

**TECHNICAL SERVICE BULLETIN****“Blind Spot Not Available Sensor Blocked” And/Or “Cross Traffic Alert Not Available Sensor Blocked” Warning Messages In The Instrument Panel Cluster (IPC) With No Vehicle Or Objects Near Vehicle****24-2180**

05 June 2024

This bulletin supersedes 24-2028. Reason for update: vehicle symptom.

**Model:**

<b>Ford</b> 2022-2024 Expedition
<b>Lincoln</b> 2022-2024 Navigator

**Markets:** North American markets only

**Issue:** Some 2022-2024 Expedition/Navigator vehicles may exhibit a random “Blind Spot Not Available Sensor Blocked” and/or “Cross Traffic Alert Not Available Sensor Blocked” warning messages in the IPC with no vehicle or objects near the vehicle. This condition may be intermittent, more noticeable in wet conditions. DTCs B13F3:97 in the SODL and/or B13F4:97 in the SODR and/or U0233 and U0232 in the IPMA may also be present. This may be due to a mud/snow/ice build-up between the radar sensor and the rear bumper cover or damage or corrosion to the radar sensor, connector or harness. To correct the condition, follow the Service Procedure to repair damage and install shields.

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

- 2022-2024 Expedition/Navigator
- Intermittent “Blind Spot Not Available Sensor Blocked” and/or “Cross Traffic Alert Not Available Sensor Blocked” warning messages with no vehicle or object present

**Parts**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
NL1Z-9928370-AA	1	1	1	Rear Wheel Splash Shield (Expedition - Short Wheel Base - Right)
NL1Z-9928371-AA	1	1	1	Rear Wheel Splash Shield (Expedition - Short Wheel Base - Left)
NL1Z-9928370-BA	1	1	1	Rear Wheel Splash Shield (Expedition - Long Wheel Base - Right)
NL1Z-9928371-BA	1	1	1	Rear Wheel Splash Shield (Expedition - Long Wheel Base - Left)
NL7Z-9928370-AA	1	1	1	Rear Wheel Splash Shield (Navigator - Short Wheel Base - Right)
NL7Z-9928371-AA	1	1	1	Rear Wheel Splash Shield (Navigator - Short Wheel Base - Left)
NL7Z-9928370-BA	1	1	1	Rear Wheel Splash Shield (Navigator - Long Wheel Base - Right)
NL7Z-9928371-BA	1	1	1	Rear Wheel Splash Shield (Navigator - Long Wheel Base - Left)
W713610-S300	2	1	4	Trim Push Pin
ML3Z-14C689-G	1	1	1	Radar Sensor

4U2Z-14S411-LC	1	1	1	Pigtail
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Claim Quantity refers to the total number of individual pieces required to repair the vehicle.

Package Order Quantity refers to the amount of the service part number package(s) required to repair the vehicle.

Number In Package refers to the number of individual pieces included in a service part number package.

**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
2022-2024 Expedition/Navigator: Retrieve DTC's, Inspect Radar Sensor(s) And Connectors (Pass) Clean Radar Sensors And Fascia Following The Service Procedure Includes Time To Remove And Install Bumper Cover, Shields And Additional Push Pin (Can Be Claimed With Operation B, Or C And D Or E) (Do Not Use With Any Other Labor Operations Outside Of This Article)	242180A	0.9 Hrs.
2022-2024 Expedition/Navigator: Additional Time To Replace One (1) Harness Pigtail (Can Be Claimed With Operation A, D Or E) (Do Not Use With Any Other Labor Operations Outside Of This Article)	242180B	0.5 Hrs.
2022-2024 Expedition/Navigator: Additional Time To Replace Both (2) Harness Pigtails (Can Be Claimed With Operation A, D Or E) (Do Not Use With Any Other Labor Operations Outside Of This Article)	242180C	1.0 Hrs.
2022-2024 Expedition/Navigator: Additional Time To Replace One (1) Radar Sensor (Can Be Claimed With Operation A, B Or C) (Do Not Use With Any Other Labor Operations Outside Of This Article)	242180D	0.3 Hrs.
2022-2024 Expedition/Navigator: Additional Time To Replace Both (2) Radar Sensors (Can Be Claimed With Operation A, B Or C) (Do Not Use With Any Other Labor Operations Outside Of This Article)	242180E	0.3 Hrs.

