



# TECHNICAL SERVICE BULLETIN

## Second Row Seat Back Does Not Fold Down Or Recline

**23-2396**

04 December  
2023

This bulletin supersedes 23-2036. Reason for update: Add 2024 models

### Model:

<b>Ford</b> 2018-2024 Expedition
<b>Lincoln</b> 2018-2024 Navigator

**Issue:** Some 2018-2024 Navigator and Expedition vehicles may exhibit a concern where the second row seat back does not fold down or recline when the recline handle is pulled upward or the second row single seat easy entry seat fold switch is pressed. This concern may occur with vehicles equipped with two or three second row seats. This may be due to a broken recliner release lever. To correct this concern, replace the recliner release lever.

**Action:** Follow the service procedure to correct the condition on vehicles that meet the following criteria:

- 2018-2024 Expedition/Navigator
- Second row seat back does not fold down or recline

### Parts

Service Part Number	Quantity	Description
LL7Z-99600M46-A	1	Right Outboard Seat Release Lever
LL7Z-99600M47-A	1	Left Outboard Seat Release Lever
LL7Z-99600M47-B	1	Center Seat Release Lever

**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
2018-2024 Expedition, Navigator: Replace The Recline Release Lever On One (1) Outer Second Row Seat (Do Not Use With Any Other Labor Operations)	232396A	0.5 Hrs.
2018-2024 Expedition, Navigator: Replace The Recline Release Lever On Both (2) Outer Second Row Seats (Do Not Use With Any Other Labor Operations)	232396B	0.8 Hrs.
2018-2024 Expedition, Navigator: Replace The Recline Release Lever On The Center Second Row Seat (Do Not Use With Any Other Labor Operations)	232396C	0.6 Hrs.
2018-2024 Expedition, Navigator: Replace The Recline Release Lever On One (1) Outer And The Center Second Row Seats (Do Not Use With Any Other Labor Operations)	232396D	0.9 Hrs.
2018-2024 Expedition, Navigator: Replace The Recline Release Lever On Both (2) Outer And The Center Second Row Seats (Do Not Use With Any Other Labor Operations)	232396E	1.2 Hrs.

### Repair/Claim Coding

Causal Part:	99600M47
Condition Code:	01

## Service Procedure

For vehicles equipped with three second row seats, using a combination of the Outboard Seat Repair Procedure and the Center Seat Repair Procedure in this article may be required.

For vehicles equipped with only two second row seats (captain's chairs) the Outboard Seat Repair Procedure in this article may be required for both seats.

Possible locations for damage on the recline release lever. (Figure 1)

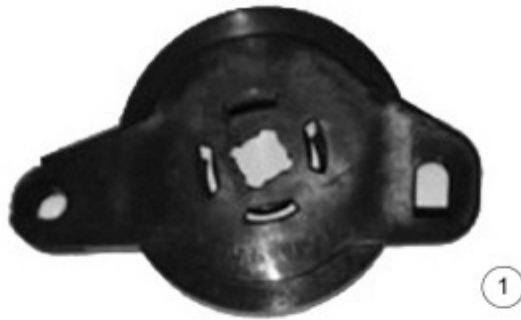
Figure 1



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There are three different recline release levers based on the seat repair. (Figure 2)

Figure 2



E302646

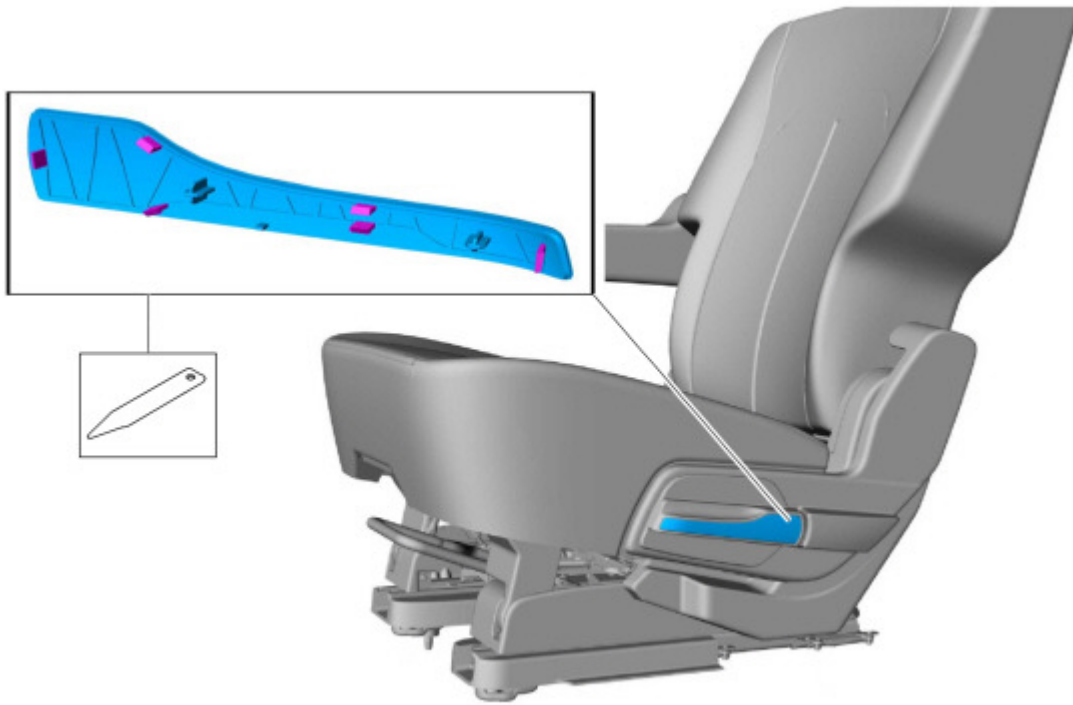
Item	Description
1	Right seat release lever
2	Middle seat release lever
3	Left seat release lever

## Outboard Seat Repair Procedure

1. Move both of the front seats fully forward to allow working space for the second row.
2. If equipped, slide the second row center seat (20%) to the fully rear position.
3. Slide the outboard seat to a position to access both sides of the seat while in the vehicle.
4. Remove the recline handle and trim.

