

GRUNT/CREAK/CHIRP/SQUEAK NOISE FROM THE FRONT LOWER CONTROL ARM OVER BUMPS

TSB 12-8-24

FORD:

2011-2013 Mustang

The article supersedes TSB 11-10-17 to remove the production fix date, update the model years, Service Labor Time Standards and Part List.

ISSUE

Some 2011-2013 Mustangs vehicles may exhibit a grunt/creak/chirp/squeak noise from the front lower control arm hydro bushing. These noises may occur over large vertical bumps like speed bumps, pot holes, rough roads and driveway approaches.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Use chassis ears on the lower control arm hydro bushing bracket tabs to verify noise is coming from the hydro bushing. The hydro bushing is the large diameter bushing at the rear of the control arm.
 - a. If the noise is not confirmed as coming from the hydro bushing, do not continue with this article. Refer to Workshop Manual, Section 204-00 for normal diagnostics.
 - b. If the noise is confirmed as coming from the hydro bushing, replace the lower control arm that is making the noise. Refer to WSM, Section 204-01.

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage
 Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB.
 Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

OPERATION	DESCRIPTION	TIME
120824A	2011-2013 Mustang: Replace One (1) Front Lower Control Arm, Includes Time To Diagnose	1.8 Hrs.
120824B	2011-2013 Mustang: Replace Two (2) Front Lower Control Arms, Includes Time To Diagnose	2.1 Hrs.

DEALER CODING

BASIC PART NO.	CONDITION CODE
3078	42

PART NUMBER	PART NAME
CR3Z-3078-C	Arm Assy - Right Front
CR3Z-3079-C	Arm Assy - Left Front
W710141-S439	Lower Arm Rear Bolt
W709865-S439	Lower Arm Front Bolt
W710909-S439	Steering Gear Bolt
W711123-S439	Ball Joint Bolt
W520215-S440	Lower Arm Rear Nut
W520214-S440	Ball Joint Nut
W713882-S437	Rack Nut

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.