



# TECHNICAL SERVICE BULLETIN

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

22-2104

18 March  
2022

This bulletin supersedes 21-2236.

### Model:

|                          |
|--------------------------|
| <b>Ford</b>              |
| 2021-2022 Bronco         |
| 2021-2022 Bronco Sport   |
| 2013-2018 C-MAX Hybrid   |
| 2018-2021 EcoSport       |
| 2015-2022 Edge           |
| 2013-2022 Escape         |
| 2018-2022 Expedition     |
| 2016-2019 Explorer       |
| 2015-2022 F-150          |
| 2017-2022 F-Super Duty   |
| 2015-2018 Focus          |
| 2013-2020 Fusion         |
| 2022 Maverick            |
| 2015-2022 Mustang        |
| 2021-2022 Mustang Mach-E |
| 2019-2022 Ranger         |
| <b>Lincoln</b>           |
| 2015-2019 MKC            |
| 2016-2018 MKX            |
| 2013-2020 MKZ            |
| 2019-2022 Nautilus       |

### Summary

This article supersedes TSB 21-2236 to update the models and year affected.

**Issue:** Some 2013-2018 C-Max, 2013-2020 Fusion/MKZ, 2013-2022 Escape, 2015-2018 Focus, 2015-2019 MKC, 2015-2022 Edge/F-150/Mustang, 2016-2018 MKX, 2016-2019 Explorer, 2017-2022 F-Super Duty, 2018-2022 EcoSport/Expedition, 2019-2022 Ranger/Nautilus, 2021-2022 Bronco/Bronco Sport/Mustang Mach-E, 2022 Maverick vehicles may experience seat pan looseness, lateral movement, or a clunk/thump noise on turns. This may be due to the seat pan track. To correct the condition, follow the Service Procedure steps to install a reinforcement.

**Action:** Follow the Service Procedure to correct the condition on vehicles that meet the following criteria:

- One of the following vehicle lines:
  - 2013-2018 C-Max
  - 2013-2020 Fusion/MKZ
  - 2013-2022 Escape
  - 2015-2018 Focus
  - 2015-2022 Edge/F-150/MKC/Mustang
  - 2016-2018 MKX
  - 2016-2019 Explorer

- 2017-2022 F-Super Duty
- 2018-2022 EcoSport/Expedition
- 2019-2022 Ranger/Nautilus
- 2021-2022 Bronco/Bronco Sport/Mustang Mach-E
- 2022 Maverick

- Seat pan looseness, lateral movement, or a clunk/thump noise on turns.

## Parts

| Service Part Number | Quantity            | Description  | Unit of Issue | Piece Quantity      |
|---------------------|---------------------|--|---------------|---------------------|
| W709622-S424        | 1                   | Seat Bolts, Rear (Explorer)  | 4             | 2                   |
| W709428-S424        | 1                   | Seat Bolts, Front (Explorer)                                       | 4             | 2                   |
| W527404-S300        | 2 Per Affected Seat | 3/8 Inch (9.5 Mm) Wide Host Clamp (Or Equivalent Obtained Locally) | 1             | 2 Per Affected Seat |
| Obtain Locally      | 2 Per Affected Seat | 3/4 Inch (19 Mm) Diameter Heater Hose, 1 Inch (25.4 Mm) 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     |
|---|---------------|----------|
| Vehicles Without Seat Front Trim Valance: Install Heater Hose And Clamp On One (1) Front Seat (Do Not Use With Any Other Labor Operations)  | 222104A       | 0.4 Hrs. |
| Vehicles Without Seat Front Trim Valance: Install Heater Hose And Clamp On Both (2) Front Seats (Do Not Use With Any Other Labor Operations)  | 222104B       | 0.7 Hrs. |
| Edge, Expedition, Explorer, MKC, MKX/Nautilus, Mustang Mach-E And MKZ Vehicles Equipped With Seat Front Trim Valance: 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)    | 222104C       | 0.7 Hrs. |
| Edge, Expedition, Explorer, MKC, MKX/Nautilus, Mustang Mach-E And MKZ Vehicles Equipped With Seat Front Trim Valance: 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) | 222104D       | 1.3 Hrs. |

## Repair/Claim Coding

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

## Service Procedure

- Does the customer complain of the seat track exhibiting lateral movement on sharp turns causing a clunk/thump type feeling or noise?
  - Yes - proceed to Step 2. Apply this procedure to the affected front seats.
  - No - this article does not apply. Refer to Workshop Manual (WSM), Section 501-10A for normal diagnostics.
- Using both height and front tilt functions, adjust the seat to the highest position.
- Is the seat equipped with a front trim valance?
  - Yes - remove the front seat for seat track access. Refer to WSM, Section 501-10A. Proceed to Step 4.
  - No - proceed to Step 4.