(1). Remove the seat recline handle cover. (Figure 3)

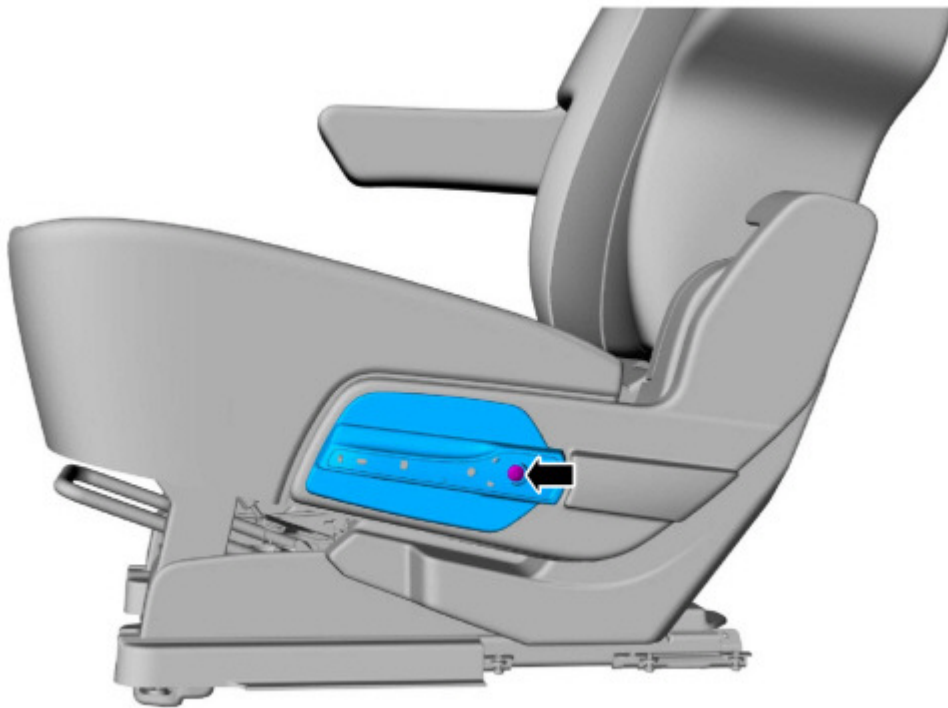
Figure 3



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(2). Remove the recline handle and fastener. (Figure 4)

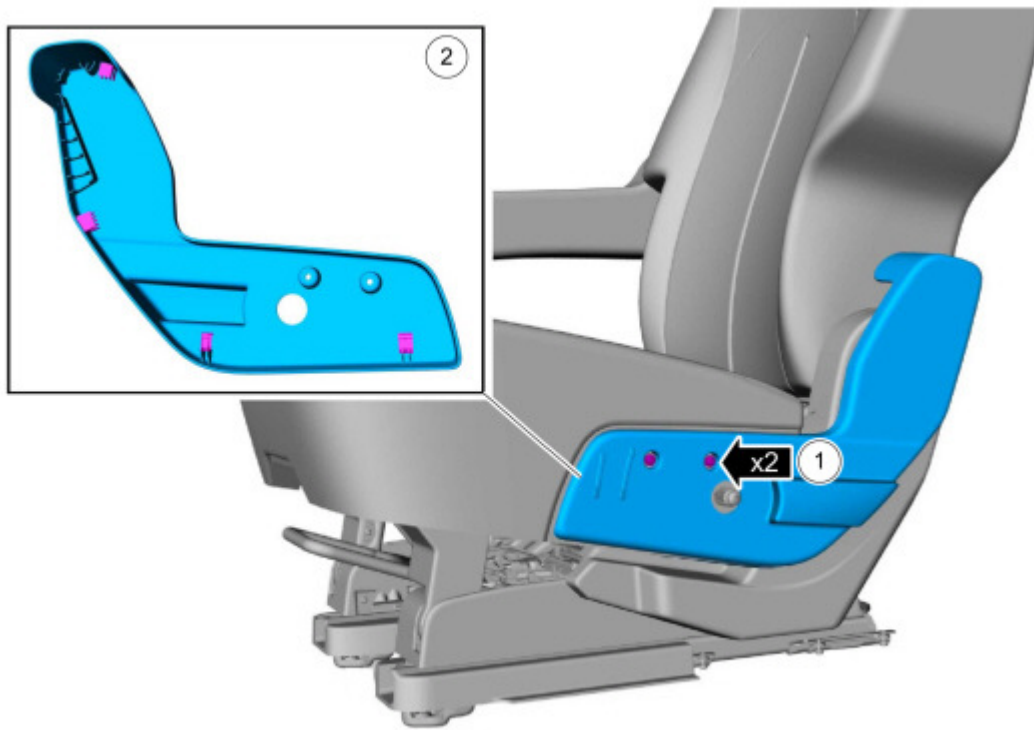
Figure 4



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(3). Remove the seat trim (recline handle side). (Figure 5)

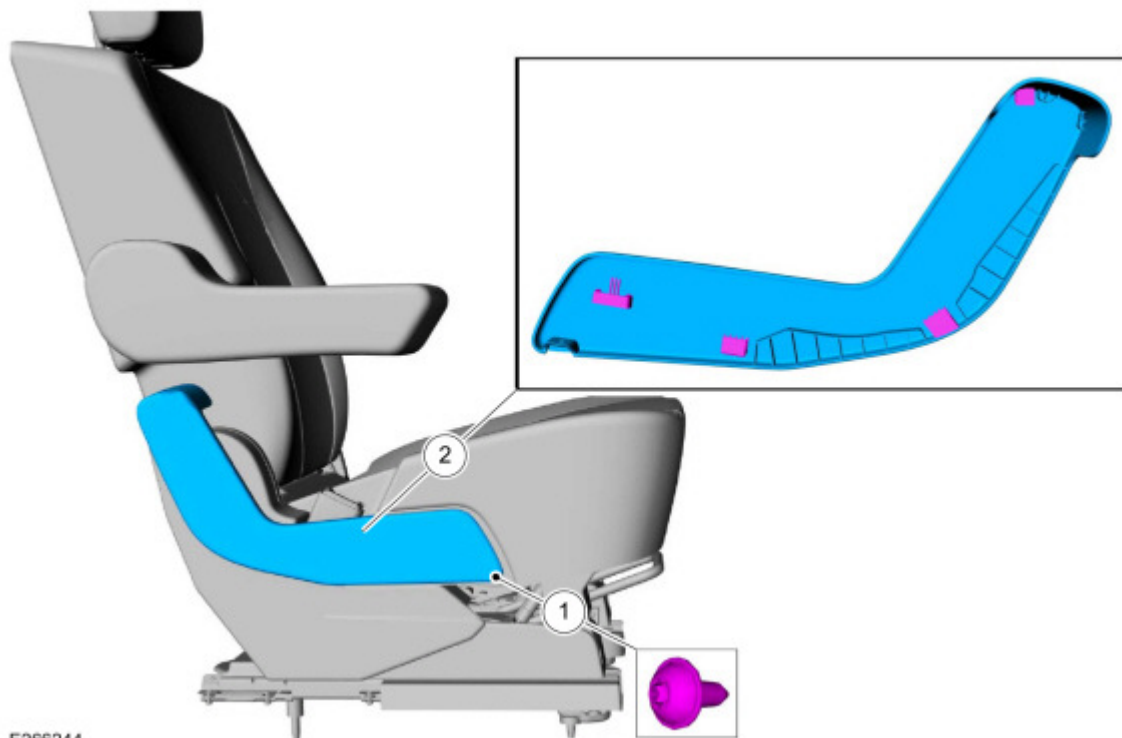
Figure 5



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(4). Remove the seat trim (non-recline handle side). (Figure 6)

Figure 6



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5. Flip the bottom cushion forward.

