



TECHNICAL SERVICE BULLETIN

Seat Pan Looseness, Lateral Movement And/Or Clunk/Thump Noise On Turns

22-2100

18 March
2022

This bulletin supersedes 21-2185.

Model:

| |
|-------------------------------------|
| Ford 2020-2022 Explorer |
| Lincoln 2020-2022 Aviator |
| 2020-2022 Corsair |

Summary

This article supersedes TSB 21-2185 to update the vehicle model years affected.

Issue: Some 2020-2022 Explorer/Aviator/Corsair vehicles may experience seat pan looseness, lateral movement and/or clunk/thump noise on turns. To correct the condition, follow the Service Procedure steps to reinforce the cushion hook.

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

- 2020-2022 Explorer/Aviator/Corsair
- Seat pan looseness, lateral movement and/or clunk/thump noise on turns

Parts

| Service Part Number | Quantity | Description | Unit of Issue | Piece Quantity |
|---------------------|---------------------|---|---------------|---------------------|
| W527404-S300 | 2 Per Affected Seat | 3/8 Inch Wide/3/4 Inch Diameter Hose Clamps Or Equivalent | 1 | 2 Per Affected Seat |
| Obtain Locally | 2 Per Affected Seat | 3/4 Inch Heater Hose, 1 Inch Long | | 2 Per Affected Seat |

Quantity refers to the amount of the service part number required to repair the vehicle.

Unit of Issue refers to the number of individual pieces included in a service part number package.

Piece Quantity refers to the total number of individual pieces required to repair 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 |
|---|---------------|----------|
| 2020-2021 Aviator/Corsair And Explorer: Install Heater Hose And Clamp On One (1) Front Seat Includes Time To Remove And Install Affected Seat (Do Not Use With Any Other Labor Operations) | 222100A | 0.7 Hrs. |
| 2020-2021 Aviator/Corsair And Explorer: Install Heater Hose And Clamp On Both (2) Front Seats Includes Time To Remove And Install Affected Seats (Do Not Use With Any Other Labor Operations) | 222100B | 1.3 Hrs. |

Repair/Claim Coding

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| | |
|-----------------|---------|
| Causal Part: | 9661711 |
| Condition Code: | 33 |

Service Procedure

1. Are the vehicle front seats equipped with a leg extension split on the cushion? (Figure 1)

- (1). Yes - proceed to Step 2.
- (2). No - proceed to Step 14.

