



TECHNICAL SERVICE BULLETIN

Click/Pop Noise While Turning The Steering Wheel From Straight Ahead To Full Lock During Low Speed Turning Events

25-2121
27 March 2025

Model:

| | |
|----------------------------|--------------------------------|
| Ford 2020-2025 Explorer | Built on or before 05-Jan-2025 |
|----------------------------|--------------------------------|

Markets: North American markets only

Issue: Some of the vehicles listed in the Model statement above may exhibit a click/pop noise while turning the steering wheel from straight ahead to full lock during low speed turning events. This noise may be due to front upper strut mount washer movement under steering loads.

Action: For vehicles that meet all of the criteria in the Issue and Model statements, follow the Service Procedure to replace the front upper strut mount(s).

Parts

| Service Part Number | Claim Quantity | Package Order Quantity | Number in Package | Description |
|---------------------|---------------------|------------------------|-------------------|--|
| W719506-S440 | 1 Per Affected Side | 1 | 4 | Front Stabilizer Bar Link Upper Nut |
| W714660-S439 | 2 Per Affected Side | 1 | 4 | Brake Caliper Anchor Plate Bolts |
| W520517-S440 | 2 Per Affected Side | 1 | 4 | Lower Strut-To-Wheel Knuckle Nuts |
| W721102-S439 | 3 Per Affected Side | 1 Per Affected Side | 4 | Upper Strut Mount Bolts |
| W520115-S440 | 1 Per Affected Side | 1 | 4 | Strut Rod Nut |
| LB5Z-3A197-A | 1 Per Affected Side | 1 Per Affected Side | 1 | Upper Strut Mount |
| ZC-37-A | As Needed | As Needed | | Motorcraft® Wheel and Tire Cleaner |
| XL-2 | As Needed | As Needed | | Motorcraft® High Temperature Nickel Anti-Seize Lubricant |

Parts - Use One Or Both Depending On Repair Needs

| Service Part Number | Claim Quantity | Package Order Quantity | Number in Package | Description | Note |
|---------------------|---------------------|------------------------|-------------------|---|----------------------------------|
| W715932-S439 | 2 Per Affected Side | 1 | 4 | Lower Strut-To-Wheel Knuckle Bolts | Standard bolt (no eccentric cam) |
| W715295-S439 | 2 Per Affected Side | 1 | 4 | Lower Strut-To-Wheel Knuckle-Camber Bolts | Bolt with eccentric cam |

Service part numbers and "number in package" quantity may change after publication, thus also affecting the "package order quantity". Refer to the parts catalog for the latest information.

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.

As Needed indicates the part is necessary but amount of the part may vary and/or is not a whole number. Parts can be billed out as non-whole numbers, including less than 1.

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

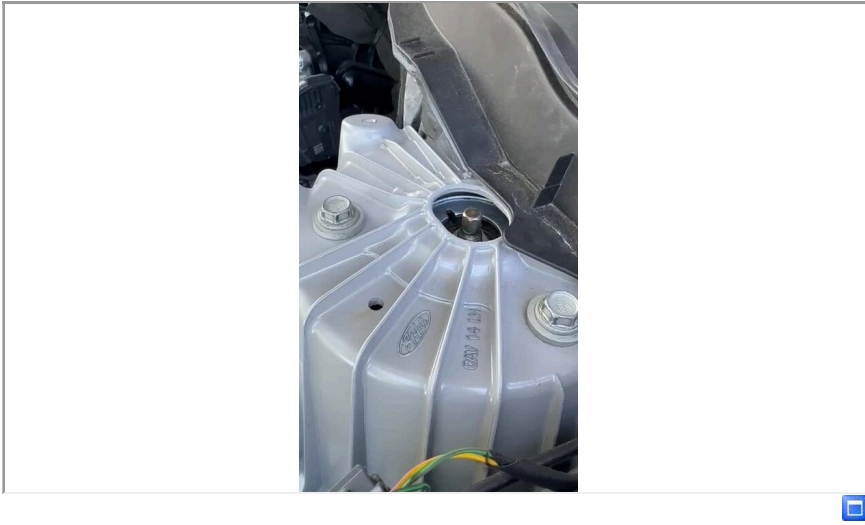
| Description | Operation No. | Time |
|--|---------------|----------|
| 2020-2025 Explorer: Visually Inspect And Replace One (1) Front Upper Strut Mount (Can Be Claimed With Operation C Or D) (Do Not Use With Any Labor Operations Outside Of This Article) | 252121A | 1.5 Hrs. |
| 2020-2025 Explorer: Visually Inspect And Replace Both (2) Front Upper Strut Mounts (Can Be Claimed With Operation C Or D) (Do Not Use With Any Labor Operations Outside Of This Article) | 252121B | 2.1 Hrs. |
| 2020-2025 Explorer: Additional Time To Check And Adjust Front Camber, Caster And Toe (Can Be Claimed With Operation A Or B) | 252121C | 1.4 Hrs. |
| 2020-2025 Explorer With Lane Departure: Additional Time To Check And Adjust Front Camber, Caster And Toe (Can Be Claimed With Operation A Or B) | 252121D | 1.6 Hrs. |

Repair/Claim Coding

| | |
|-----------------|-------|
| Causal Part: | 3A197 |
| Condition Code: | 33 |

Service Procedure

Refer to this video for an example of the condition:



1. With vehicle on the ground and engine running, turn the steering wheel from straight ahead to full lock in both directions. Compare with the video example above. Is movement seen and/or click/pop noises heard from the front upper strut mount(s)?
 - (1). Yes - proceed to Step 2.
 - (2). No - this article does not apply. Refer to [WSM](#), Section 204-01B for further diagnosis.
2. Remove the front strut and spring assembly on the affected side(s). Refer to [WSM](#), Section 204-01B.
3. Disassemble the front strut and spring assembly on the affected side(s). Refer to [WSM](#), Section 204-01B.
4. Replace the front upper strut mount(s).
5. Reassemble and install the front strut and spring assembly/assemblies, as applicable. Refer to [WSM](#), Section 204-01B.

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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.