



TECHNICAL SERVICE BULLETIN

Buzz/Vibration/Rattle From Center Left Of Instrument Panel (IP) During Tip-In - Built On Or Before 01-Jun-2023

23-2301
27 September 2023

This bulletin supersedes 23-2079.

Model:

Ford 2022-2023 Explorer	Built on or before 01-Jun-2023
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Summary

This article supersedes TSB 23-2079 to add the production fix date.

Issue: Some 2022-2023 Explorer vehicles built on or before 01-Jun-2023 may exhibit a buzz/vibration/rattle from the center left of the IP during tip-in when the vehicle is up to operating temperature. This may be due to heater tube movement against the tube bracket. To correct the condition, follow the Service Procedure to apply flock tape to the heater tube bracket.

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

- 2022-2023 Explorer
- Built on or before 01-Jun-2023
- Buzz/vibration/rattle from the center left of IP during tip-in
- Concern isolated to the heater tube bracket

Parts

Service Part Number	Quantity	Description	Note
164-R4903	As Needed	Flock Tape Strips	Rotunda Part Number, Included In The Rotunda Squeak and Rattle Kit (164-R4900 For Complete Kit)

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

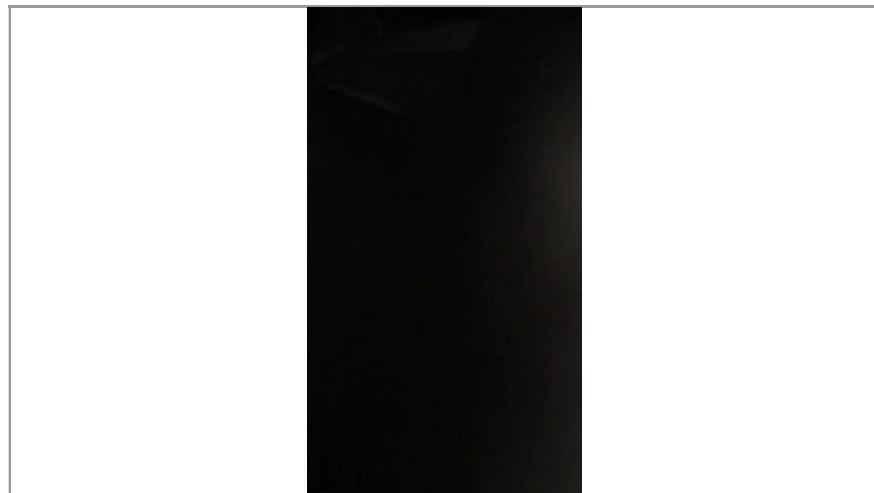
Description	Operation No.	Time
2022-2023 Explorer: Install Flock Tape Following The Service Procedure (Do Not Use With Any Other Labor Operations)	232301A	0.5 Hrs.

Repair/Claim Coding

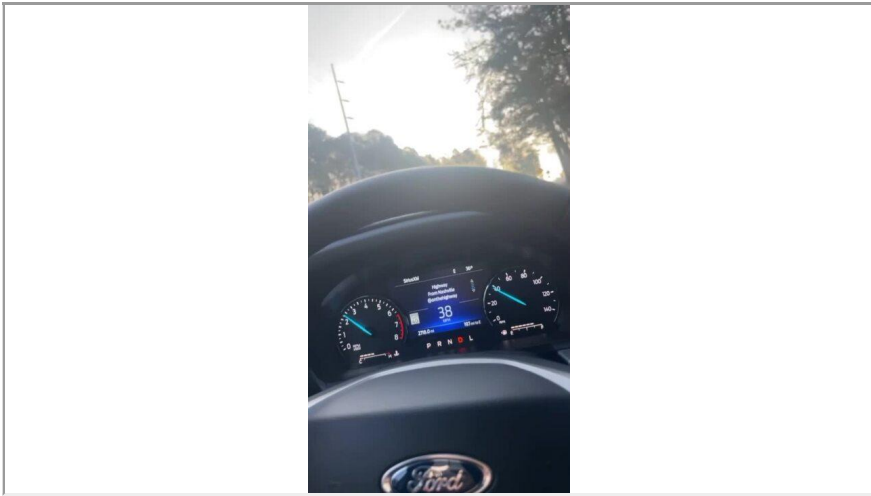
Causal Part:	18476
Condition Code:	07

Service Procedure

Constant Buzz



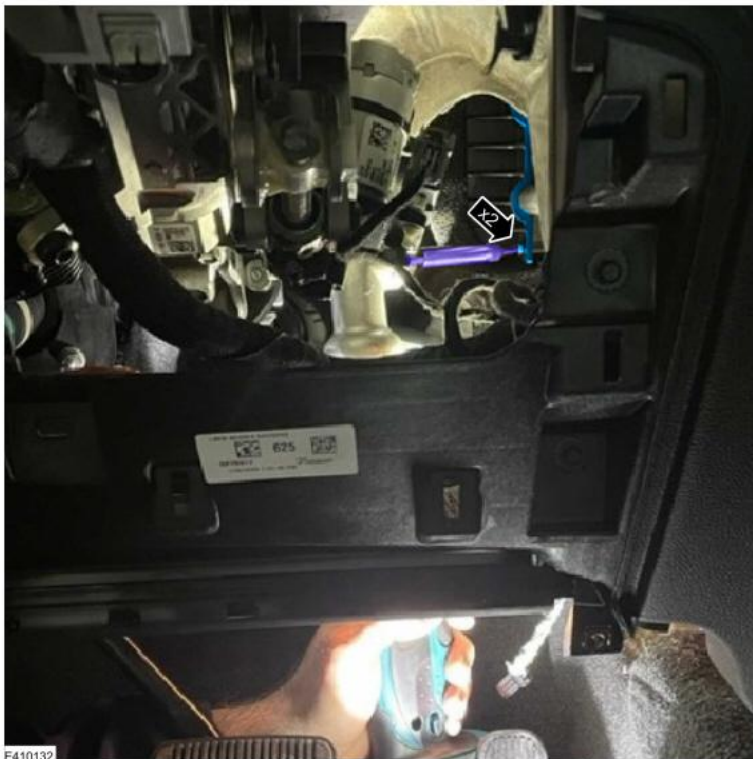
Intermittent Buzz



1. Remove the left side insulation panel. Refer to Workshop Manual (WSM), Section 211-04.
 2. Remove the lower steering column trim panel. Refer to WSM, Section 211-04. (Figure 1)
- Figure 1



3. Apply flock tape to the heater tube bracket.
 - (1). Remove the left half of the heater tube bracket. (Figure 2)
- Figure 2



(2). Clean the heater tubes and bracket with isopropyl alcohol or equivalent.

(3). Apply flock tape from the Rotunda Squeak And Rattle Kit to the left heater tube bracket in the saddle area that clamps the heater tubes. (Figure 3)

Figure 3



(4). Reassemble the heater tube bracket.

(5). Tighten the 2 heater tube bracket screws to 1.3 Nm (11.5 lb-in).