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2011 FORD Focus CC OEM Service and Repair Workshop Manual

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rough roads due to the suspension moving in an up/down motion.

	(204-01A Front Suspension - LHD RWD, Removal and Installation). REFER to: Shock Absorber and Spring Assembly - Vehicles With: Dynamic Suspension (204-01B Front Suspension - LHD 4WD, Removal and Installation).
Jounce bumper	INSPECT, LUBRICATE or INSTALL new components as necessary.
Stabilizer bar insulators and/or Stabilizer bar links	INSPECT for out-of-position bushings, isolators or locating pins. INSTALL new components as necessary. REFER to: Front Stabilizer Bar (204-01A Front Suspension - LHD RWD, Removal and Installation). REFER to: Front Stabilizer Bar (204-01B Front Suspension - LHD 4WD, Removal and Installation). REFER to: Front Stabilizer Bar Link (204-01A Front Suspension - LHD RWD, Removal and Installation). REFER to: Front Stabilizer Bar - Electric (204-01B Front Suspension - LHD 4WD, Removal and Installation). REFER to: Front Stabilizer Bar Link (204-01B Front Suspension - LHD 4WD, Removal and Installation).
Steering gear and/or Tie rod ends	INSPECT the steering gear and tie rod ends. INSTALL new components as necessary. REFER to: Power Steering (211-02 Power Steering, Diagnosis and Testing). REFER to: Adaptive Steering (211-02 Power Steering, Diagnosis and Testing). REFER to: Steering Gear - Electric (211-02 Power Steering, Removal and Installation).

		<p>(309-00C Exhaust System - 3.5L EcoBoost (BM), Diagnosis and Testing). REFER to: Exhaust System</p> <p>(309-00D Exhaust System - 3.5L V6 PowerBoost (CN), Diagnosis and Testing). REFER to: Exhaust System</p> <p>(309-00E Exhaust System - 5.0L 32V Ti-VCT, Diagnosis and Testing). REFER to: Exhaust System</p> <p>(309-00E Exhaust System - 5.0L 32V Ti-VCT, Diagnosis and Testing). REFER to: Exhaust System (309-00F) .</p>
	Powertrain mounts	<p>INSPECT the powertrain mounts. REFER to: Engine</p> <p>(303-01A Engine - 2.7L EcoBoost (238kW/324PS), Diagnosis and Testing). REFER to: Engine</p> <p>(303-01B Engine - 3.3L Duratec-V6, Diagnosis and Testing). REFER to: Engine</p> <p>(303-01C Engine - 3.5L EcoBoost (BM), Diagnosis and Testing). REFER to: Engine</p> <p>(303-01D Engine - 3.5L V6 PowerBoost (CN), Diagnosis and Testing). REFER to: Engine</p> <p>(303-01E Engine - 5.0L 32V Ti-VCT, Diagnosis and Testing). REFER to: Engine</p> <p>(303-01A Engine - 2.7L EcoBoost (238kW/324PS), Diagnosis and Testing). REFER to: Engine (303-01G) .</p>
Rear suspension noise — a squeak, creak or rattle noise. Occurs mostly over bumps or rough roads due to the suspension moving in an up/down motion.	Loose or damaged rear shock absorber(s) or shock absorber bushing(s)	<p>INSPECT the rear shock absorber(s) or shock absorber bushing(s). INSTALL new components as necessary. REFER to: Rear Shock Absorber</p> <p>(204-02 Rear Suspension, Removal and Installation).</p>

		<p>not present. If still present replace tip insert.</p> <p>REFER to: Leaf Spring Tip Isolator (204-02 Rear Suspension, Removal and Installation).</p>
<p>Noise from front suspension when turning — crunch or ratcheting noise. Occurs as a result of the suspension twisting and flexing.</p>	<p>Shock absorber and spring assembly top nut</p>	<p>INSPECT and TIGHTEN to specification.</p> <p>REFER to: Shock Absorber and Spring Assembly (204-01A Front Suspension - LHD RWD, Removal and Installation).</p> <p>REFER to: Shock Absorber and Spring Assembly - Electric (204-02 Rear Suspension, Removal and Installation).</p> <p>REFER to: Shock Absorber and Spring Assembly - Vehicles With: Dynamic Suspension (204-01B Front Suspension - LHD 4WD, Removal and Installation).</p>
	<p>Worn or damaged shock absorber and spring assembly bearing(s)</p>	<p>INSPECT for worn or damaged strut bearing. INSTALL new components as necessary.</p> <p>REFER to: Shock Absorber and Spring Assembly (204-01A Front Suspension - LHD RWD, Removal and Installation).</p> <p>REFER to: Shock Absorber and Spring Assembly - Electric (204-02 Rear Suspension, Removal and Installation).</p> <p>REFER to: Shock Absorber and Spring Assembly - Vehicles With: Dynamic Suspension (204-01B Front Suspension - LHD 4WD, Removal and Installation).</p>
	<p>Coil Spring</p>	<p>INSPECT springs. REPLACE as necessary.</p> <p>REFER to: Shock Absorber and Spring Assembly (204-01A Front Suspension - LHD RWD, Removal and Installation).</p>

