



# 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:

<b>Ford</b> 2020-2022 Explorer
<b>Lincoln</b> 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

--

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.

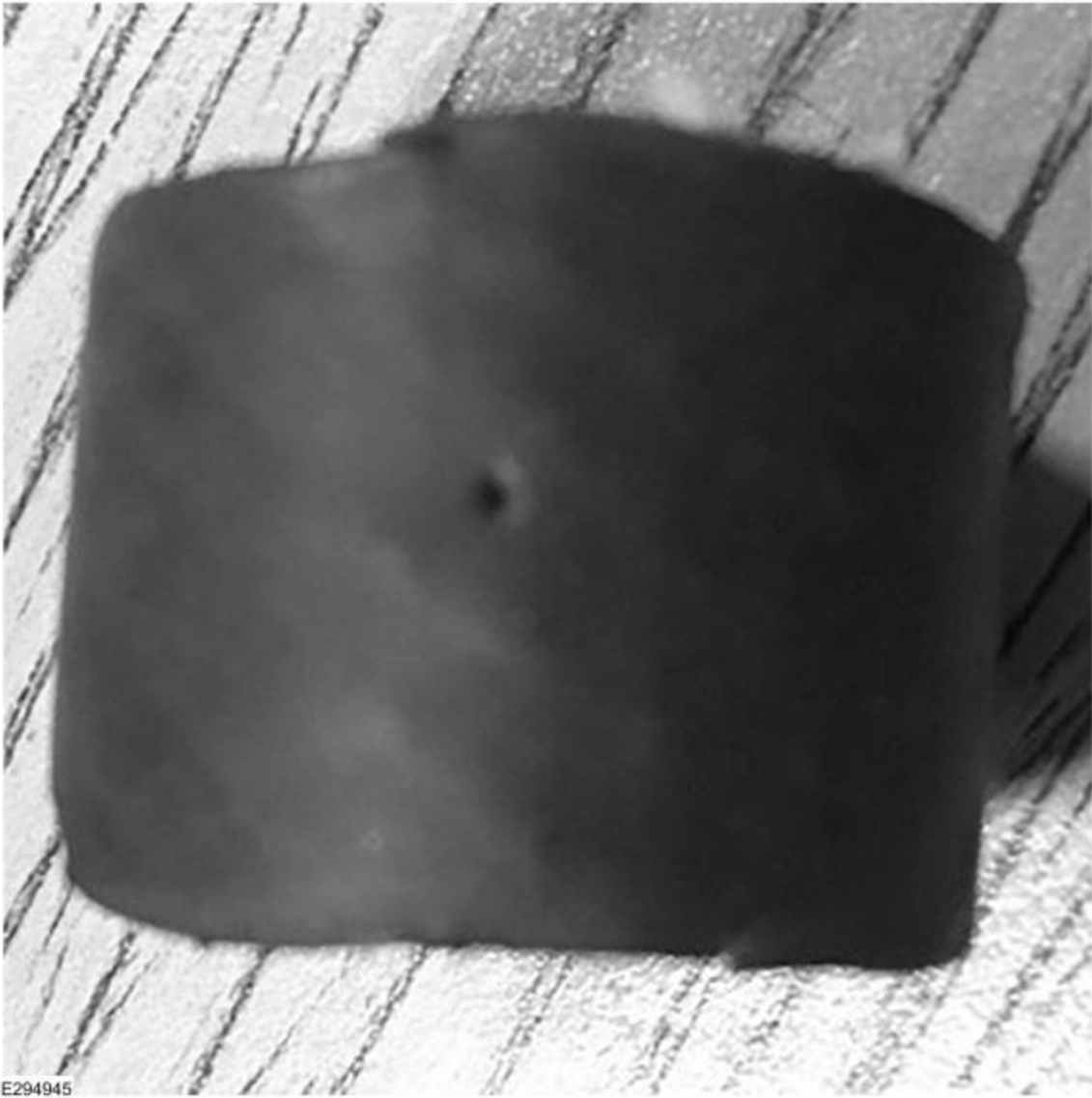
Figure 1



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)

