



## TECHNICAL SERVICE BULLETIN

### 2WD - Rattle Noise From The Instrument Panel Near The Base Of The Windshield While Driving Over Rough Or Uneven Roads

**24-2317**08 October  
2024**Model:**

<b>Ford</b> 2022-2024 Maverick
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**Issue:** Some 2022-2024 Maverick vehicles equipped with 2WD may exhibit a rattle noise from the instrument panel near the base of the windshield while driving over rough or uneven roads. This may be due to excessive movement of the instrument panel. To correct this condition, follow the Service Procedure to install a urethane foam block on both sides of the instrument panel.

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

- 2022-2024 Maverick
- 2WD
- Rattle noise from the instrument panel near the base of the windshield while driving over rough or uneven roads.

**Parts**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
RZ6Z-7840380-A	2	1	1	Foam Block

**Parts - Parts To Inspect And Replace Only If Necessary**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
164-R4902	Only If Necessary (Up to 2)	Only If Necessary (Up to 2)	1	Rotunda Urethane Strip

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.

Only If Necessary indicates the part is not mandatory.

**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 Maverick 2WD: Install A Foam Block On Both Sides Of The Instrument Panel Following The Service Procedure (Do Not Use With Any Other Labor Operations)	242317A	1.0 Hrs.

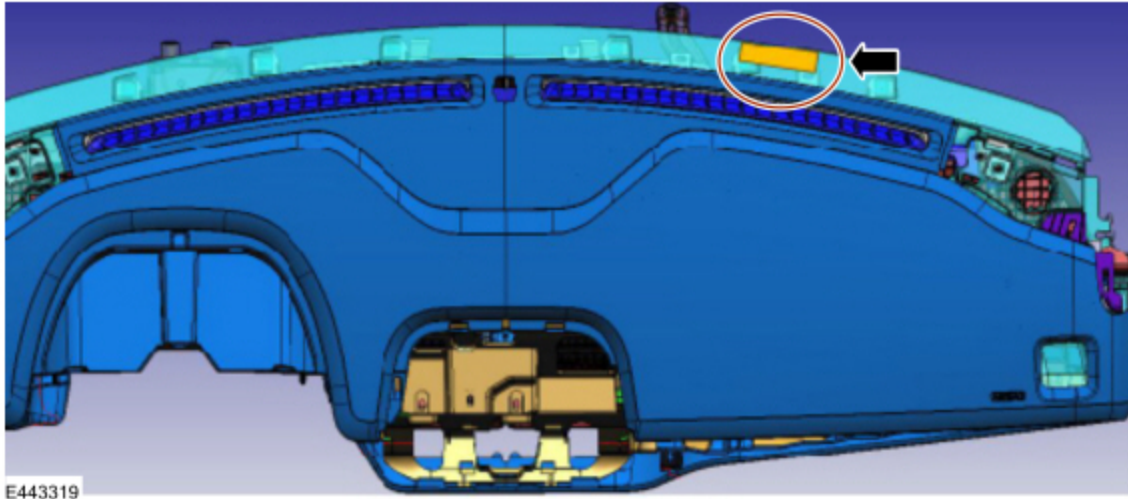
**Repair/Claim Coding**

Causal Part:	6004320
Condition Code:	12

## Service Procedure

1. Remove the steering column shrouds. Refer to the WSM, Section 501-05 Interior Trim and Ornamentation > Removal and Installation.
2. Remove the glove compartment. Refer to the WSM, Section 501-12 Instrument Panel and Console > Removal and Installation.
3. Install a foam piece between the forward edge of the instrument panel and the windshield on the right side of the vehicle. (Figure 1)

Figure 1



**NOTE:** The foam block has the following dimensions: 13mm x 20mm x 100mm (Figure 2)

Figure 2



4. While holding a foam block with the left hand, carefully insert a hand through the glove box compartment opening. (Figure 3, Callout 1)

Figure 3



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5. Follow the path as shown in the video (Instrument Panel Foam Location - right side) until it reaches the forward edge of the instrument panel and the windshield.