	Hub	<p>INSPECT hub(s). REPAIR or REPLACE as necessary.</p> <p>REFER to: Front Wheel Bearing and Wheel Hub</p> <p>(204-01A Front Suspension - LHD RWD, Removal and Installation).</p> <p>REFER to: Front Wheel Bearing and Wheel Hub - Vehicles With: Integrated Wheel End (IWE)</p> <p>(204-01B Front Suspension - LHD 4WD, Removal and Installation).</p> <p>REFER to: Front Wheel Bearing and Wheel Hub - Electric</p> <p>(204-01B Front Suspension - LHD 4WD, Removal and Installation).</p> <p>REFER to: Front Wheel Bearing and Wheel Hub - Vehicles With: Raptor High Performance Package (204-01B) .</p>
	Lower control arm / ball joint	<p>CARRY OUT a ball joint inspection. INSTALL new lower ball joints as necessary.</p> <p>REFER to: Lower Arm</p> <p>(204-01A Front Suspension - LHD RWD, Removal and Installation).</p> <p>REFER to: Lower Arm</p> <p>(204-01B Front Suspension - LHD 4WD, Removal and Installation).</p> <p>REFER to: Lower Ball Joint</p> <p>(204-01A Front Suspension - LHD RWD, Removal and Installation).</p> <p>REFER to: Lower Ball Joint</p> <p>(204-01B Front Suspension - LHD 4WD, Removal and Installation).</p>
Noise from front suspension when turning — Crunch clunk or grunt noise from the front suspension occurring when turning to full left or right stop.	Steering stops	Normal condition. No action required.

		(204-01B Front Suspension - LHD 4WD, Removal and Installation).
	Powertrain mounts	<p>INSPECT the powertrain mounts.</p> <p>REFER to: Engine</p> <p>(303-01A Engine - 2.7L EcoBoost (238kW/324PS), Diagnosis and Testing).</p> <p>REFER to: Engine</p> <p>(303-01B Engine - 3.3L Duratec-V6, Diagnosis and Testing).</p> <p>REFER to: Engine</p> <p>(303-01C Engine - 3.5L EcoBoost (BM), Diagnosis and Testing).</p> <p>REFER to: Engine</p> <p>(303-01D Engine - 3.5L V6 PowerBoost (CN), Diagnosis and Testing).</p> <p>REFER to: Engine</p> <p>(303-01E Engine - 5.0L 32V Ti-VCT, Diagnosis and Testing).</p> <p>REFER to: Engine</p> <p>(303-01A Engine - 2.7L EcoBoost (238kW/324PS), Diagnosis and Testing).</p> <p>REFER to: Engine (303-01G) .</p>
Noise while accelerating — Noises occurring during this condition result from powertrain torque and flex, such as torque on the powertrain mounts during acceleration.	Body (inner fender, bulkhead, seams and pinch welds)	INSPECT and REPAIR as necessary.
	Hub	<p>INSPECT hub(s). REPAIR or REPLACE as necessary.</p> <p>REFER to: Front Wheel Bearing and Wheel Hub</p> <p>(204-01A Front Suspension - LHD RWD, Removal and Installation).</p> <p>REFER to: Front Wheel Bearing and Wheel Hub - Vehicles With: Integrated Wheel End (IWE)</p> <p>(204-01B Front Suspension - LHD 4WD, Removal and Installation).</p> <p>REFER to: Front Wheel Bearing and Wheel Hub - Electric</p>

		(309-00E Exhaust System - 5.0L 32V Ti-VCT, Diagnosis and Testing). REFER to: Exhaust System (309-00F) .
Noise while entering driveways or driving over dips or depressions — Noises occurring during this condition result from the body , subframe or suspension twisting or flexing such as the tension on body structure welds.	Body (inner fender, bulkhead, seams and pinch welds)	INSPECT and REPAIR as necessary.
	Stabilizer bar links	INSPECT the stabilizer bar links. INSTALL new stabilizer bar links as necessary. REFER to: Front Stabilizer Bar Link (204-01A Front Suspension - LHD RWD, Removal and Installation). REFER to: Front Stabilizer Bar Link (204-01B Front Suspension - LHD 4WD, Removal and Installation).
Clunk or pop or thump/thud — noise may be thought of as a loose part striking an adjacent part or a secure part coming loose when force is applied. A clunk is often rhythmic, repeatable and metallic in nature.	Loose fasteners	INSPECT for loose nuts or bolts.
	Worn or damaged bushings	INSPECT for out-of-position or damaged components.
	Struts & shocks	INSPECT for worn or damaged struts or shocks. REPLACE as necessary. REFER to: Shock Absorber and Spring Assembly (204-01A Front Suspension - LHD RWD, Removal and Installation). REFER to: Shock Absorber and Spring Assembly - Vehicles With: Dynamic Suspension (204-01B Front Suspension - LHD 4WD, Removal and Installation). REFER to: Rear Shock Absorber (204-02 Rear Suspension, Removal and Installation). REFER to: Rear Shock Absorber - Vehicles With: Dynamic Suspension (204-02 Rear Suspension, Removal and Installation). REFER to: Shock Absorber and Spring Assembly - Electric

