



# TECHNICAL SERVICE BULLETIN

## Click/Pop Noise Front Axle Shaft - Built On Or Before 05-Oct-2023

**23-2420**

05 February  
2024

### Model:

<b>Ford</b> 2023 Escape	Transmission: HF45 Built on or before: 05-Oct-2023
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**Issue:** Some 2023 Escape Hybrid vehicles built on or before 05-Oct-2023 may experience a pop or click noise during Drive/Reverse engagements most often from the left side axle halfshaft, or in some cases the right axle halfshaft on front wheel drive (FWD) models. This may be due to an internal issue with the front axle halfshaft.

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

- 2023 Escape Hybrid
- Built on or before 05-Oct-2023
- Pop or click noise during reverse or drive engagements diagnosed as originating from front axle halfshaft

### Parts

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description	Note
LX6Z-3B437-C	1	1	1	Left Halfshaft	1 required per affected side
LX6Z-3B436-D	1	1	1	Right Halfshaft	1 required per affected side
W520203-S440	1	1	1	Tie Rod Nut	1 required per affected side
CCPZ- 3B477-G	1	1	1	Axle Shaft Retainer Nut	1 required per affected side
W520515-S442	1	1	4	Ball Joint Nut	1 required per affected side
W719924-S439	1	1	4	Ball Joint Bolt	1 required per affected side
JM5Z- 1S177-A	1	1	1	Halfshaft Axle Seal	1 required per affected side
W520102-S442	1	1	4	Halfshaft Axle Retainer Nut	1 required for right side only
YS4Z-3N324-AA	1	1	1	Halfshaft Axle Bearing Retainer	1 required for right side only
XT-12-QULV	As Needed	1	4	Motorcraft® MERCON® ULV Automatic Transmission Fluid	
PM-4-A/B	As Needed	1	1	Motorcraft® Metal Brake Parts Cleaner	

Quantity refers to the amount of the service part number required to repair the vehicle.

Unit of Issue refers to the number of individual pieces included in a service part number package.

Piece Quantity refers to the total number of individual pieces required to repair the vehicle.

As Needed indicates the amount of the part may vary and/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.

**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
2023 Escape Hybrid FWD: Diagnose And Replace The Right Halfshaft (Do Not Use With Any Other Labor Operations)	232420A	1.9 Hrs.
2023 Escape Hybrid FWD: Diagnose And Replace The Left Halfshaft (Do Not Use With Any Other Labor Operations)	232420B	1.9 Hrs.
2023 Escape Hybrid FWD: Diagnose And Replace Both Halfshafts (Do Not Use With Any Other Labor Operations)	232420C	2.6 Hrs.
2023 Escape Hybrid AWD: Diagnose And Replace The Left Halfshaft (Do Not Use With Any Other Labor Operations)	232420D	1.9 Hrs.

### Repair/Claim Coding

Causal Part:	3B437
Condition Code:	42

## Service Procedure

1. Isolate the source of the noise.
2. On FWD vehicles, is the noise originating from the front left or front right halfshaft.
  - (1). Yes - replace the affected halfshaft. Refer to WSM, Section 205-04.
  - (2). No - this article does not apply. Refer to Workshop Manual (WSM) for normal diagnostics.
3. On AWD vehicles, is the noise originating from the front left halfshaft only?
  - (1). Yes - replace the front left halfshaft. Refer to WSM, Section 205-04.
  - (2). No - this article does not apply. Refer to WSM for normal diagnostics.

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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.