(1). With the trim removed on both sides, remove the Torx® head bolt on both sides of the seat. (Figure 7)

Figure 7 - Center seat shown, outboard seat similar



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(2). Carefully, without damaging the neighboring seat material, flip the seat cushion forward.

**NOTE: Avoid sliding the seat on the seat track front to back while the seat cushion is flipped forward or damage may result to the neighboring seat trim and material. (Figure 8)**

Figure 8

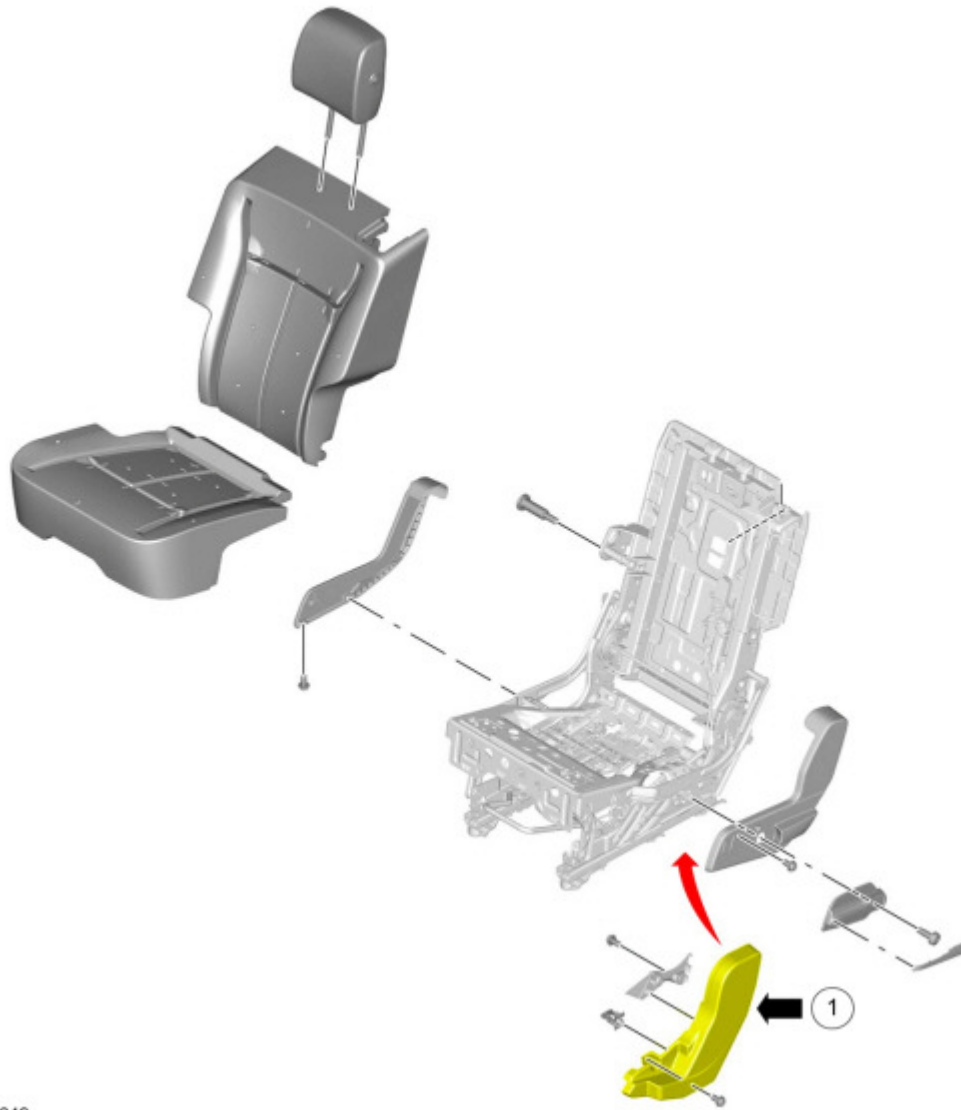


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**6. Access the recline release lever.**

(1). With the bottom seat cushion flipped forward, remove the plastic trim on the recline handle (outboard) side of the seat to access the recline release lever. (Figure 9 Callout 1, Figure 10)