4. Is the vehicle equipped with a power seat control module under the seat? (Figure 1)

(1). Yes - remove the 2 power seat control module retaining screws and remove the power seat control module.

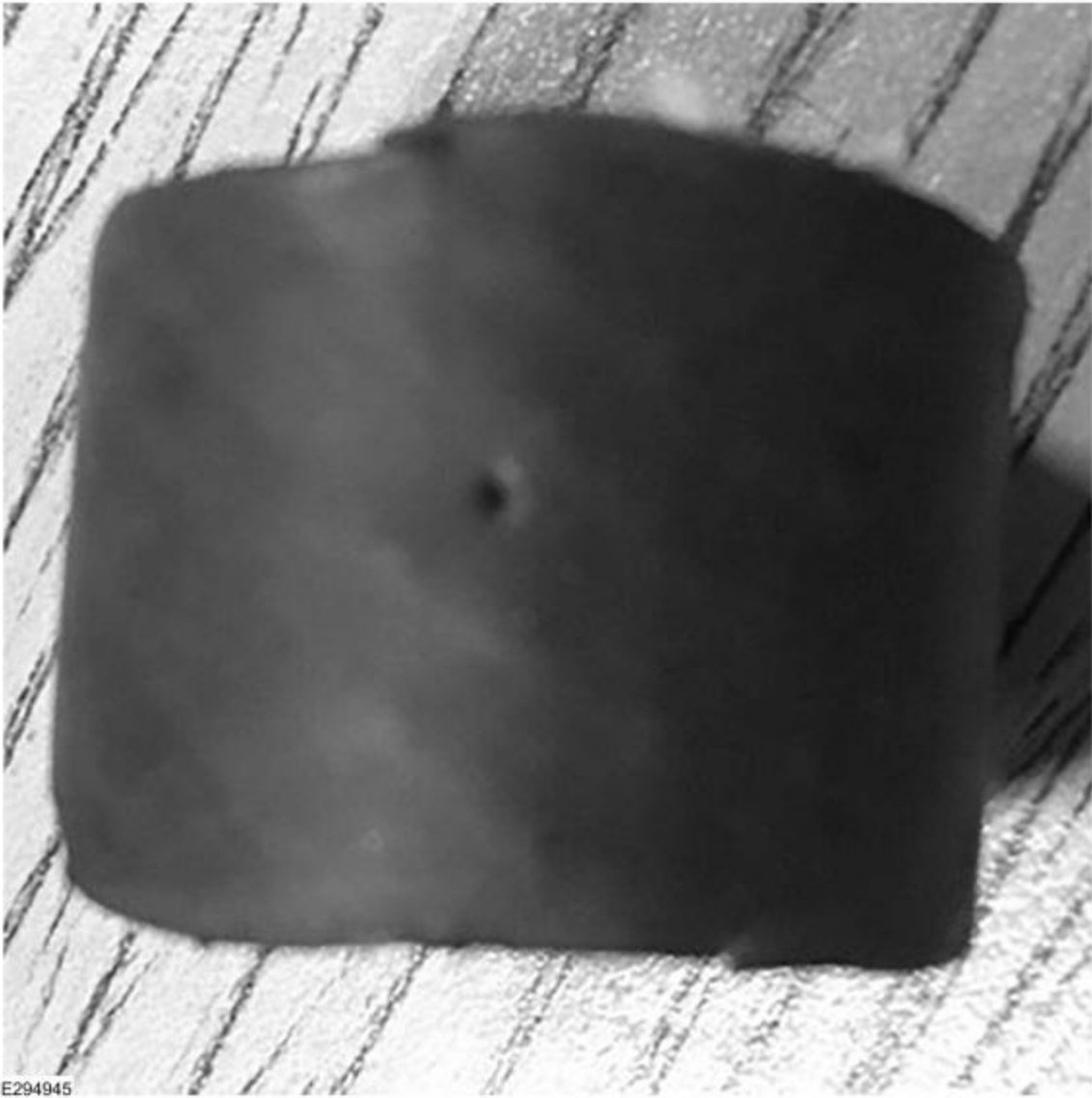
(2). No - proceed to Step 5.

