



# TECHNICAL SERVICE BULLETIN

## Rattle From The Right Loadspace Trim Panel At High Audio System Volumes

**24-2387**

11 December  
2024

This bulletin supersedes 23-2241. Reason for update: add 2024 vehicle model year and update the Service Procedure

**Model:**

<b>Ford</b> 2021-2024 Bronco	Equipped with a factory subwoofer
---------------------------------	-----------------------------------

**Markets:** North American markets only

**Issue:** Some 2021-2024 Bronco vehicles equipped with a factory subwoofer may exhibit a rattle from right loadspace trim panel at high audio system volumes. This may be due to loose and/or broken attachments. To correct this condition, follow the Service Procedure to repair as necessary.

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

- 2021-2024 Bronco
- Equipped with a factory subwoofer
- Rattle noise from the right loadspace trim panel at high audio system volumes

**Parts**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description	Note
W722128-S300	3-Door Trim Panel Requires 6, 5-Door Trim Panel Requires 5	2	4	Tree Fastener	Used in Step 3
W718230-S300	3-Door Trim Panel Requires 4, 5-Door Trim Panel Requires 3	1	4	Trim Pin	Used in Step 3

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

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description	Note
M2DZ-18808-L	Only If Necessary (1 Possible)	Only If Necessary	1	Subwoofer (B&O Audio System)	Used in Step 5
N2DZ-18C804-A	Only If Necessary (1 Possible)	Only If Necessary	1	Subwoofer (Non-B&O Audio System)	Used in Step 5
W711470-S442	Only If Necessary (1 Possible)	Only If Necessary	1	Subwoofer Retaining Nut	Used in Step 7
Obtain Locally	Only If Necessary (2 Possible)	Only If Necessary		Washer - 1/4 In. x 1 In.	Used in Step 7
W719033-S439	Only If Necessary (1 Possible)	Only If Necessary	1	Retaining Nut	Used in Step 8
164-R4901	Only If Necessary	Only If Necessary	12	PVC (Soft Foam) Tape Stripes	Used in Step 9

164-R4900	Only If Necessary	Only If Necessary		Squeak & Rattle Kit	Used if the individual PVC tape stripes are not available
-----------	-------------------	-------------------	--	---------------------	---

**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: Follow the necessary steps in the service procedure to correct the rattle condition of subwoofer	MT242387	Actual Time

**Repair/Claim Coding**

Causal Part:	9831012
Condition Code:	07

**Service Procedure**

1. Remove the right loadspace trim panel. Refer to WSM, Section 501-05 Interior Trim and Ornamentation.
2. Trim the loadspace panel in the area shown in Figures 1-2.