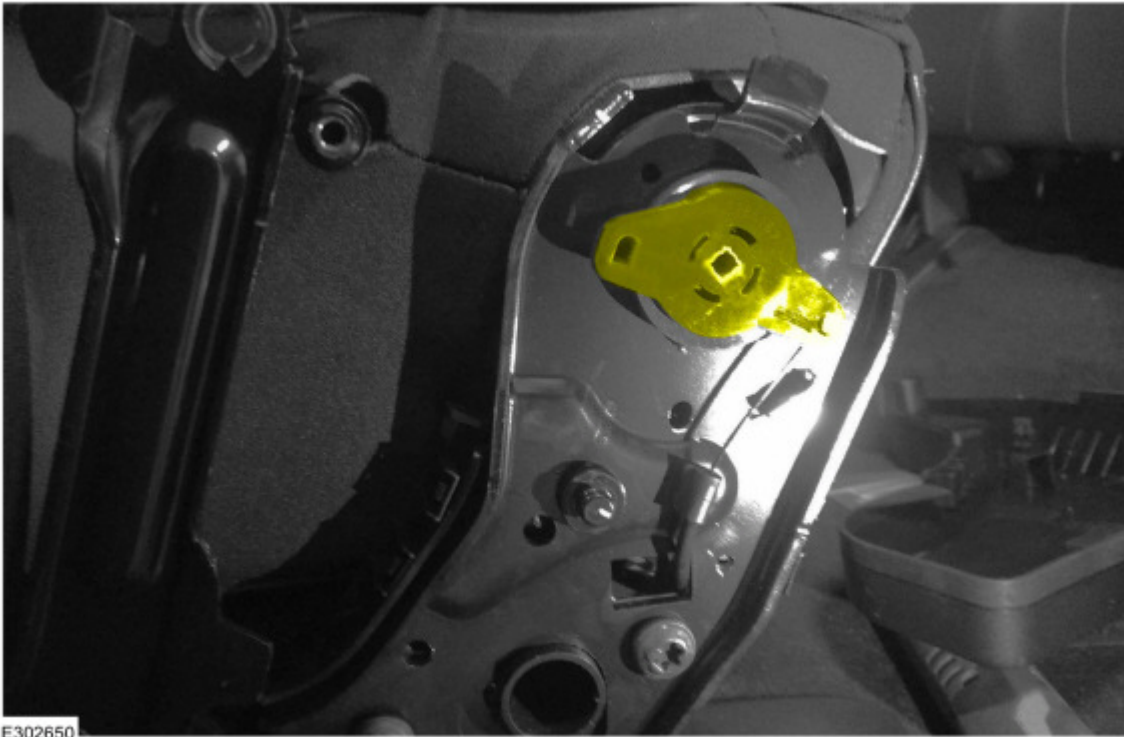
Figure 9



E302649

Figure 10



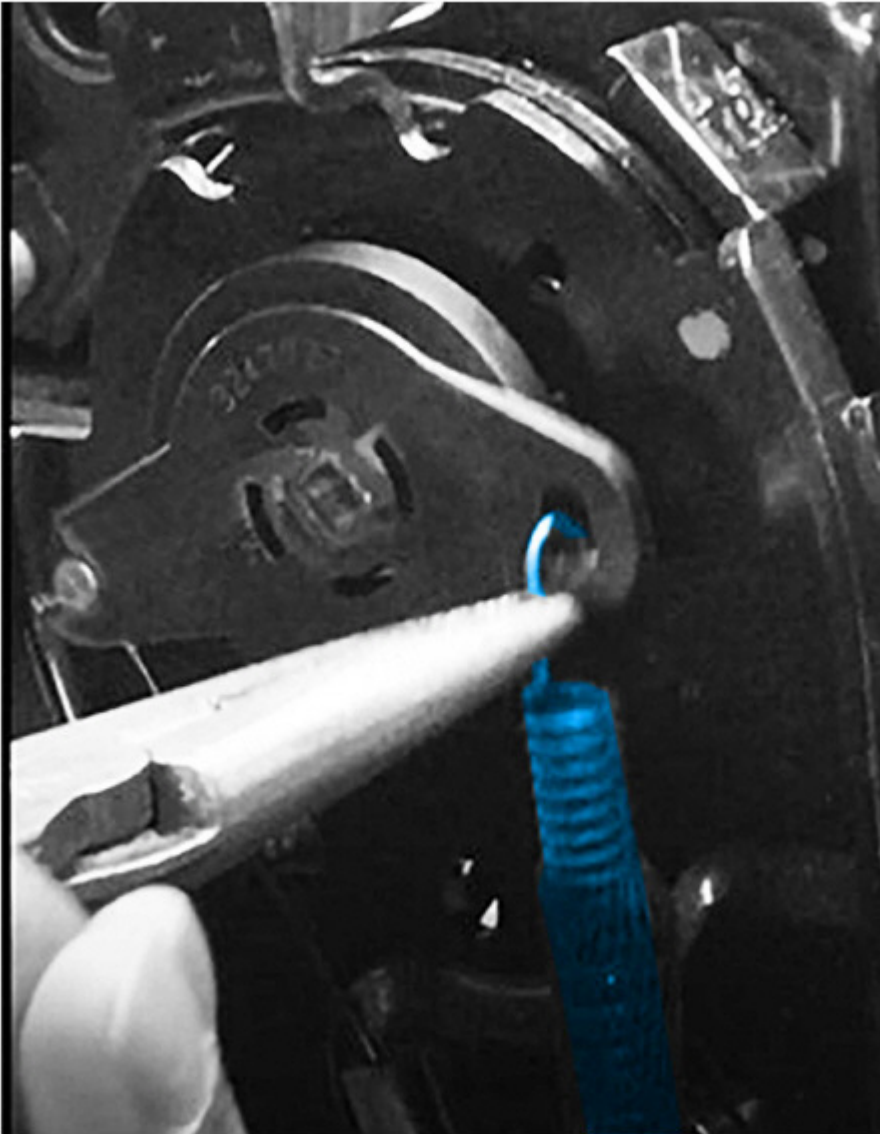


7. Remove the damaged recline release lever.

(1). Carefully unhook the spring and the seat lever cable.