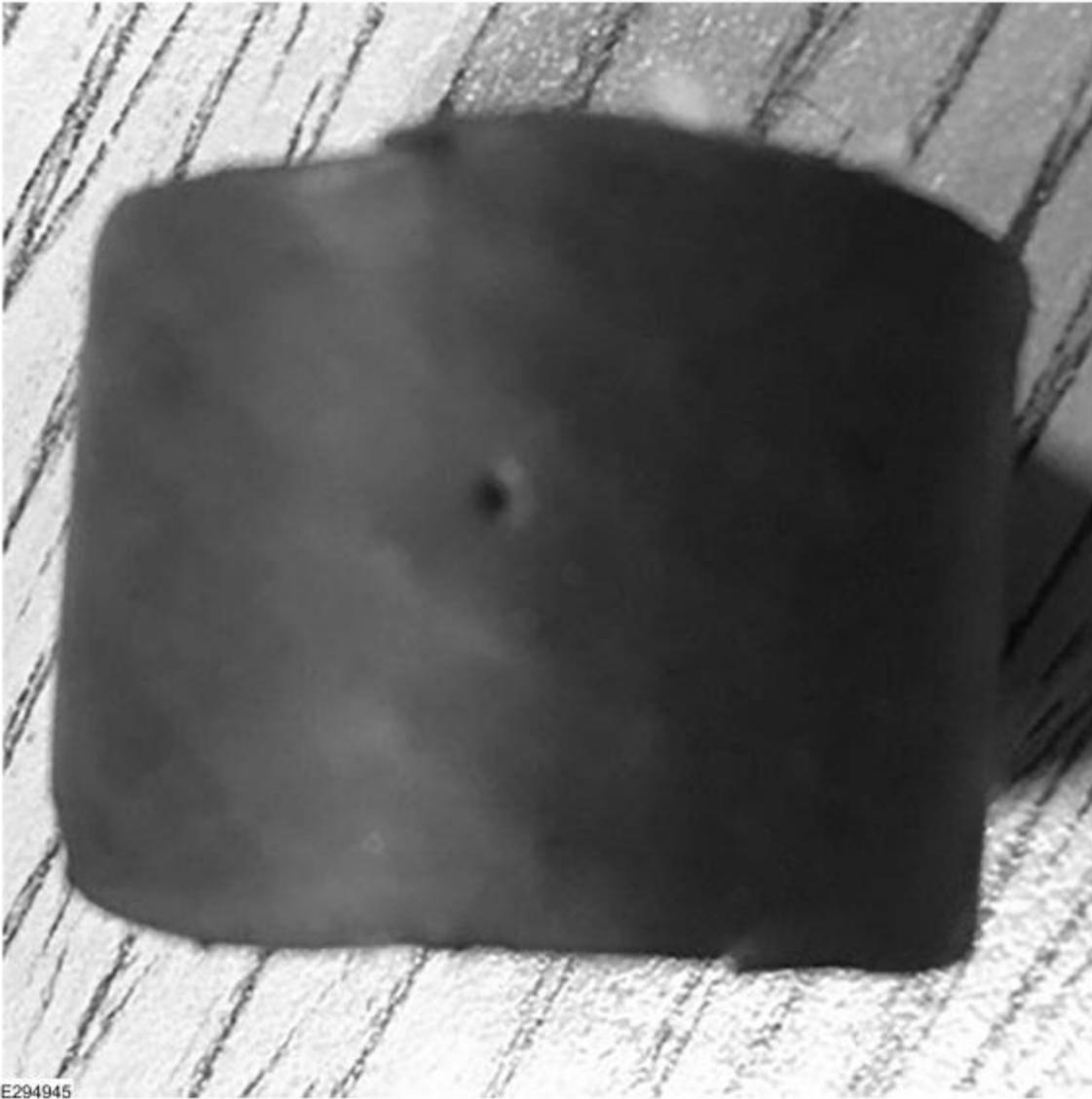
Figure 1



E324513

- 2. Using both height and front tilt functions, adjust the seat to the highest position.
- 3. Remove only the affected driver front seat module (DSM) and/or passenger front seat module (SCMB). Refer to Workshop Manual (WSM), Section 501-10A.
- 4. Remove the seat module mounting bracket.
- 5. Cut a 25.4 mm (1 in.) long section of 19 mm (3/4 in.) diameter heater hose. (Figure 2)