Figure 1

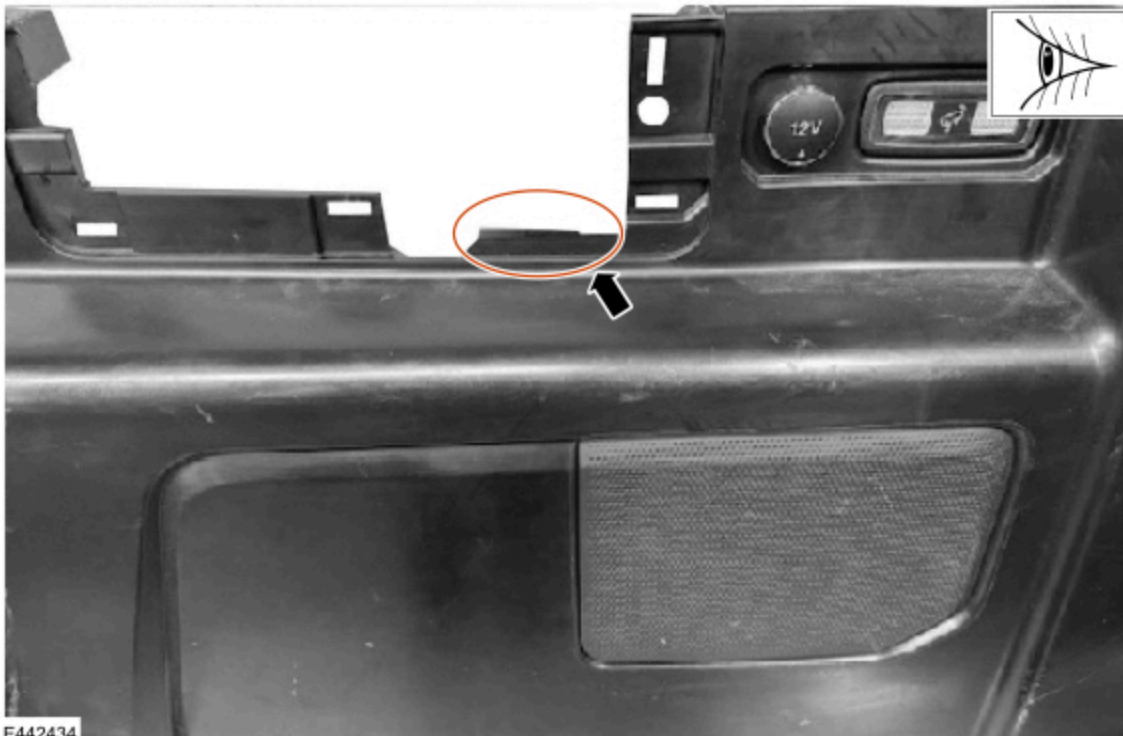


Figure 2

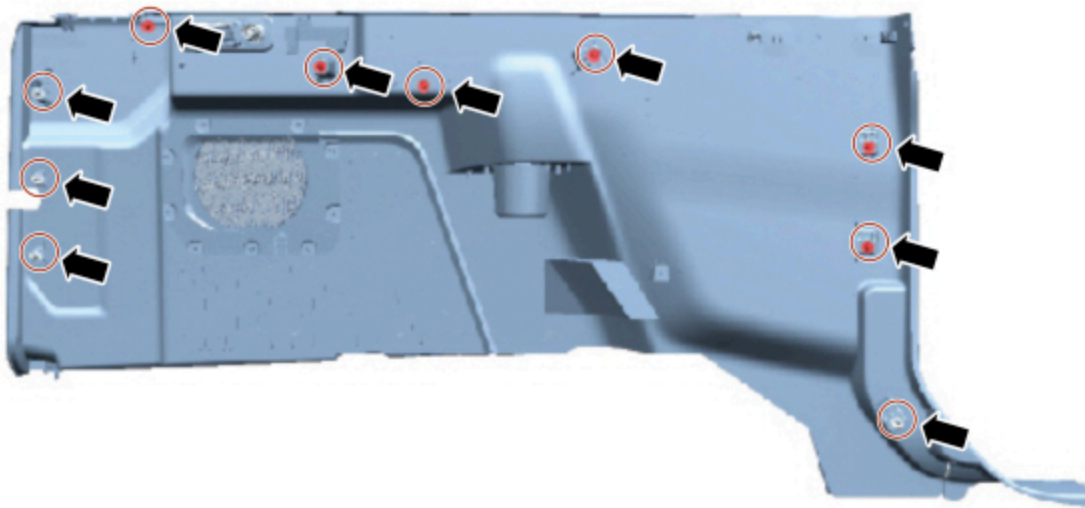


E442435

Item	Description
1	0.25 in. (6.3 mm)
2	1 in. (25.4 mm)

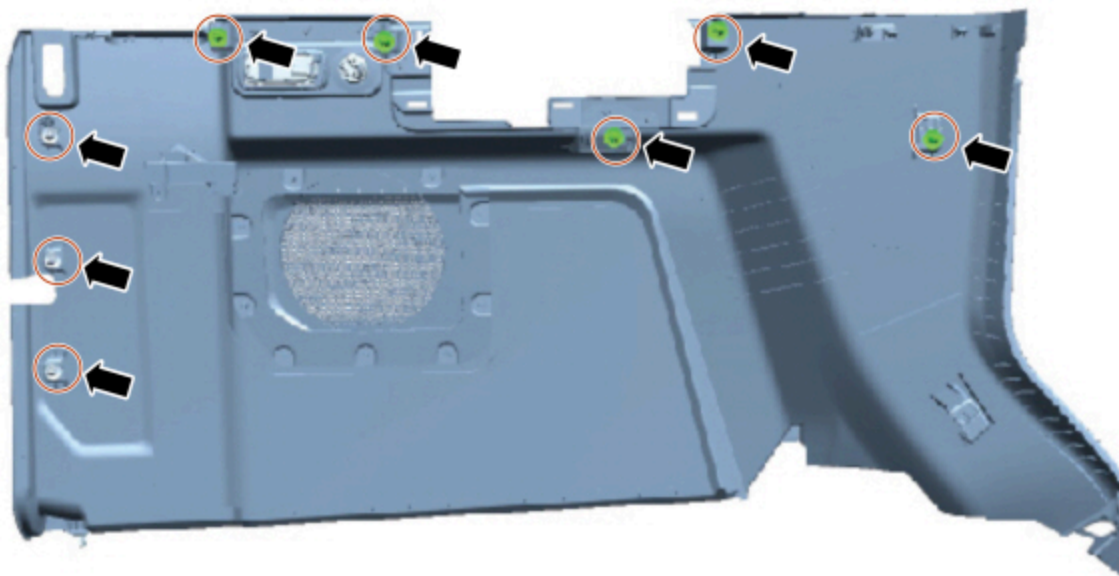
3. Replace all loadspace trim panel retaining clips. (Figures 3-4)