Figure 1



5. Cut a 1 inch (25.4 mm) long section of 3/4 inch (19 mm) diameter heater hose. (Figure 2)

Figure 2



6. Cut a slit in the 1 inch (25.4 mm) piece of heater hose. (Figure 3)

Figure 3



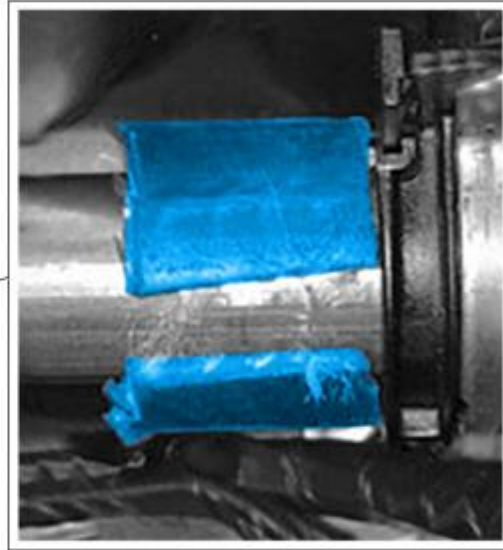
E294946

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

Figure 4



E294947

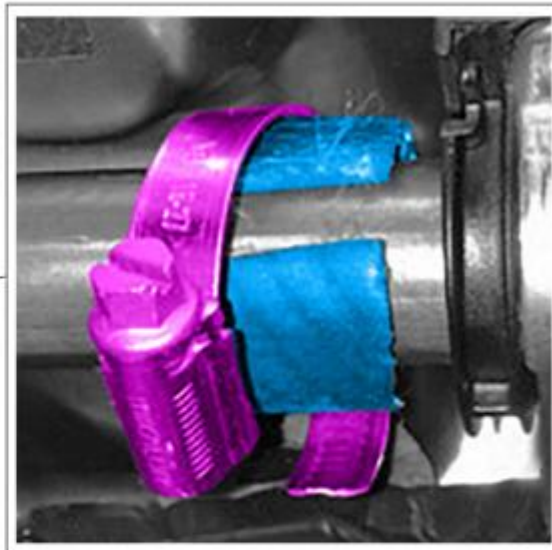


8. Open the hose clamp and slip the hose clamp over the heater hose, securing the heater hose to the front cross tube. (Figure 5)

Figure 5



E294948



9. Push the heater hose against the handcuff bracket and tighten the hose clamp to 3.7 Nm (33 in-lbs). (Figures 6-9)  
Refer to Figures 6-7 for clamp orientation.