Figure 2



6. Cut a slit in the 25.4 mm (1 in.) piece. (Figure 3)

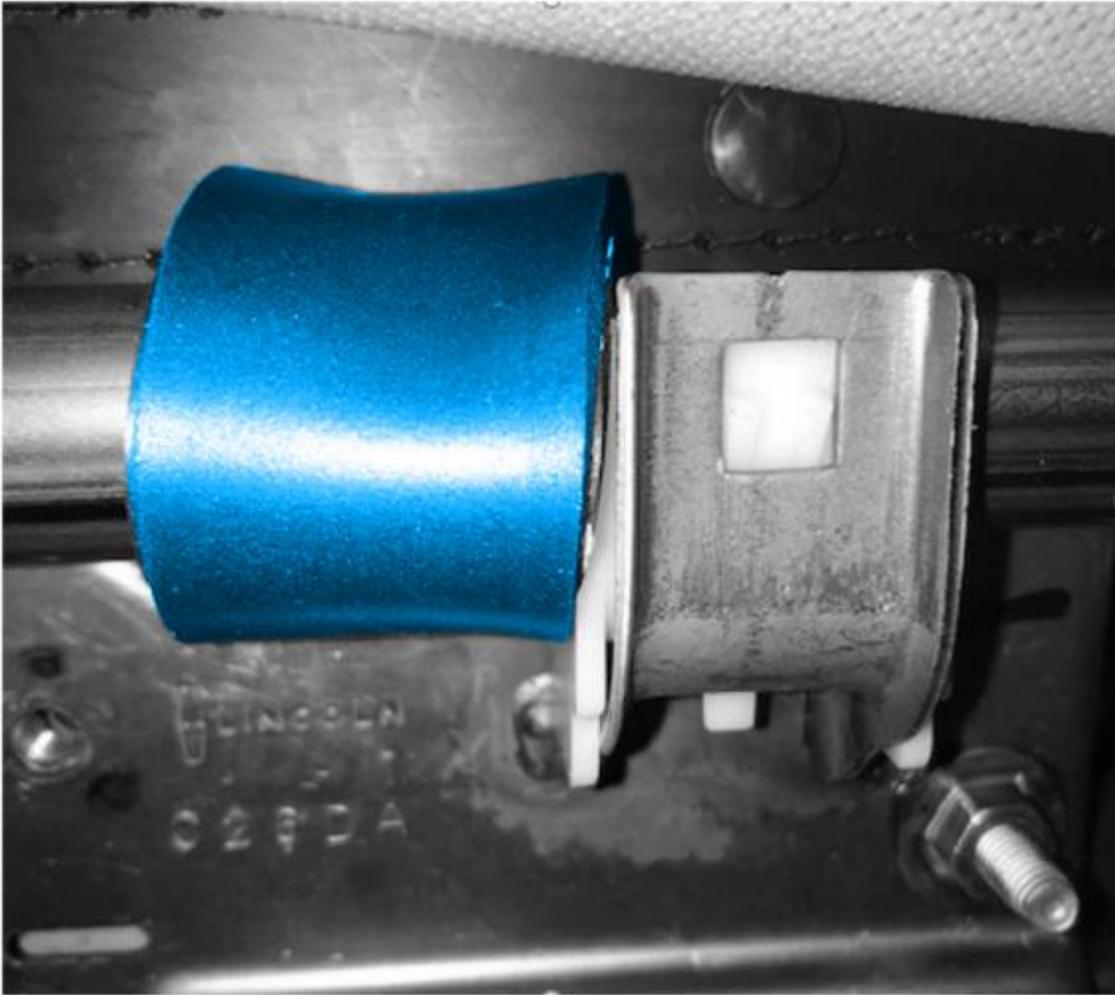
Figure 3



E294946

7. Install the heater hose over the front cross tube. (Figure 4)

Figure 4



E324514

8. Open the hose clamp and slip the hose clamp over the heater hose to secure the heater hose to the front cross tube.

9. Push the heater hose against the cushion hook and tighten the hose clamp to 3.7 Nm (33 in-lbs). (Figures 5)

Figure 5



E324515

10. Repeat Steps 5 through 9 on the other side of the seat track. (Figure 6)

Figure 6



E324516

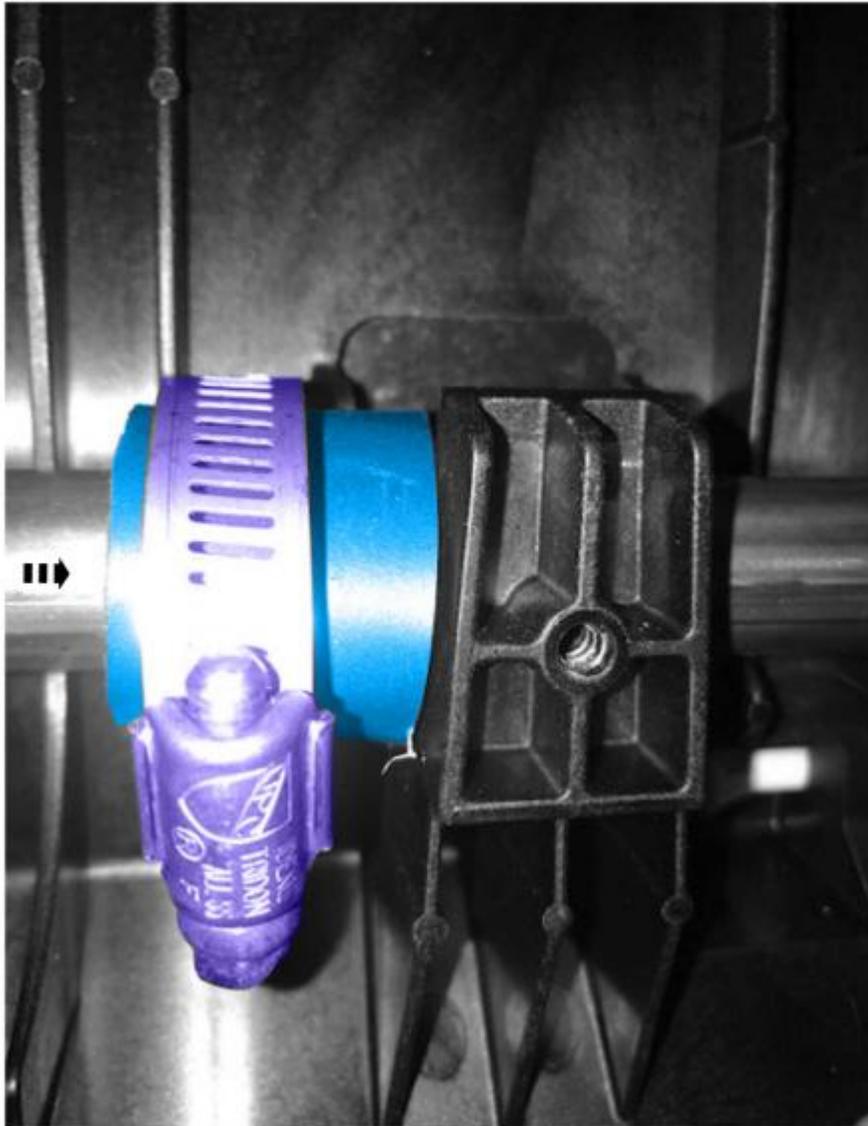
11. If the noise is present on both front seats, repeat Steps 2 through 10.