### Repair/Claim Coding

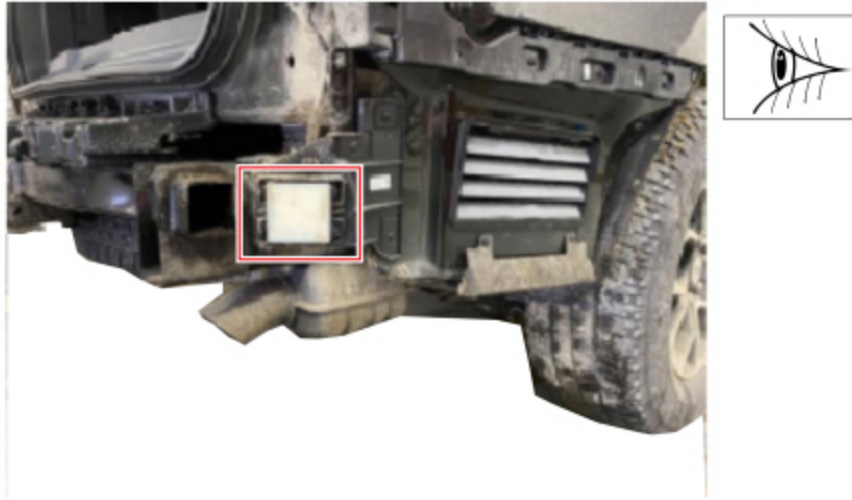
Causal Part:	14C689
Condition Code:	42

### Service Procedure

1. Remove the rear bumper cover. Refer to WSM, Section 501-19-Rear Bumper Cover, Steps 1-7.
2. Inspect the radar sensor, connector, and harness near the radar sensor connectors for corrosion or damage.
3. Are DTCs U0233 and U0232 in the IPMA or was damage/corrosion present?
  - (1). Yes - proceed to Step 4.
  - (2). No - proceed to Step 6.
4. Was corrosion found in the radar sensor(s) connector?
  - (1). Yes - replace the radar sensor(s). Refer to WSM, Section 419-04A Side Obstacle Detection Control Module (SODCM). Proceed to Step 5.
  - (2). No - proceed to Step 5.
5. Was corrosion or damage found in the harness or connector?
  - (1). Yes - replace harness pigtail. Refer to Wiring Diagram Cell 005. Proceed to Step 6.
  - (2). No – refer to WSM, Section 413-01 for DTC U0233 and U0232 diagnostics outside of this TSB. Proceed to Step 6.

6. If the radar sensor(s) was not replaced in Step 4, clean the radar sensor(s) making sure the white surface is clean. (Figure 1)

