



SSM 52405 2023 Explorer - Rattle/Clunk/Knock/Pop/Thump Noise From The Front Suspension At Low Speeds Over Bumps - Built On 01-Dec-2022 And Through 31-Aug-2023

Some 2023 Explorer vehicles built on 01-Dec-2022 and through 31-Aug-2023 may exhibit a rattle/clunk/knock/pop/thump noise from the front suspension at low speeds between 8-20 mph (13-32 km/h) over bumpy or uneven pavement. This may be due a loose pressure tube within the strut assembly. Diagnose and replace the 18124 front strut or struts as needed by which side(s) the noise is isolated to. If noise persists, follow the Workshop Manual (WSM) > Section 204-00 > Diagnosis and Testing > Suspension System > Stop/Steer/Ride > Noise > Front > Over Bump. For claiming, use causal part 18124 and applicable labor operations in Section 3 of the Service Labor Time Standards (SLTS) Manual.