



# TECHNICAL SERVICE BULLETIN

## 1.5L - Hissing Noise From Rear Liftgate Area When Driving Straight Between 35-50 MPH (56-80 Km/H)

24-2127

01 May 2024

This bulletin supersedes 23-2298. Reason for update: revised production fix date and parts list

### Model:

<b>Ford</b>	Engine: 1.5L
2021-2024 Bronco Sport	Built on 24-Jul-2021 and through 14-Dec-2023

**Markets:** North American markets only

**Issue:** Some 2021-2024 Bronco Sport vehicles equipped with a 1.5L engine built on 24-Jul-2021 and through 14-Dec-2023 may exhibit a hissing noise from rear liftgate area when driving straight between 35-50 mph (56–80 km/h). This may be due to the absence of the rear floor insulator located in the spare tire compartment. To correct this condition, follow the Service Procedure to install a rear floor insulator in the spare tire compartment.

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

- 2021-2024 Bronco Sport
- 1.5L engine
- Built on 24-Jul-2021 and through 14-Dec-2023
- Hissing noise from rear liftgate area when driving straight between 35-50 mph (56–80 km/h)

### Parts

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
MB5Z-7811516-A	1	1	1	Rear Floor Insulator

**Warranty Status:** Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Service Part New Vehicle (SPNV)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SPNV/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

### Labor Times

Description	Operation No.	Time
2021-2024 Bronco Sport 1.5L: Install The Rear Floor Insulator, Includes Time For Road Test (Do Not Use With Any Other Labor Operations)	242127A	0.5 Hrs.

### Repair/Claim Coding

Causal Part:	7811516
Condition Code:	39

### Service Procedure

1. Perform a road test and accelerate the vehicle between 35-50 mph (56–80 km/h), switch the vehicle drive mode from normal to slippery. Is the hissing noise eliminated in slippery mode?
  - (1). Yes - proceed to Step 2.
  - (2). No - this article does not apply. Refer to W.S.M., Section 100-04 Noise, Vibration and Harshness > Diagnosis and Testing for normal diagnostics.
2. Remove the luggage compartment package cover (if equipped). (Figure 1)

Figure 1



3. Remove the luggage compartment floor covering. (Figure 2)

Figure 2

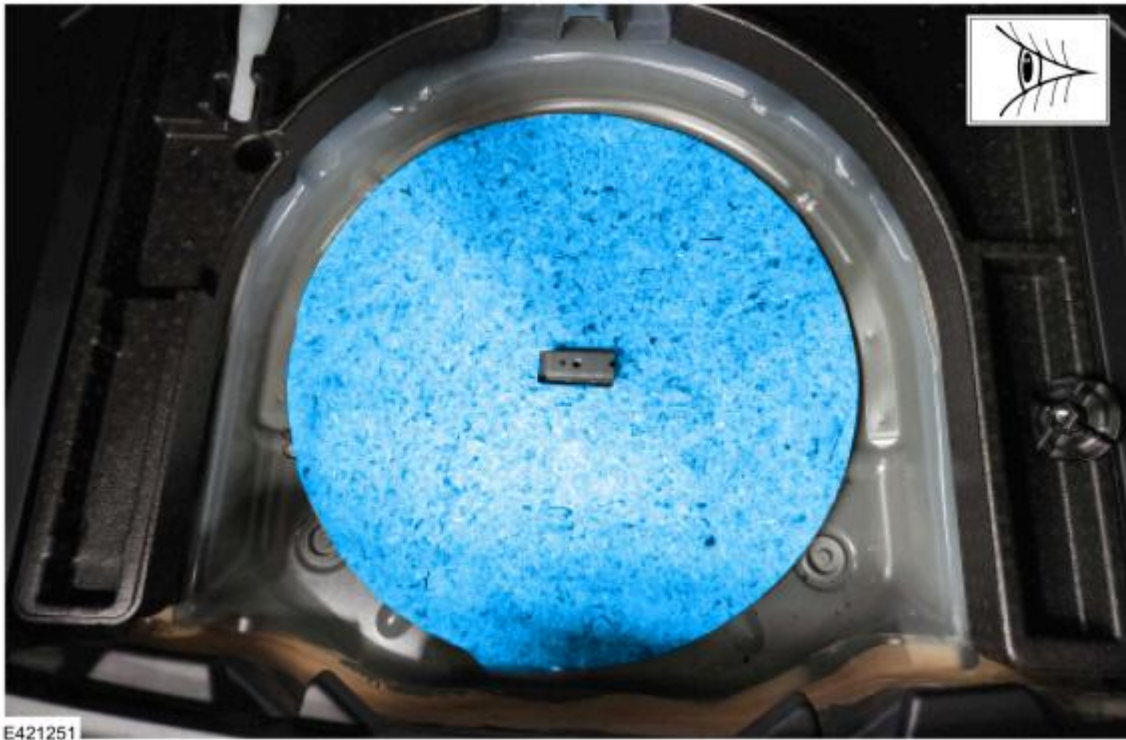


4. Remove the wing nut that secures the spare tire by turning it clockwise.

5. Remove the spare tire, jack and wrench from the spare tire compartment.

6. Install the rear floor insulator. (Figure 3)

Figure 3



7. To assemble the vehicle, reverse the removal procedure.

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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.