turbocharger Gasket (Built On 13-Aug-2012 And Through 04-Apr-2016)	-
Parts To Inspect And Replace Only If Necessary			
FB5Z-6840-A	If Needed	Oil Filter Adapter Gasket (Built On 04-Apr-2016 And Through 31-Jul-2020)	-

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2015-2020 Fusion FWD 2.0L EcoBoost: Replace The Flexplate, Torque Convertor, Pump And Filter Includes Time To Remove And Install The Transmission (Can be Claimed With Operation C Or D)	212347A	9.3 Hrs.
2015-2020 Fusion AWD 2.0L EcoBoost: Replace The Flexplate, Torque Convertor, Pump And Filter Includes Time To Remove And Install The Transmission (Can be Claimed With Operation C Or D)	212347B	11.4 Hrs.
2015-2020 MKZ FWD 2.0L EcoBoost: Replace The Flexplate, Torque Convertor, Pump And Filter Includes Time To Remove And Install The Transmission (Do Not Use With Any Labor Operations Outside Of This Article)	212347C	8.9 Hrs.
2015-2020 MKZ AWD 2.0L EcoBoost: Replace The Flexplate, Torque Convertor, Pump And Filter Includes Time To Remove And Install The Transmission (Do Not Use With Any Labor Operations Outside Of This Article)	212346D	10.7 Hrs.
Vehicles Without Lane Departure: Additional Time To Check And Correct Front Toe (Can be Claimed With Operation A Or B)	212347E	0.6 Hrs.
Vehicles With Lane Departure: Additional Time To Check And Correct Front Toe (Can be Claimed With Operation A Or B)	212347F	0.8 Hrs.

Repair/Claim Coding

Causal Part:	6375
Condition Code:	01

Service Procedure

1. Remove the transmission and inspect the engine block mounting face for the presence of the dowel pins. If the dowel pins are not present in the engine block, inspect the transmission. If the dowel pins are present in the transmission, remove the dowel pins and reinstall into the engine block prior to transmission installation. Refer to Workshop Manual (WSM), Section 307-01A.
2. Remove and replace the flexplate. Refer to WSM, Section 303-01B.
3. Remove and discard the torque converter.
4. Remove the torque converter housing from the transmission case. Refer to WSM, Section 307-01A. Steps 6 through 40 are not required.
5. Remove the pump-to-torque converter housing bolts. Remove and discard the pump assembly and fluid filter. Refer to WSM, Section 307-01A.
6. Replace the pump assembly and the fluid filter. Refer to WSM, Section 307-01A.
7. Remove and discard the clutch feed seals. Install the 5 new clutch feed seals. Refer to WSM, Section 307-01A.
8. Reassemble the transmission. Refer to WSM, Section 307-01A.
9. Install the new torque converter. Refer to WSM, Section 307-01A.
10. Apply Motorcraft® Multi-Purpose Grease Spray to the torque converter pilot hub prior to transmission installation.

11. Install the transmission. Refer to WSM, Section 307-01A.

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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 or Lincoln 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.