[Instrument Panel Foam Location - Right Side](#)

6. Insert the foam block into the gap between the Instrument panel and the windshield. The foam should fit tightly into the gap. Does the foam block fit tightly into the gap between the instrument panel and the windshield?

**NOTE: Make sure that the 13mm portion of the foam block is inserted into the gap. Follow the foam placement video. [Instrument Panel Foam Placement](#)**

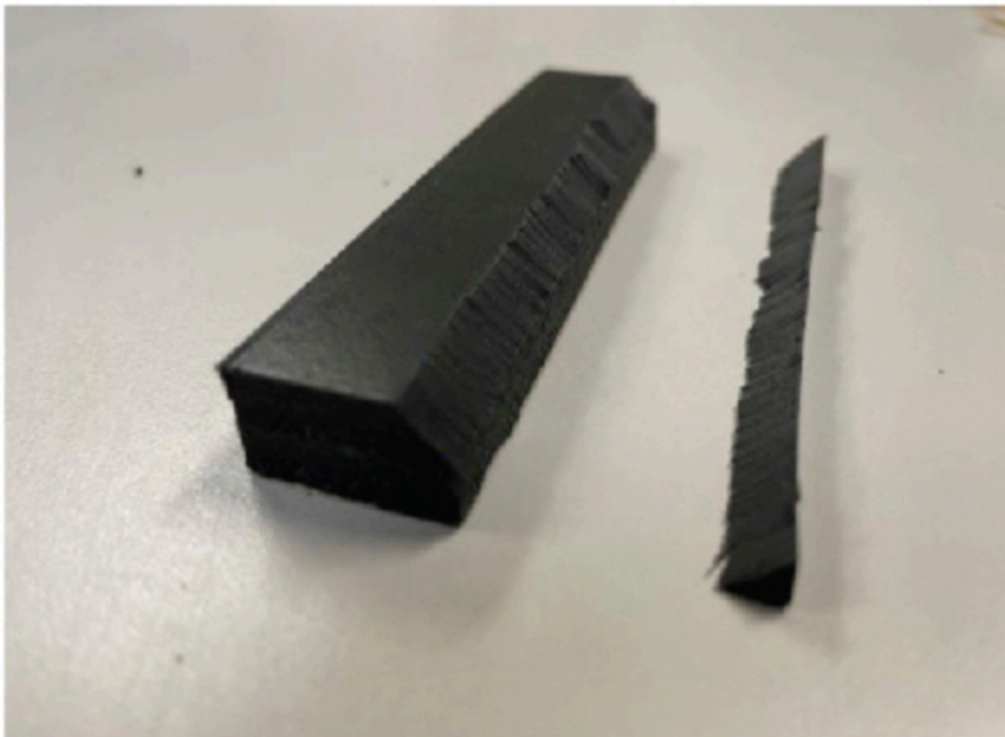
- (1). Yes - proceed to Step 9.  
(2). No - proceed to Step 7.
7. Adjust the foam block based on how it fits into the gap between the instrument panel and the windshield.
- (1). For vehicles with a smaller gap where it is not possible to install the foam block by pressing or slightly rotating it under the instrument panel edge, cut a smaller chamfer on the edge of the block as shown on Figures 4-5.

Figure 4



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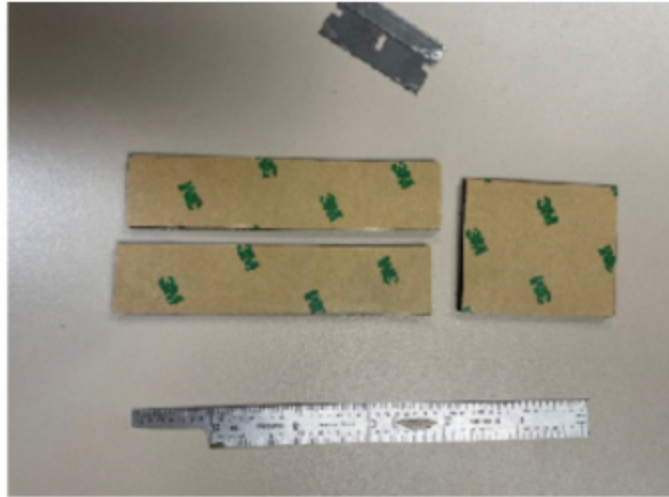
Figure 5