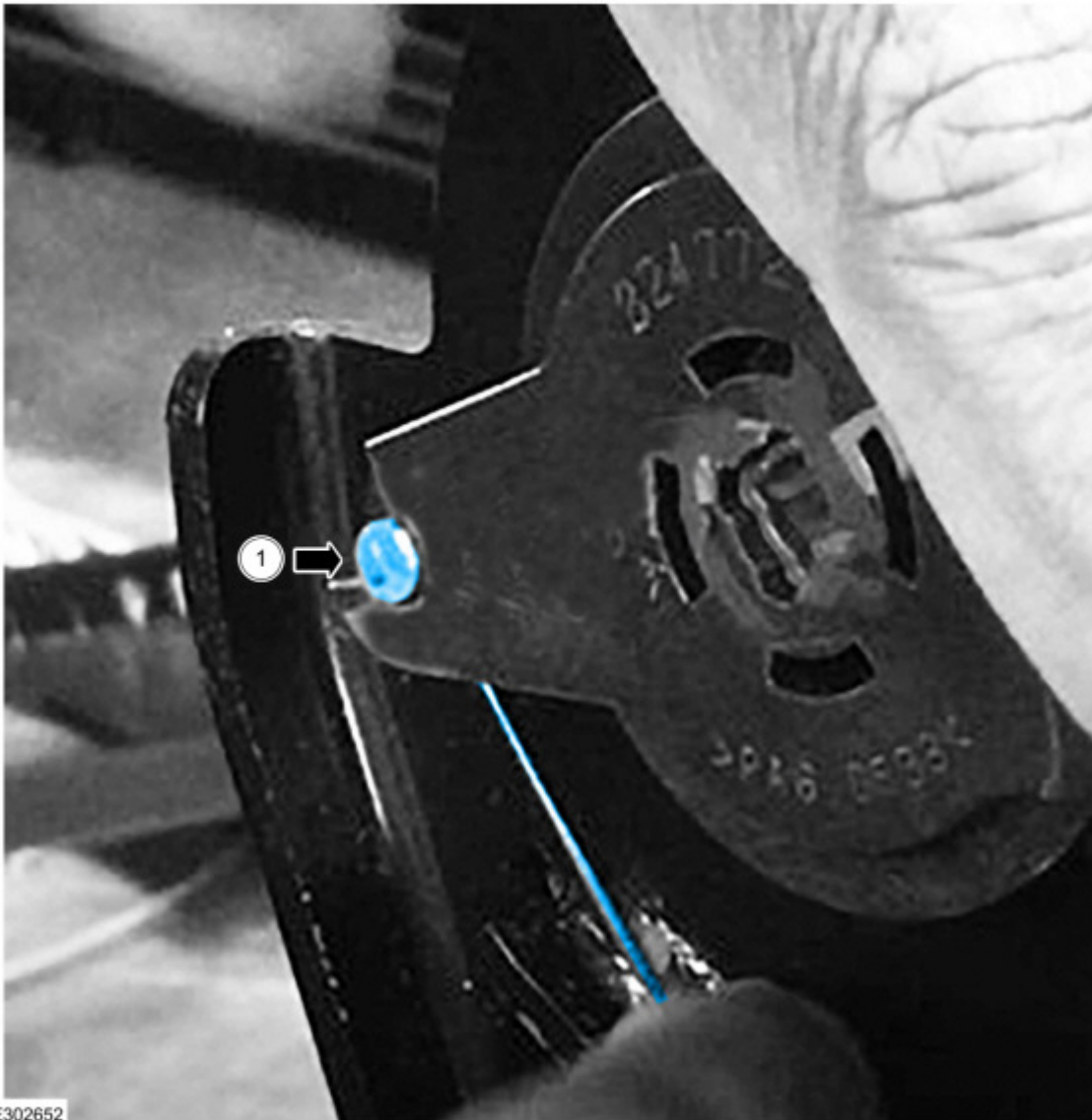
- If either of these attachment points on the recline release lever are damaged, the replacement recline release lever needs both the spring and release cable reattached. (Figures 11-12)

Figure 11



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Figure 12



E302652

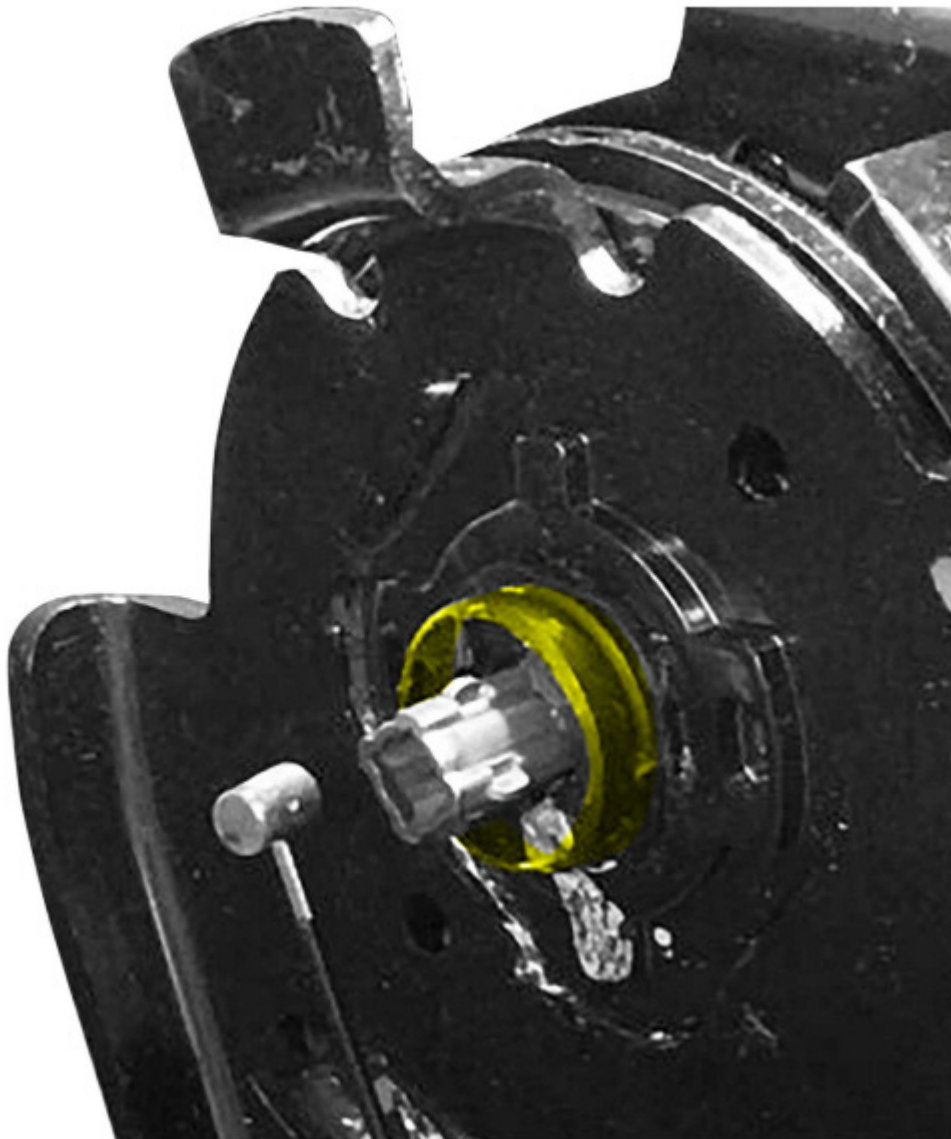
(2). Once both the spring and release cable are free of the recline release lever, gently pry on the backside of the recline release lever to remove it.

**NOTE: When prying on the backside of the recline release lever, be careful not to remove the inner mounting ring. If the inner mounting ring is removed, seat assembly replacement is required. (Figures 13-14)**

Figure 13



Figure 14



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8. Install the new recline release lever.

(1). Install the new recline release lever by pressing the new part into place.