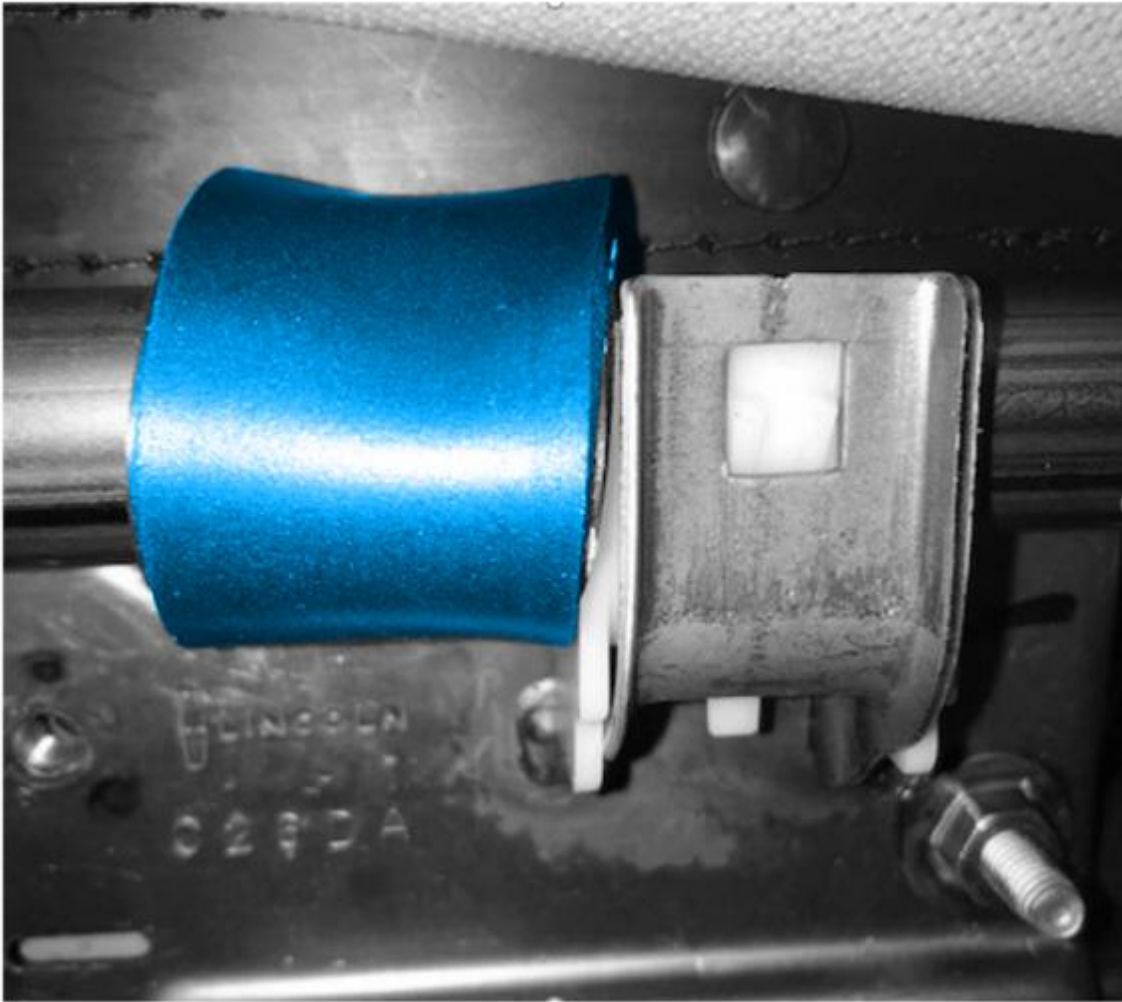
Figure 3



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.