E443323

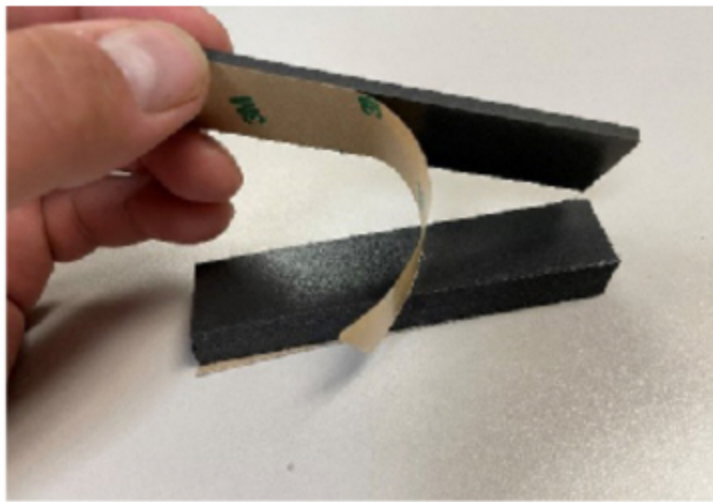
(2). For vehicles with a larger gap where the foam block is loose and won't stay in place, cut 1 piece of urethane tape from the rotunda squeak and rattle kit to the following dimensions: 20mm x 100mm and stick it to the foam block. (Figures 6-7)

Figure 6



E443324

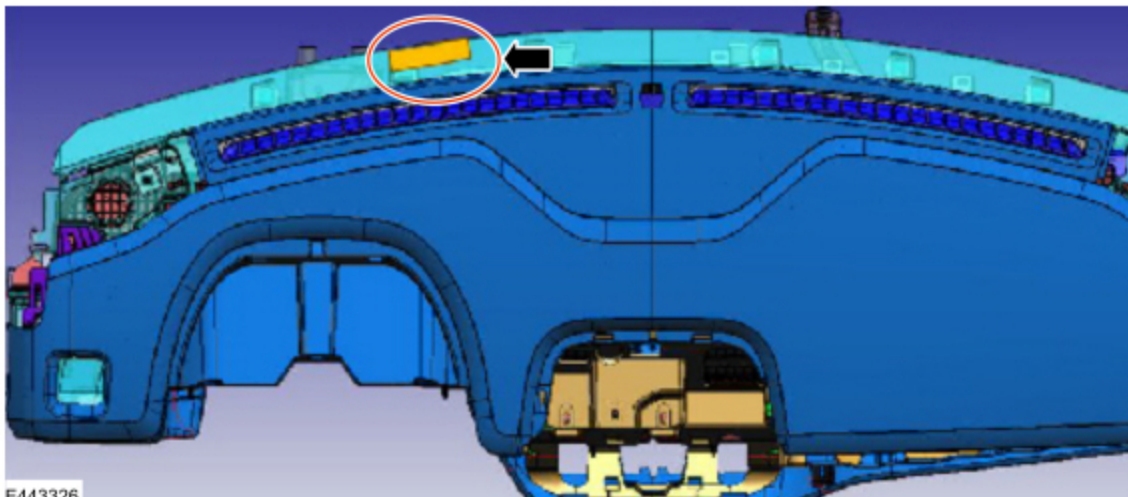
Figure 7



E443325

8. Reinsert the foam block into the gap between the instrument panel and the windshield.
9. Install a foam piece between the forward edge of the instrument panel and the windshield on the left side of the vehicle. (Figure 8)

Figure 8



E443326

10. Position the driver seat completely backwards.
11. While holding a foam block with the right hand, carefully insert a hand through the right lower section of the steering column. (Figures 9-10)

Figure 9



E443327

Figure 10



E443328

12. Follow the path as shown in the video (Instrument Panel Foam Location - Left Side) until it reaches the forward edge of the instrument panel near the windshield.