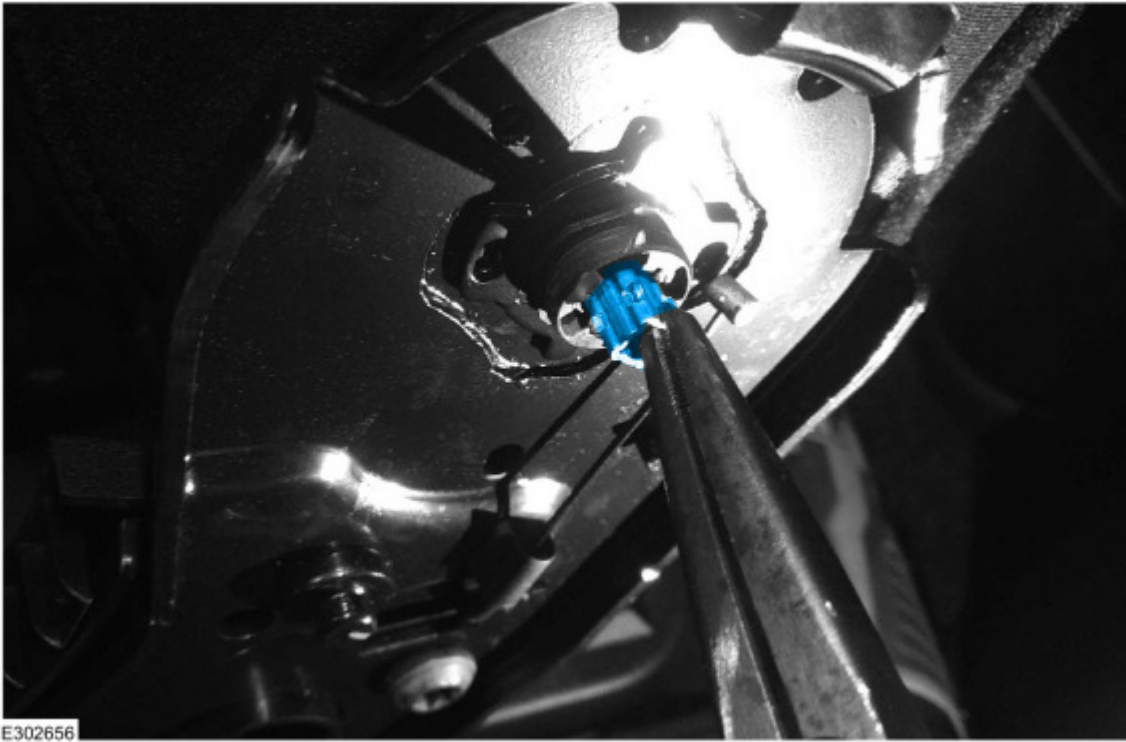
**NOTE: The square tube that holds the recline release lever in place may need to be pulled out to seat the new part. Do not pull the tube more than a few millimeters as this tube runs the entire length of the chair. Pulling out too far unseats the opposite side of the chair and requires replacing the seat assembly. (Figures 15-16)**

Figure 15



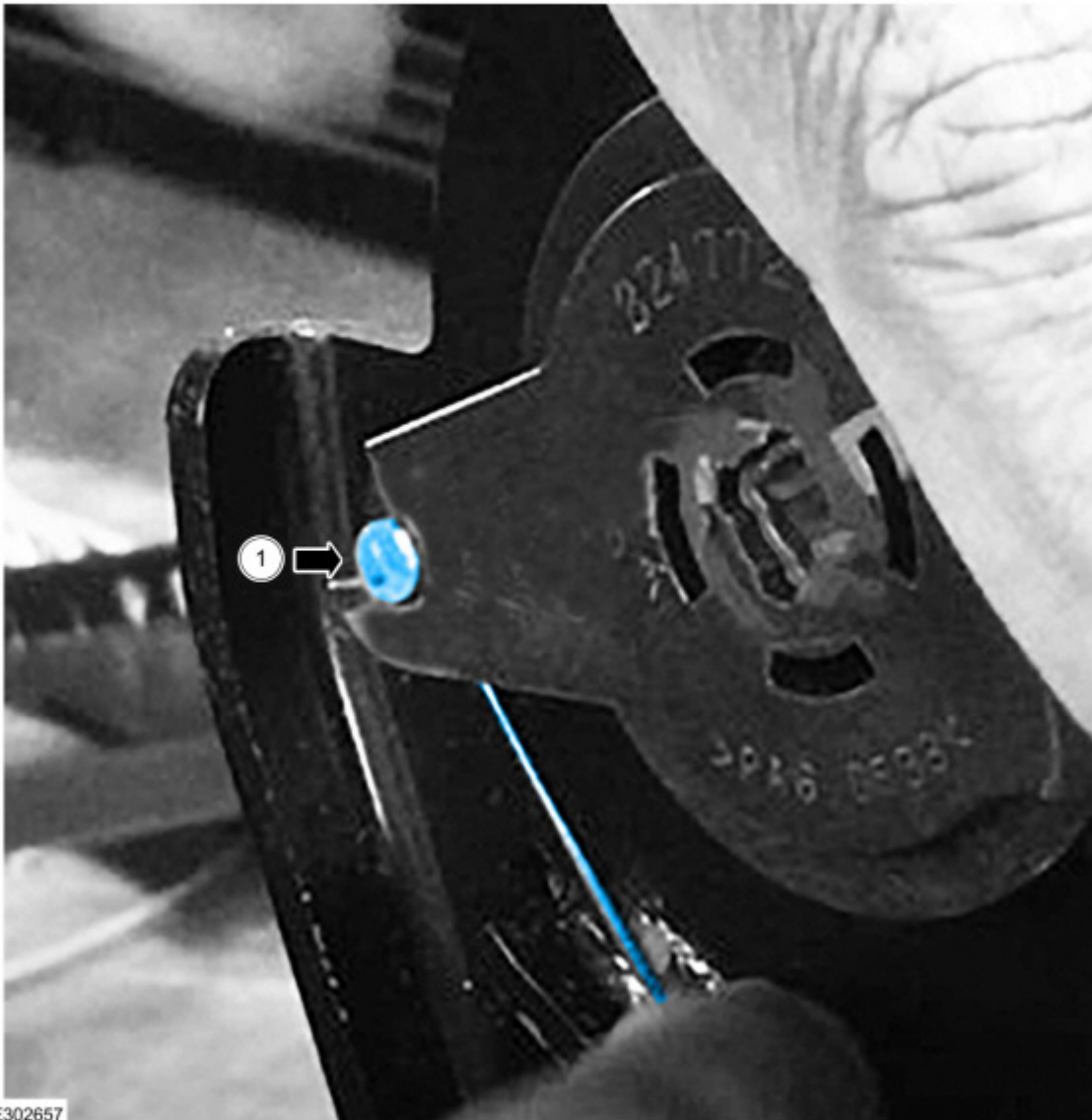
Figure 16





9. Once the new recline release lever is installed, connect the seat recline cable and the spring back into place on each side of the recline release lever. (Figures 17-18)

