

SSM 51439

2020-2023 Explorer/Aviator 4x4/AWD Vehicles - Hybrid – Driveline Vibration After Initial Driveaway Between 25-50 MPH (40-80 Km/h)

Some 2020-2023 Explorer/Aviator 4x4/AWD vehicles with hybrid powertrain may experience a harshness and/or vibration felt through the seat, steering wheel and/or center console after initial driveaway between 25-50 MPH (40-80 Km/h) that lessens after driving 5-10 minutes. This may be due to driveshaft center bearing bounce mode during cold ambient temperatures. To resolve the concern, install a softer durometer L1MZ-4A499-F driveshaft center bearing per Workshop Manual Section 205-01. For claiming, use causal part 4A499 and applicable labor operations in Section 4 of the Service Labor Time Standards (SLTS) Manual.