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| **TECHNICAL SERVICE BULLETIN** | **No.13/2009** 27 February 2009 |
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| Circulate to: | Service Manager | Body Shop Manager | Parts Manager | Foremen | Receptionists | Technicians |
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This bulletin supersedes TSB 88/2005 dated 03 November 2005, which should either be destroyed or clearly marked to show it is no longer valid (e.g. with a line across the page). Only refer to the electronic version of this TSB in FordEtis.

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| **Subject/Concern:**  | Uneven steering force; Erratic steering pressure |

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| **Model:** |  |
| Transit 2000.5 (01/2000–05/2006) | Build Date: 01/2000-05/2006Build Code: YB-6J |  |
| Transit 2006.5 (04/2006–) | Build Date: 04/2006 OnwardsBuild Code: 6T Onwards |  |

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| **Markets:**  | All |

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| **Section:**  | 211-04 |

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| **Summary** |
| Should a customer express concern about uneven steering force or erratic steering pressure, the probable cause is misalignment of the steering column to the crossmember (part of the instrument panel).To rectify this concern, additional washers should be installed to the steering column retainers and if necessary to the instrument panel side retaining bolts. |

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| **Parts Required** |
| **Description** | **Finis Code** | **Quantity** |  |
| Washer | 1 523 201 | 4 |  |
| Nut M8 | 4 463 206 | 4 |  |

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| **Labor Time** |
| **Operation Description** | **Operation No.** | **Time** |
| Loosen The Steering Column And Install Additional Washers | - | 0.4 hours |
| Install One Additional Washer Under The Instrument Panel Side Lower Retaining Bolt (On Each Side) |
| Transit 2000.5 (01/2000-05/2006) | - | additional 0.2 hours |  |
| Transit 2006.5 (04/2006-) | - | additional 0.3 hours |  |

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| **Repair/Claim Coding** |
| Causal Part: | 13542 |
| ACES Condition Code: | 07 |
| OASIS | 303000 |

**Service Instruction**See Summary.Loosen the steering column and install additional washers

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| E0004949 | **1.** NOTE: Turn the steering wheel to gain access to the steering column upper shroud retaining clips.Remove the steering column upper shroud (Transit 2000.5 shown).1. Using a thin bladed screwdriver, release the two clips (one each side).2. Remove the shroud. |

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| E71831 | **2.** NOTE: Transit 2006.5 (04/2006-) only.Remove the instrument panel lower panel. |

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| E0004950 | **3.** Remove the steering column lower shroud (Transit 2000.5 shown). |

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| E71833 | **4.** Remove the steering column retaining nuts and partially lower the steering column.* Discard the nuts.
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| E70994 | **5.** Install one washer (see Parts Required) to both **lower** threaded studs. |

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| E0004961 | **6. warningWARNING: Install new steering column locknuts (see Parts Required). Failure to follow this instruction may result in personal injury.** To install, reverse the removal procedure. |

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|  | **7.** If the concern is still present, go to next step. |

Install one additional washer under the instrument panel side lower retaining boltsTransit 2000.5 (01/2000-05/2006) only

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| E0014455 | **1.** Remove the instrument panel side trims (right-hand side shown).* Partially remove the door weatherstrip.
* Detach the clips.
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| E0004930 | **2.** Remove the instrument panel side lower retaining bolt and loosen the upper retaining bolt (right-hand side shown).1. Remove the bolt covers. 2. Remove both lower bolts and loosen both upper bolts. |

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| E70995 | **3.** Install one additional washer (see Parts Required) under the instrument panel side **lower** retaining bolts. |

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| E0007453 | **4.** To install, reverse the removal procedure. For additional information, refer to Transit 2000.5 (01/2000-) Workshop Manual Section 501-12. |

Transit 2006.5 (04/2006-) only

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| E72876 | **5.** Remove the glove compartment. |

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| E64669 | **6.** Remove the instrument panel upper side trim panel (left-hand side of LHD vehicle shown). |

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| E72873 | **7.** Remove the instrument panel lower side trim panel (left-hand side of LHD vehicle shown). |

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| E72880 | **8.** Remove the instrument panel upper side trim panel (right-hand side of LHD vehicle shown). |

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| E72878 | **9.** Remove the instrument panel lower side trim panel (right-hand side of LHD vehicle shown). |

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| E70995 | **10.** Install one additional washer (see Parts Required) under the instrument panel side **lower** retaining bolts. |

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|  | **11.** To install, reverse the removal procedure. For additional information, refer to Transit 2006.5 (04/2006-) Workshop Manual Section 501-12. |

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