

TECHNICAL SERVICE BULLETIN**No.19-2378**
12 December 2019

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This bulletin supersedes 18-2383. Only refer to the electronic version of this TSB.

Reason for update: The vehicle end build date has been updated.

Subject/Concern:	Buzz noise from the engine compartment audible in the interior mainly from the front left foot area during driving, when the engine is hot (> 90°C) and engine speed between 1600-2000 rpm especially at warm ambient conditions
Model:	
Fiesta 2017.0 (01/2017-)	Build Date: 01.05.2017 – 11.11.2019 Build Code: HB – KM Assembly Plant: Niehl (Cologne) Engine: 1.0L EcoBoost (74kW/100PS) Engine: 1.0L EcoBoost (90kW/120PS) Engine: 1.5L EcoBoost (147kW/200PS) - I3 (YZ)
Fiesta 2017.0 (01/2017-)	Build Date: 01.05.2017 Onwards Build Code: HB Onwards Assembly Plant: Niehl (Cologne) Engine: 1.0L EcoBoost (70kW/95PS) Transmission/Transaxle: - 6-Speed Automatic Transmission – 6F15
Fiesta 2017.0 (01/2017-)	Build Date: 01.05.2017 Onwards Build Code: HB Onwards Assembly Plant: Niehl (Cologne) Engine: 1.0L EcoBoost (103kW/140PS) (YY)

Summary

Should a customer express concern about buzz noise from the engine compartment audible in the interior mainly from the front left foot area during driving, when the engine is hot (> 90°C) and engine speed between 1600-2000 rpm especially at warm ambient conditions, the probable cause is excessive clearance between the heater hose quick connector to the heater core spigot.

To rectify this concern, two O-ring seals should be installed to the heater core lower spigot.

Prior repairs during the warranty period are carried out, verify the noise is coming from the front left foot area (engine hot). There are potential other body interior noises at the instrument panel area. This bulletin describes the necessary noise verification and installation details.

Parts

Finis Code	Description	Quantity
1 008 443	O-ring seal	2

Labor Times

Description	Operation No.
Install O-ring seals (2 off) (1.0 hour)	723830L18

Repair/Claim Coding

Causal Part:	34453 (A034453)
Condition Code:	24

General Equipment


Hose Clamp

Service Instruction**Noise verification**

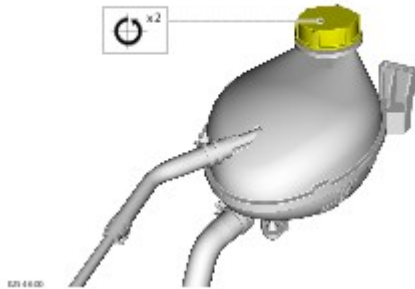
To confirm the noise being caused by the heater hose quick connector to the heater core spigots, raise the rpm in idle to the level the noise becomes audible. With the aid of a second mechanics carefully touch the hose quick connector from the engine compartment (WARNING: Hot components; Failure to follow this instruction may result in personal injury), push or pull the hose towards the heater core spigot. If the noise is gone the fault is confirmed. Install two O-ring seals (see Parts Required). The O-rings seals will eliminate the design clearance between quick connector and spigot which cause the noise. The noise has been confirmed to come just from the lower spigot.

If the noise cannot be confirmed, this bulletin is not valid. Follow the standard diagnostics procedure.
Turn the engine off and allow the cooling system to cool down.

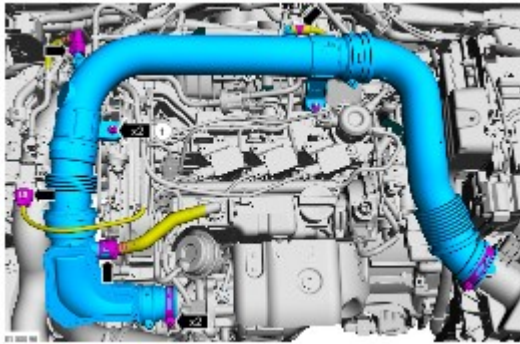
Install O-ring seals (2 off)

1.  **WARNING: When releasing the cooling system pressure, cover the coolant expansion tank cap with a thick cloth to prevent the possibility of scalding. Failure to follow this instruction may result in personal injury.**

Release the pressure from the cooling system. For additional information, refer to Fiesta 2017.0 Workshop Manual Section 303-03A.



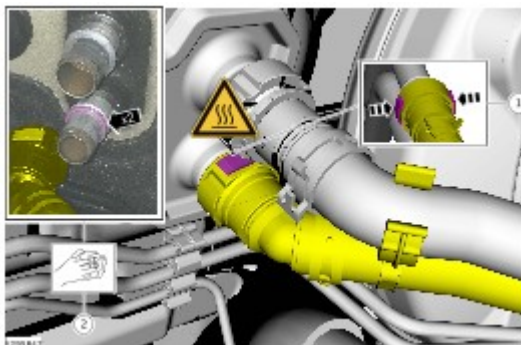
2. Remove the air intake duct.



3. **NOTE: Be prepared to collect hot escaping fluid. Upper quick connector removed shown for clarification.**

Install two O-ring seals on the **lower** spigot.

1. Disconnect the **lower** quick connector from the heater core spigot.
2. Clean the spigot from coolant residues and install the O-ring seals (see Parts Required).
3. Install the lower quick connector and ensure an rectangular installation position. Push slightly until you notice an audible click from the quick connector. Don't push the quick connector too far otherwise the O-ring seals will be pushed above the bead on the spigot.



4. Check the engine coolant level in the coolant expansion tank and, if necessary, fill to the top of the MAX FILL line.
5. Bleed the cooling system. For additional information, refer to Fiesta 2017.0 Workshop Manual Section 303-03A.
6. Install the degas bottle coolant expansion tank cap until it contacts the hard stop.