		<p>REFER to: Front Wheel Bearing and Wheel Hub - Vehicles With: Integrated Wheel End (IWE) (204-01B Front Suspension - LHD 4WD, Removal and Installation).</p> <p>REFER to: Front Wheel Bearing and Wheel Hub - Electric (204-01B Front Suspension - LHD 4WD, Removal and Installation).</p> <p>REFER to: Front Wheel Bearing and Wheel Hub - Vehicles With: Raptor High Performance Package (204-01B) .</p>
Shimmy	Loose wheel nut(s)	<p>TIGHTEN the nut(s) to specification.</p> <p>REFER to: Wheel and Tire (204-04A Wheels and Tires, Removal and Installation).</p>
	Loose front suspension fastener(s)	<p>TIGHTEN the fastener(s) to specifications.</p>
	Loose front wheel bearing(s)	<p>INSPECT the front wheel bearing(s). INSTALL new bearing(s) as necessary.</p> <p>REFER to: Front Wheel Bearing and Wheel Hub (204-01A Front Suspension - LHD RWD, Removal and Installation).</p> <p>REFER to: Front Wheel Bearing and Wheel Hub - Vehicles With: Integrated Wheel End (IWE) (204-01B Front Suspension - LHD 4WD, Removal and Installation).</p> <p>REFER to: Front Wheel Bearing and Wheel Hub - Electric (204-01B Front Suspension - LHD 4WD, Removal and Installation).</p> <p>REFER to: Front Wheel Bearing and Wheel Hub - Vehicles With: Raptor High Performance Package (204-01B) .</p>

		<p>REFER to: Rear Shock Absorber (204-02 Rear Suspension, Removal and Installation).</p> <p>REFER to: Rear Shock Absorber - Vehicles With: Dynamic Suspension (204-02 Rear Suspension, Removal and Installation).</p> <p>REFER to: Shock Absorber and Spring Assembly - Electric (204-02 Rear Suspension, Removal and Installation).</p>
	Spring(s)	<p>MEASURE the ride height.</p> <p>REFER to: Ride Height Measurement (204-00 Suspension System - General Information, General Procedures).</p> <p>INSTALL new springs as necessary. REFER to: Shock Absorber and Spring Assembly (204-01A Front Suspension - LHD RWD, Removal and Installation).</p> <p>REFER to: Shock Absorber and Spring Assembly - Vehicles With: Dynamic Suspension (204-01B Front Suspension - LHD 4WD, Removal and Installation).</p> <p>REFER to: Spring (204-02 Rear Suspension, Removal and Installation).</p> <p>REFER to: Shock Absorber and Spring Assembly - Electric (204-02 Rear Suspension, Removal and Installation).</p>
	Damaged suspension component(s)	<p>INSTALL new suspension component(s) as necessary.</p>
Shudder — occurs during acceleration from a slow speed or stop	Incorrect ride height causing incorrect driveline angle	<p>INSPECT driveline angle.</p> <p>REFER to: Driveshaft Angle Measurement (205-01 Driveshaft, General Procedures).</p>

Symptom Chart: Suspension System

- Wheel alignment

Visual Inspection and Pre-checks

- Inspect for loose, damaged, contaminated or incorrect components.

A1 CHECK FOR SIGNS OF OVERLOADED, UNEVENLY, OR INCORRECTLY LOADED VEHICLE

- Question the customer on vehicle loading and visually inspect the vehicle.

Can signs of overloaded, uneven or incorrect vehicle load be determined?

Yes	NOTIFY the customer of incorrect vehicle loading.
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No	GO to A2
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A2 INSPECT THE BALL JOINTS FOR DAMAGE OR WEAR

- RAISE the vehicle on a suitable frame contact hoist.
- INSPECT the ball joints for damage and or excessive wear.

Do the ball joints show signs of damage or excessive wear?

Yes	<p>INSTALL a new components as necessary.</p> <p>REFER to: Lower Ball Joint</p> <p>(204-01A Front Suspension - LHD RWD, Removal and Installation).</p> <p>REFER to: Lower Ball Joint</p> <p>(204-01B Front Suspension - LHD 4WD, Removal and Installation).</p>
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No	GO to A3
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A3 INSPECT THE FRONT STRUT MOUNT BEARINGS

- INSPECT the front strut mount bearings for damage or wear.

Do the front strut mount bearings show signs of damage or excessive wear?

Yes	<p>INSTALL new front strut mount bearings.</p> <p>REFER to: Shock Absorber and Spring Assembly</p> <p>(204-01A Front Suspension - LHD RWD, Removal and Installation).</p>
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