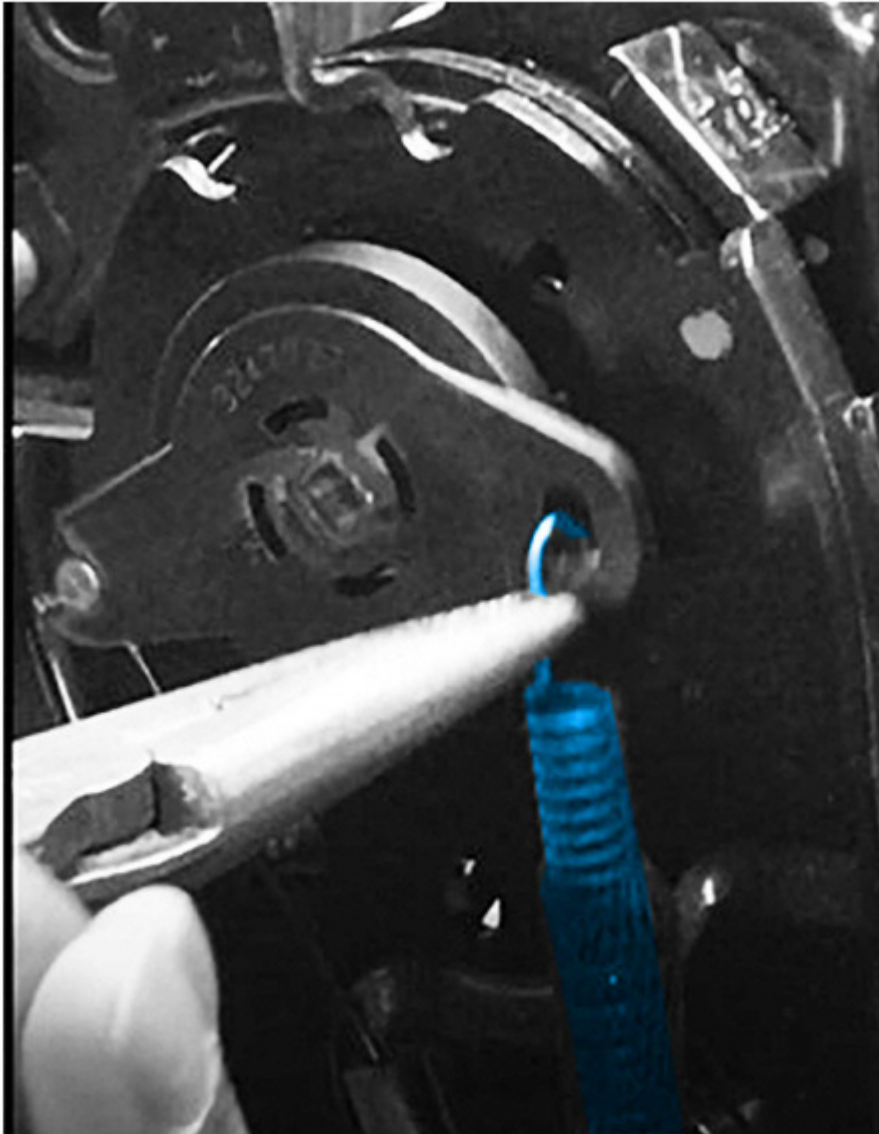
Figure 17



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Figure 18





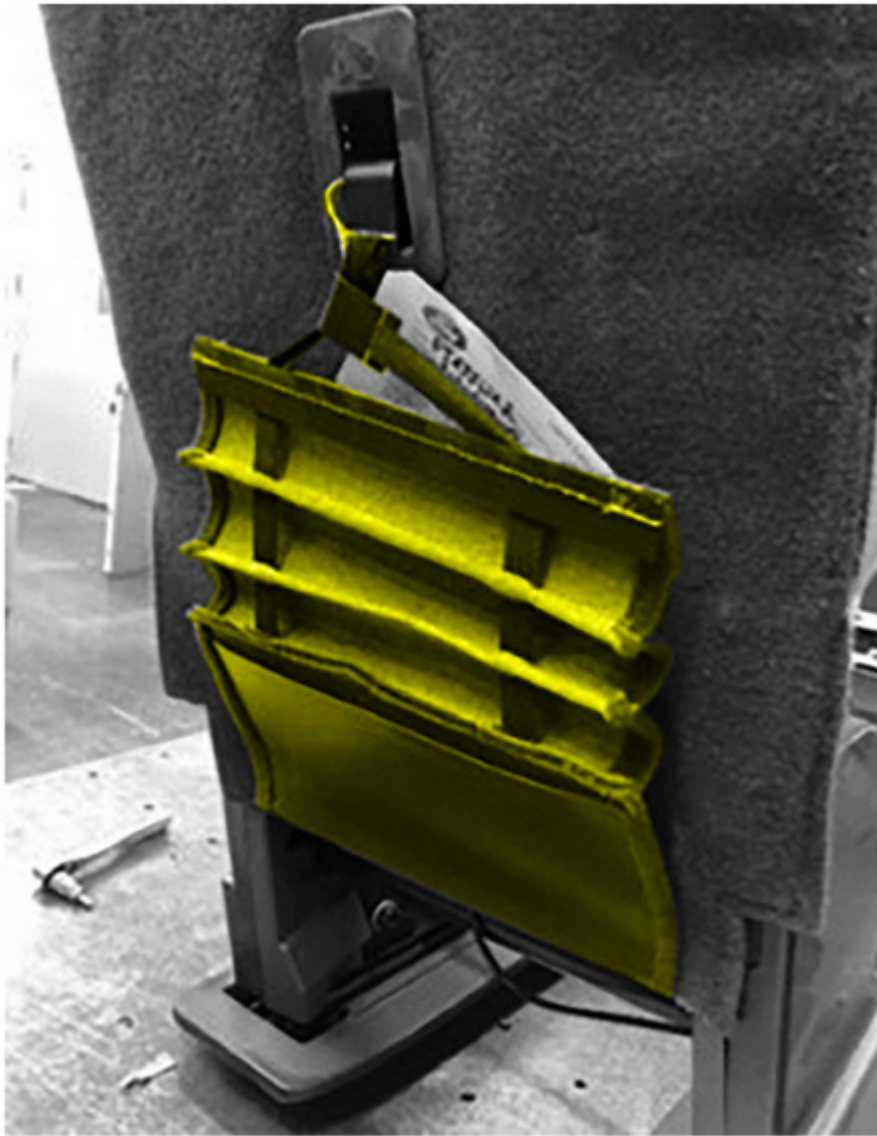
E302658

10. To install the plastic trim, seat bottom and recline handle, reverse the removal procedure.

### **Center Seat Repair Procedure**

1. Move both of the front seats fully forward to allow working space for the second row.
2. Position the center seat and neighboring outboard seats to access both sides of the center seat to remove the center seat trim.
3. Lift the rear seat accordion fabric to access the seat trim. (Figure 19)