Figure 3 - 3-door loadspace trim panel shown



E442436

Figure 4 - 5-door loadspace trim panel shown



E442437

4. Remove the subwoofer and inspect the subwoofer for broken plastic mounting tabs. Refer to WSM, Section 415-00 Information and Entertainment System. (Figure 5)

Figure 5



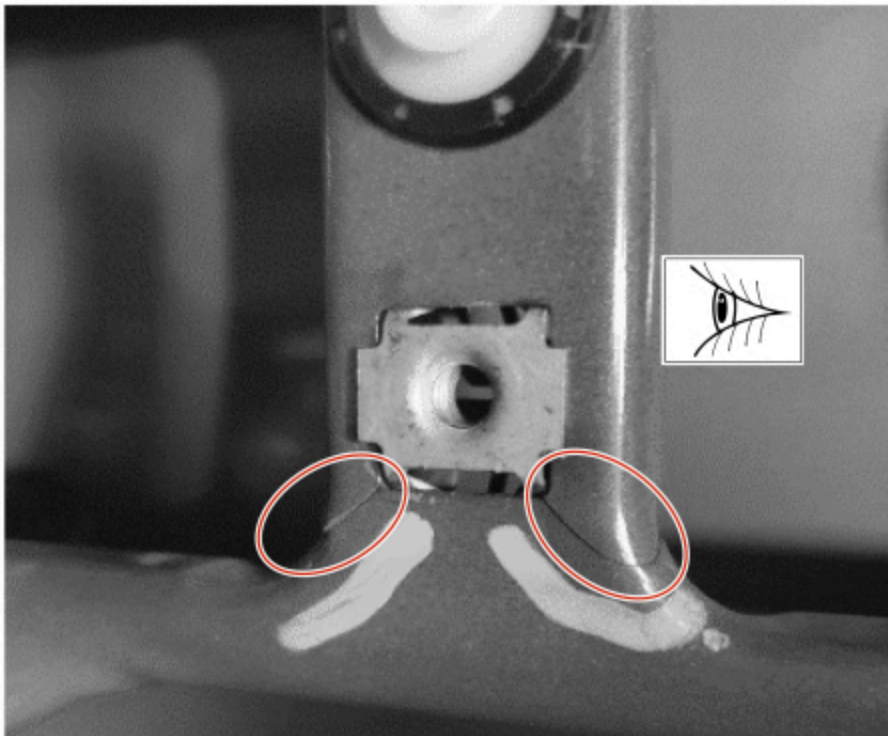
E442438

**5. Are any mounting tabs broken?**

- (1). Yes - replace subwoofer. Proceed to Step 6.
- (2). No - proceed to Step 6.

