



**23-2366**

21 November  
2023

## TECHNICAL SERVICE BULLETIN

### Grinding, Growling Or Clicking Noise/Inoperative Power Steering Column During Telescoping/Raking Operation

This bulletin supersedes 22-2475.

#### Model:

Lincoln  
2018-2021 Navigator

#### Summary

This article supersedes 22-2475 to update the Issue Statement and Service Procedure.

**Issue:** Some 2018-2021 Navigator vehicles may exhibit a grinding, growling, or clicking noise or inoperative power steering column during telescoping/raking operation. This may be due to a body control module B (BCMB) software issue. To correct the condition, follow the Service Procedure to reprogram the BCMB module and replace the steering column telescope or rake actuators.

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

- 2018-2021 Navigator
- Grinding, growling or clicking noise/inoperative power steering column during telescoping/raking operation

#### Parts

Service Part Number	Quantity	Description	Unit of Issue	Piece Quantity
FL3Z-3F840-D	1	Tilt Motor Actuator Assembly	1	1
FL3Z-3F840-E	1	Telescoping Column Actuator Assembly	1	1
W717218-S442	1	Upper Steering Column Shaft Bolt	1	1
W716538-S450B	1	Steering Column Mounting Nuts	4	2
W712250-S437	2	Steering Column Mounting Bolts	1	2

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
2018-2021 Navigator: Reprogram The BCMB And Replace The Steering Column Actuators (Do Not Use With Any Other Labor Operations)	232366A	1.5 Hrs.

## Repair/Claim Coding

Causal Part:	14B561
Condition Code:	04

## Service Procedure

1. Reprogram the BCMB using the latest software level of the Ford Diagnosis and Repair System (FDRS).
2. Replace the steering column actuators. Refer to Workshop Manual (WSM), Section 211-04 Steering Column Telescopic Motor and Tilt Motor.

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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.