[Instrument Panel Foam Location - Left Side](#)

13. Insert the foam block into the gap between the instrument panel and the windshield. The foam should fit tightly into the gap. Does the foam fit tightly into the gap between the instrument panel and the windshield?

**NOTE:** Make sure that the 13mm portion of the foam block is inserted into the gap. Follow the foam placement-video. [Instrument Panel Foam Placement](#)

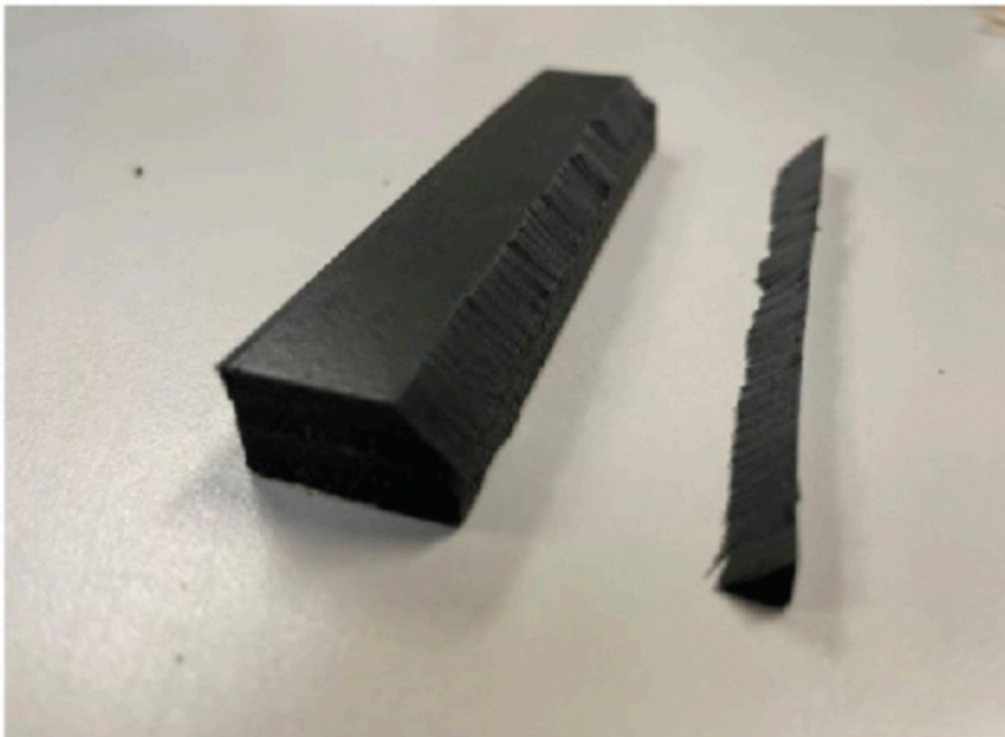
- (1). Yes - repair is complete, proceed to Step 16 for reassembly.
  - (2). No - proceed to Step 14.
14. Adjust the foam block based on how it fits into the gap between the instrument panel and the windshield.
- (1). For vehicles with a smaller gap where it is not possible to install the foam block by pressing or slightly rotating it under the instrument panel edge, cut a smaller chamfer on the edge of the block as shown on Figures 11-12.

Figure 11



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Figure 12



E443323

(2). For vehicles with a larger gap where the foam block is loose and won't stay in place, cut 1 piece of urethane tape from the rotunda squeak and rattle kit to the following dimensions: 20mm x 100mm and stick it to the foam block.

**15.** Reinsert the foam block into the gap between the instrument panel and the windshield.

**16.** To reassemble the vehicle, reverse the removal procedure.

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.