Figure 6



Figure 7

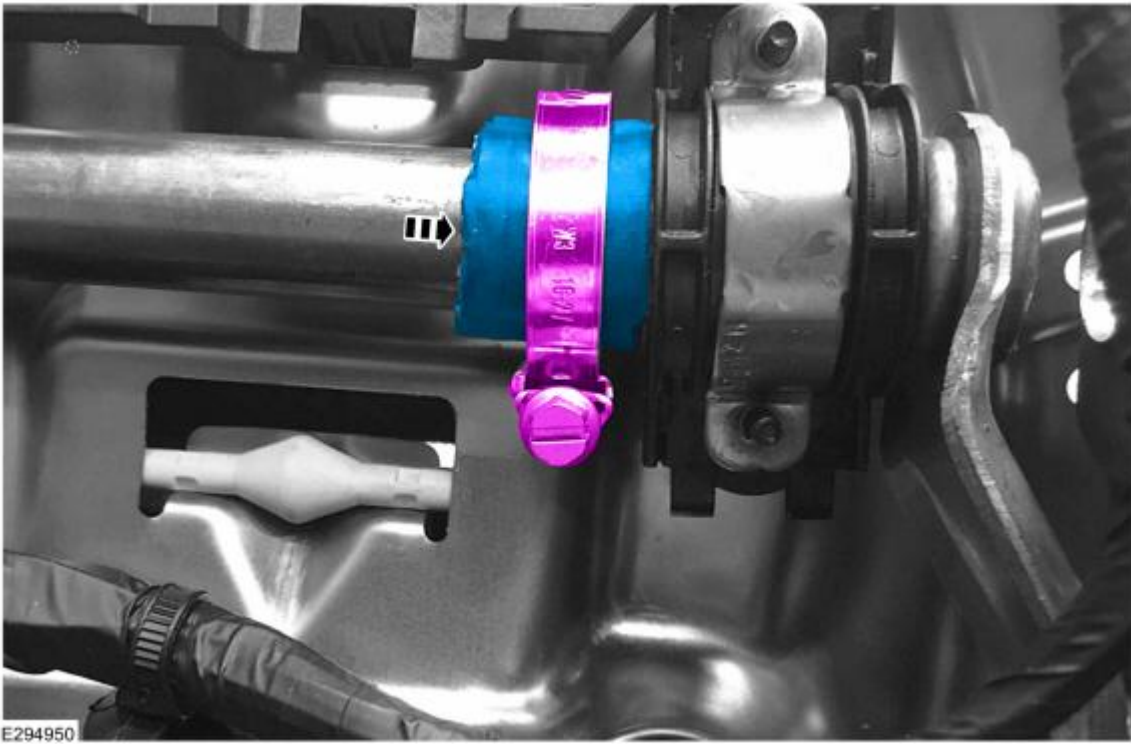


Figure 8



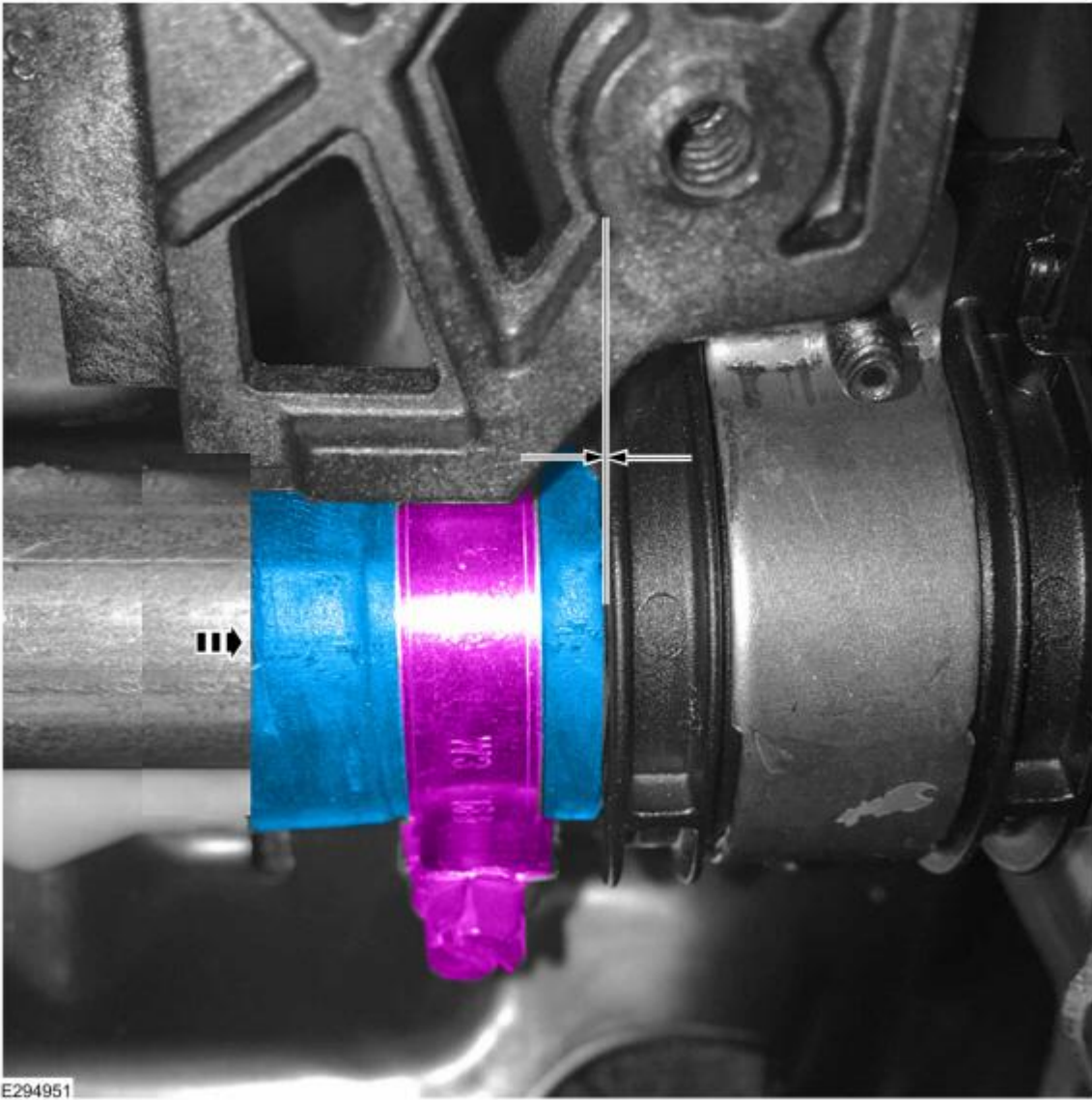
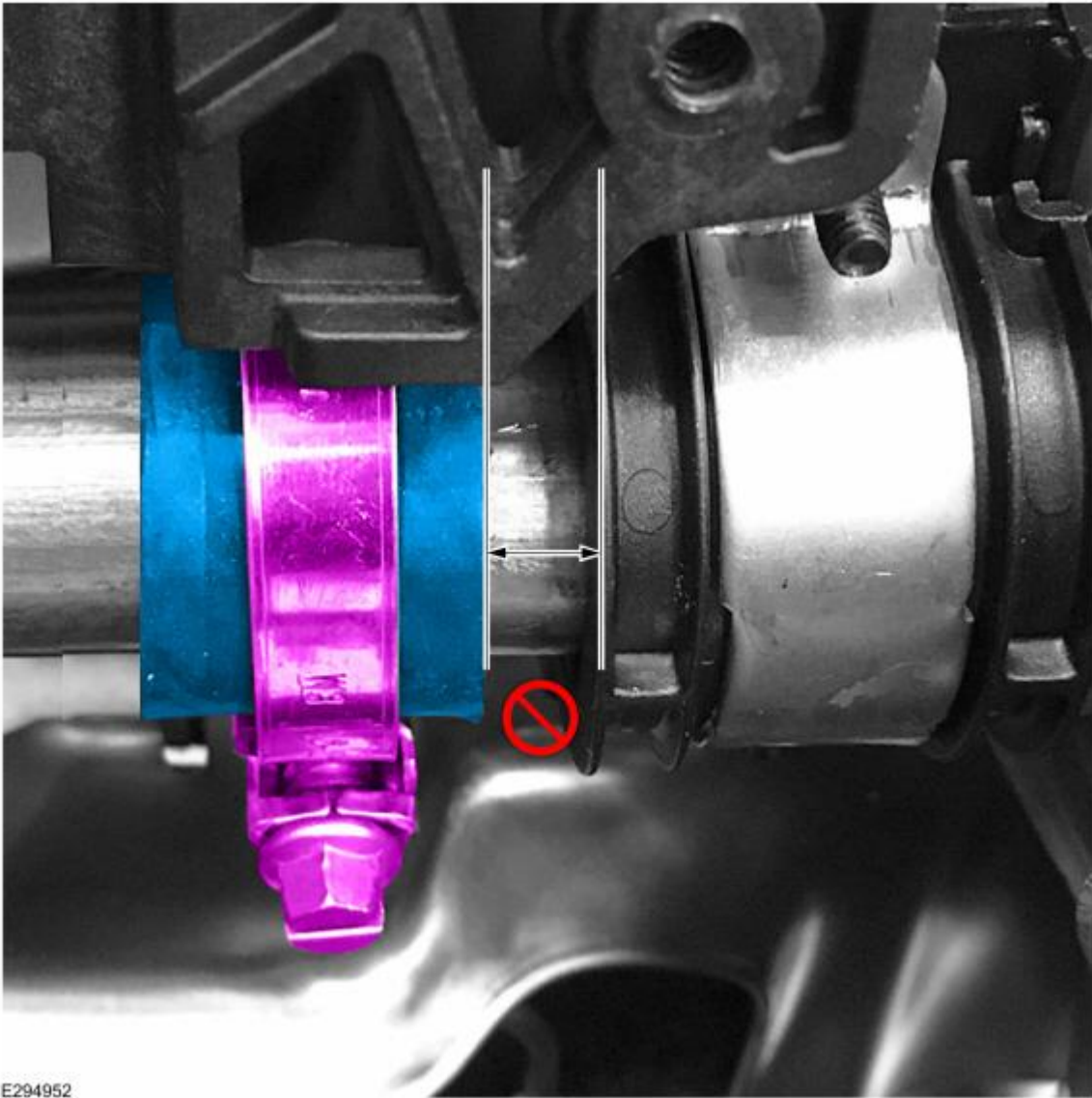


Figure 9



E294952

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



11. Reinstall the power seat control module if equipped. Refer to WSM, Section 501-10A.
12. Reinstall the seat if equipped with a front trim valance. Refer to WSM, Section 501-10A.

---

© 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.