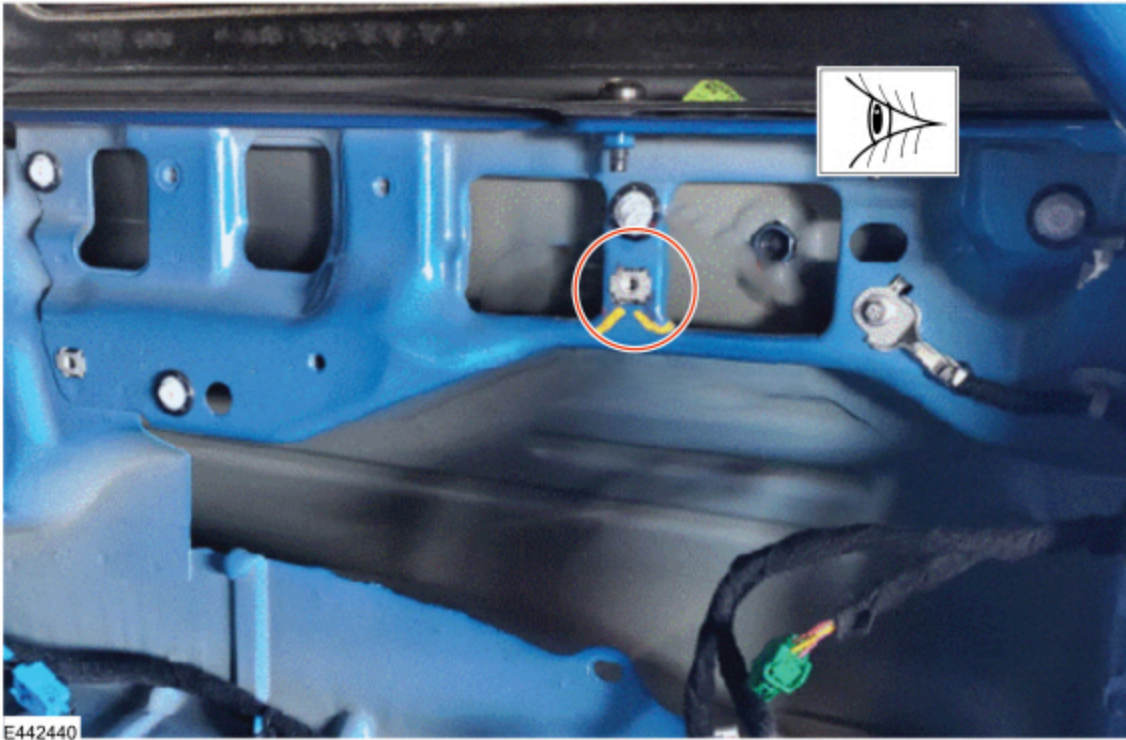
**6. Inspect the top mounting point of the subwoofer for a crack in the metal as seen in Figure 6. Is the metal mounting point cracked? (Figures 6-7)**