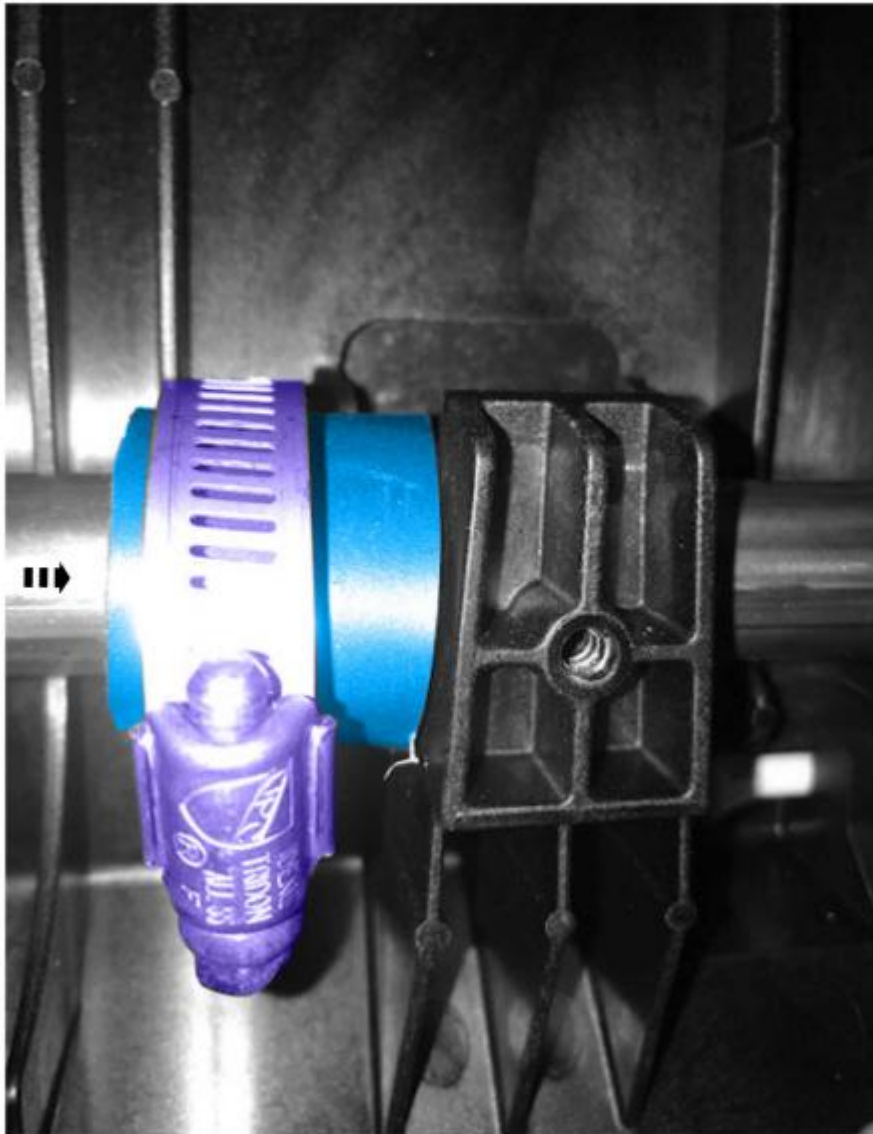
12. Install the affected DSM and/or SCMB and mounting bracket. Refer to WSM, Section 501-10A.

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)

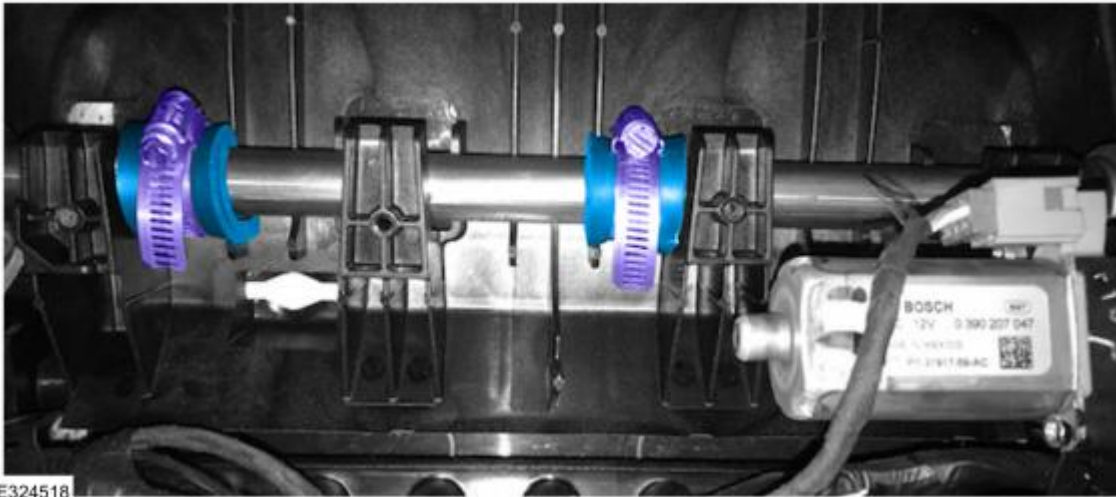
Figure 7



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.

---

© 2022 Ford Motor Company  
All rights reserved.

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.