



TECHNICAL SERVICE BULLETIN

2.5L FHEV - 4WD - Grinding/Rubbing Noise While Braking At Or Below 10 MPH (16 Km/H) From The Front Of The Vehicle

24-2078

18 March
2024

This bulletin supersedes 23-2244. Reason for update: add 2024 model year vehicles

Model:

Ford 2020-2024 Escape	Engine: 2.5L PHEV 4WD
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Markets: North American markets only

Issue: Some 2020-2024 Escape hybrid vehicles equipped with a 2.5L full hybrid electric vehicle (FHEV) powertrain and 4WD may exhibit a grinding or rubbing noise while braking at or below 10 mph (16 km/h) from the front of the vehicle. This may be due to an inadequate gap between the driveshaft and the heat shield. To correct this condition, follow the Service Procedure to diagnose and position the heat shield away from the driveshaft.

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

- 2020-2024 Escape
- 2.5L FHEV
- 4WD
- Grinding/Rubbing noise while braking at or below 10 mph (16 km/h) from the front of the vehicle

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
2020-2024 Escape 4WD 2.5L FHEV: Inspect The Driveshaft And Heat Shield, Includes Time For Road Test And Position Heat Shield (Do Not Use With Any Other Labor Operations)	242078A	0.5 Hrs.

Repair/Claim Coding

Causal Part:	11135
Condition Code:	34

Service Procedure

1. Perform a road test and accelerate the vehicle to 20 mph (32 km/h), shift the transmission from D to N and apply the brakes. The grinding or rubbing noise should not be present. Does the vehicle continue exhibiting a grinding or rubbing noise in the right front section of the driveshaft?

(1). Yes - this article does not apply. Refer to WSM, Section 100-04 Noise, Vibration and Harshness > Diagnosis and Testing for normal diagnostics.

(2). No - proceed to Step 2.

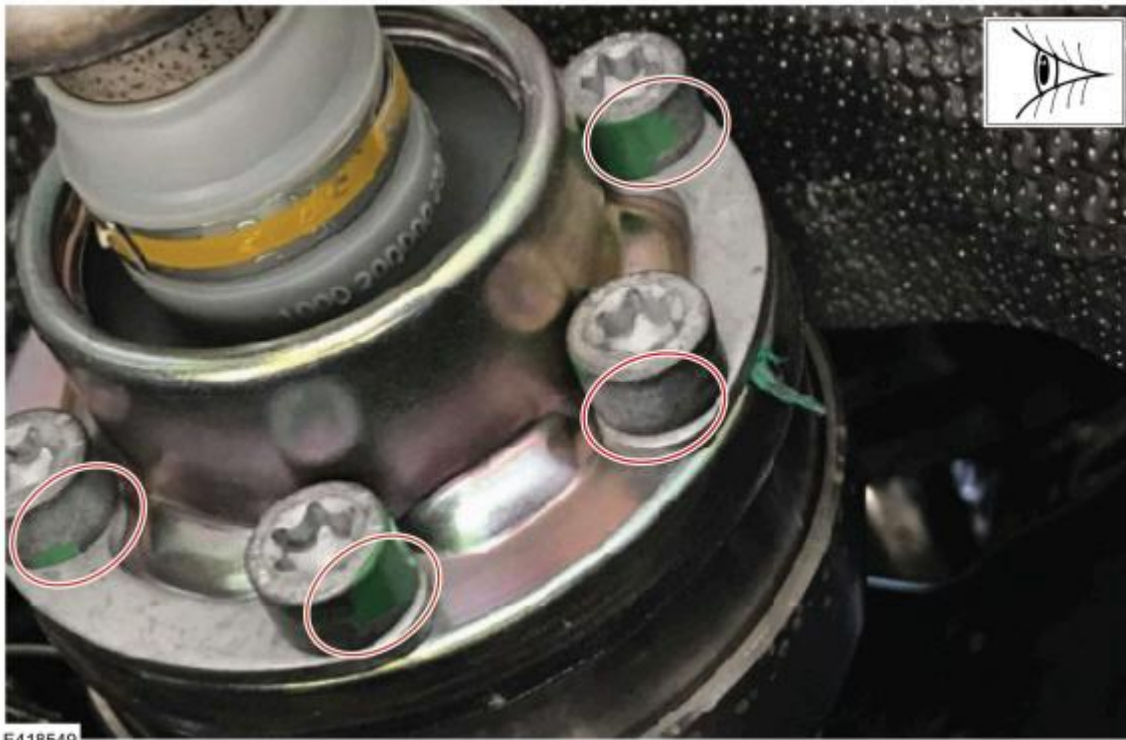
2. Position the vehicle on a hoist.

3. Inspect if the heat shield and the driveshaft have a gap below 1 in. (25.4 mm) or if there are any rubbing marks on the driveshaft and/or the fasteners. (Figures 1-2)

Figure 1 - Example of inadequate gap between the driveshaft and the heat shield



Figure 2 - Example of rubbing marks on the driveshaft fasteners



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4. If the gap is below 1 in. (25.4 mm) or if there are any rubbing marks on the driveshaft and/or the fasteners, position the heat shield away from the driveshaft. (Figure 3)

Figure 3



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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.