Figure 1



7. Clean the back side of the rear bumper cover opposite the radar sensors. (Figure 2)

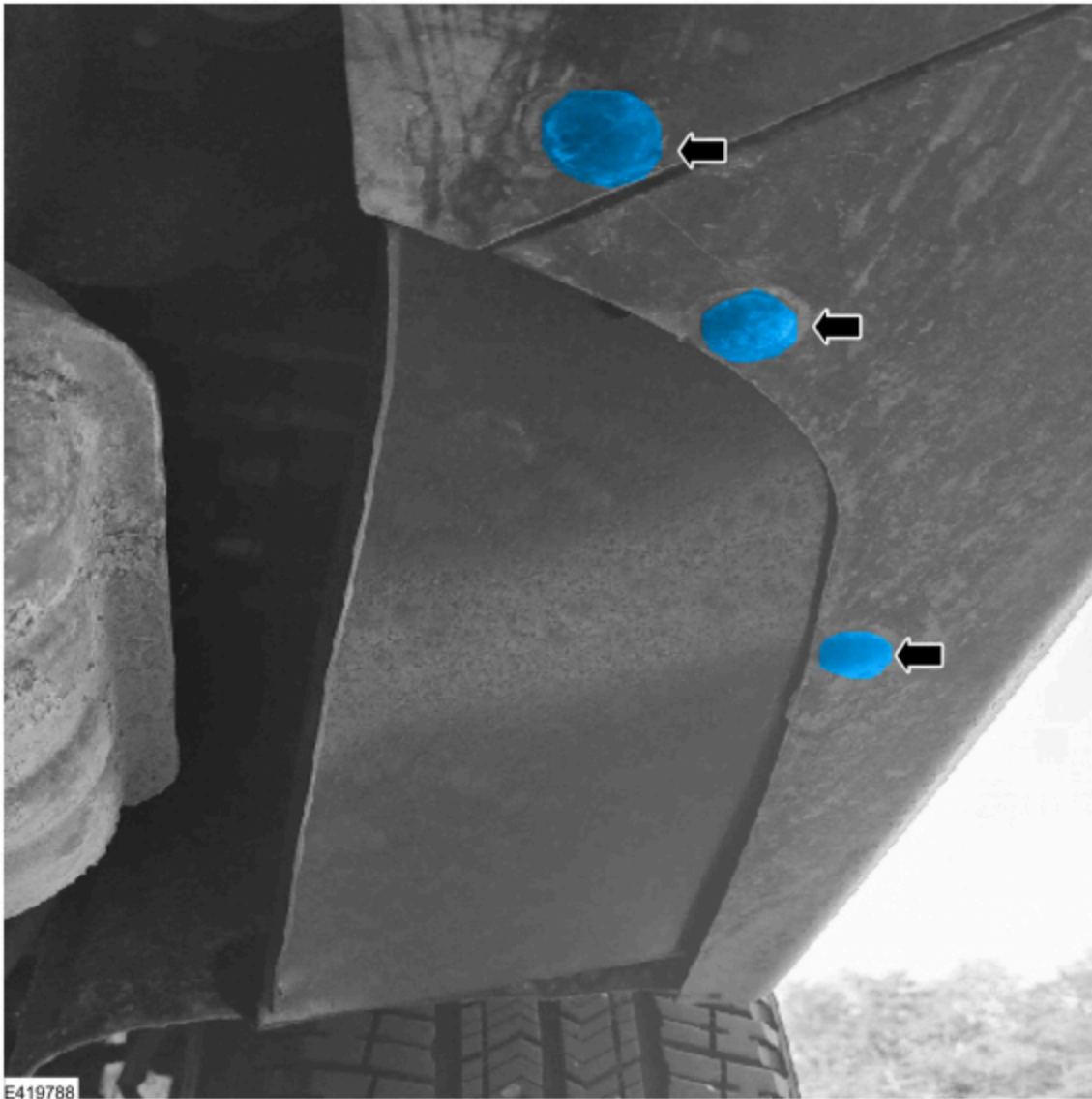
Figure 2



8. Install the rear bumper cover. Refer to WSM, Section 501-19 - Rear Bumper Cover, reversing Steps 7-1.

9. Remove the 6 push pin retainers (3 per side) at the bottom of the rear bumper cover. (Figure 3)

Figure 3



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10. Insert the new shields between the left and right wheel well and the rear bumper cover. (Figure 4)  
Figure 4



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**11.** Mark the locations of the new holes to be drilled in the wheel wells. (Figure 5)

Figure 5



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12. Remove the new shields.
13. Using a 6 mm (1/4 in.) drill bit, drill holes in the previously marked locations.
14. Install the new shields.
15. Install the 6 push pins removed in Step 5.
16. Install the additional push pins in the new hole locations. (Figure 6)

Figure 6



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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.