Figure 6



E442439

Figure 7

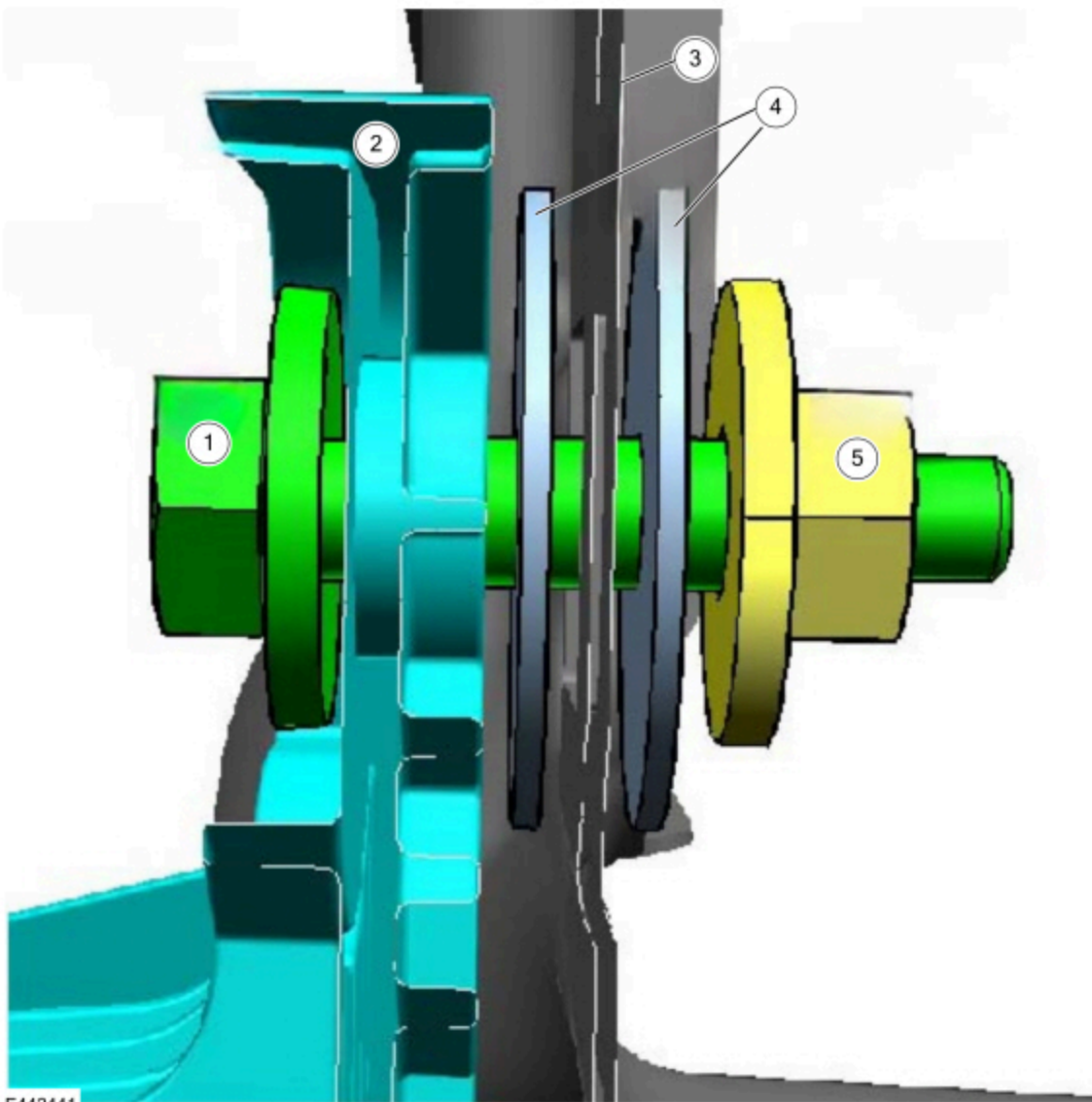


(1). Yes - proceed to Step 7 for the temporary repair and inform the customer that they will need to return at a later date when the permanent fix is available. Monitor PTS for updates.

(2). No - proceed to Step 8.

7. Remove and discard the retaining nut shown in Figure 7. Install the subwoofer using the original bolt but with additional washers and nut as shown in Figure 8. Tighten to 62 lb.in (7 Nm). Proceed to Step 9.

Figure 8



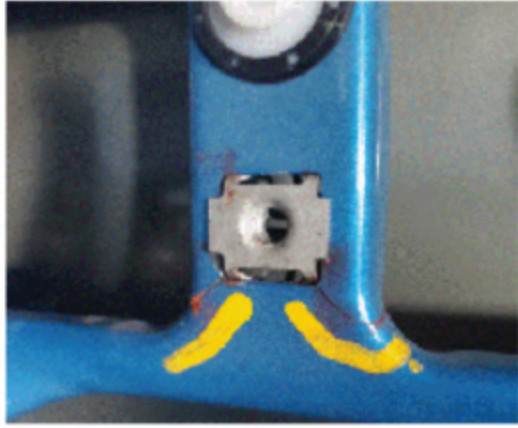
E442441

Item	Description
1	Existing bolt
2	Subwoofer assembly
3	Sheet metal
4	1/4 in. x 1 in washer
5	Subwoofer retaining nut

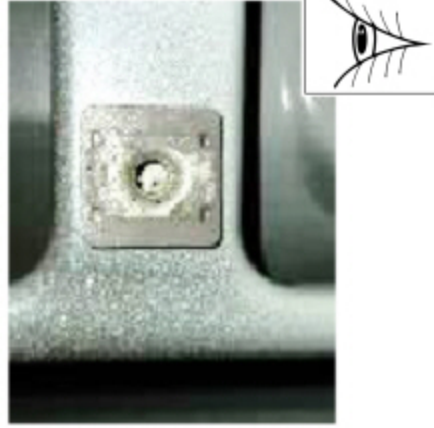
8. Replace the retaining nut. Refer to Figures 7 and 9.

**NOTE: The new retaining nut is rubber insulated, the factory retaining nut may be rubber or metal**

Figure 9 - left image shows metal retaining nut, right image shows rubber insulated retaining nut



E442442



**9. Reassemble the vehicle. When reassembling the vehicle, add PVC (soft foam) tape strips where necessary to limit loadspace panel vibration.**

---

© 2024 Ford Motor Company  
All rights reserved.

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.