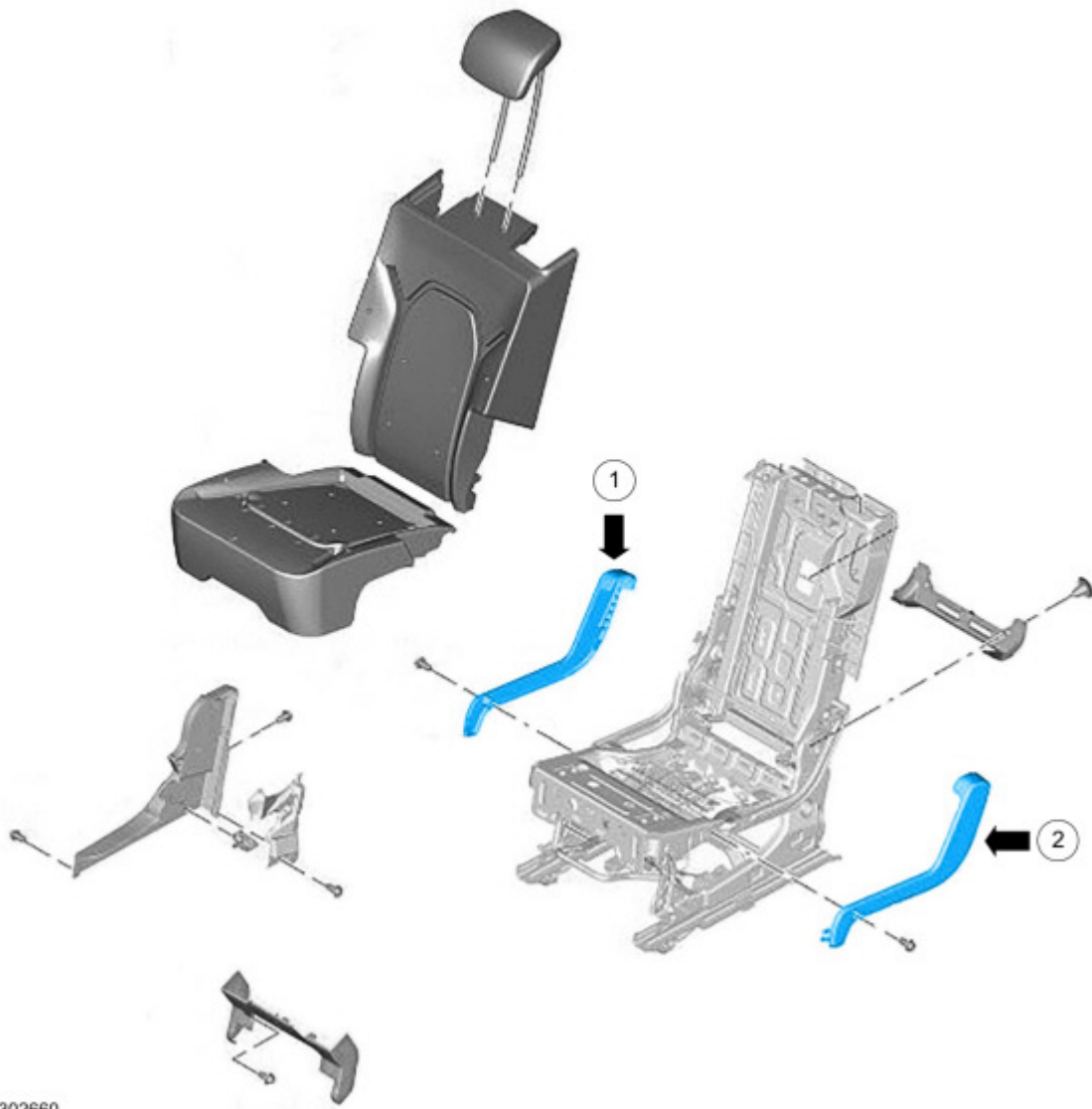
Figure 19



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**4. Remove the seat trim.**

- (1). Remove both trim pieces on the outside of the center chair. (Figure 20 Callouts 1-2, Figure 21)  
Figure 20



E302660

Figure 21

5. Flip the bottom cushion forward.

(1). With the trim removed on both sides of the center seat, remove the Torx® head bolt on both sides of the seat. (Figure 7)

(2). Carefully, without damaging the neighboring seat material, flip the seat cushion forward on both ends.

**NOTE: Avoid sliding the seat front to back while the seat cushion is flipped forward or damage can occur to the neighboring seat. (Figure 8)**

6. Access the recline release lever.

(1). With the bottom seat cushion flipped forward, remove the plastic trim on the right side of the seat to access the recline release lever.

(2). There are screws on the backside of the center seat trim that need to be removed. (Figure 22 Callout 3, Figures 23, 24, 10)

Figure 22



Figure 23

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Figure 24

7. Remove the damaged recline release lever.

(1). Carefully unhook the spring and the seat lever cable.

- If either of these attachment points on the recline release lever are damaged and the spring or seat lever cable are detached, the replacement recline release lever needs both the spring and release cable reattached. (Figures 11-12)

(2). Once both the spring and release cable are free of the recline release lever, gently pry on the backside of the recline release lever to remove it.

**NOTE: When prying on the backside of the recline release lever, be careful not to remove the inner mounting ring. If the inner mounting ring is removed, seat assembly replacement is required. (Figures 13-14)**

8. Install the new recline release lever.

(1). Install the new recline release lever by pressing the new part into place.

**NOTE: The square tube that holds the recline release lever in place may need to be pulled out to seat the new part. Do not pull the tube more than a few millimeters as this tube runs the entire length of the chair. Pulling out too far unseats the opposite side of the chair and requires replacing the seat assembly. (Figures 15-16)**

9. Once the new recline release lever is installed, connect the seat recline cable and the spring back into place on each side of the recline release lever. (Figures 17-18)

10. To install the plastic trim and seat bottom back, reverse the removal procedure.

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