12. Install the affected DSM and/or SCMB and mounting bracket. Refer to WSM, Section 501-10A.

13. Return the affected seats to the normal position. Repair is complete.

14. Using both height and front tilt functions, adjust the seat to the highest position.
15. If equipped, remove only the affected driver front seat module (DSM) or passenger front seat module (SCMB). Refer to Workshop Manual (WSM), Section 501-10A.
16. Cut a 25.4 mm (1 in.) long section of 19 mm (3/4 in.) diameter heater hose. (Figure 2)
17. Cut a slit in the 25.4 mm (1 in.) piece. (Figure 3)
18. Install the heater hose over the front cross tube.
19. Open the hose clamp and slip the hose clamp over the heater hose to secure the heater hose to the front cross tube.
20. Push the heater hose against the cushion hook and tighten the hose clamp to 3.7 Nm (33 in-lbs). (Figure 7)

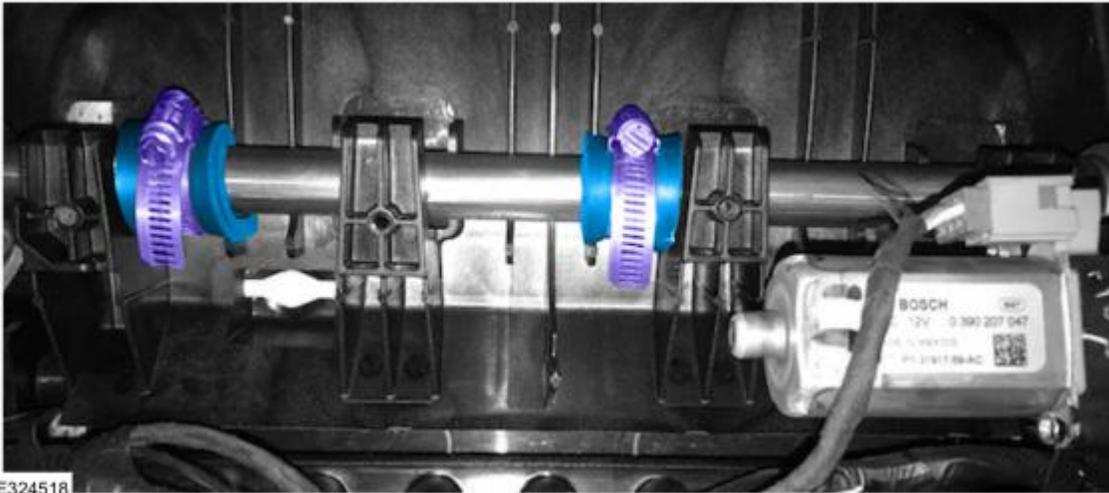
Figure 7



E324517

21. Repeat Steps 16 through 20 on the other side of the seat track. (Figure 8)

Figure 8



- 22.** If the noise is present on both front seats, repeat Steps 14 through 21 on the other front seat.
- 23.** If equipped, install the DSM and/or SCMB. Refer to WSM, Section 501-10A.
- 24.** Return the affected seat(s) to their normal position.

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