



SSM 54344 2025 Expedition/Navigator - 24-Inch Wheels - Vibrations Felt At Highway Speeds

Some 2025 Expedition/Navigator vehicles equipped with 24-inch wheels from the factory may experience vibrations felt at highway speeds that have been isolated to the wheel/tire assemblies. This may be due to tire flat-spotting. Dealers should refer to Pinpoint Test G located in the Workshop Manual (WSM), Section 204-04A, for help with diagnosing this condition. If Pinpoint Test results conclude that any tires require replacement, replace all four tires on the vehicle with the new factory tire design. The new factory tire design can be identified as Goodyear part number 102224387 / Department of Transportation (DOT) alphanumeric code 1M69B JA3R (this can be found on the tire's sidewall). If the vehicle is already equipped with the new tire design, only replace individual tires as needed. To order the new tire on the Tire Sales Tool website, click on the "Search By: Part Number" link, located under the "Find" button > in the "Part #" field, enter "102224387" > in the "Prefix" field, Select "9001 / Goodyear / Cooper / Dunlop / Kelly". The previous version of the factory Goodyear tire (DOT 1M69B JA2R) must not be used. Upon receiving the new tires, verify the correct DOT alphanumeric code (1M69B JA3R) of all tires prior to installation. If there are any issues ordering or obtaining the new Goodyear tires (DOT 1M69B JA3R), call the Tire Program Headquarters at 888-353-3251.

Claim actual diagnostic time for steps performed to identify root cause using Pinpoint Test G and labor operation code MT102224SSM.

For claiming tire replacements use one of the following labor operation codes based on the number of tires replaced:

- If replacing 1 tire use labor operation code 1007AA
- If replacing 2 tires use labor operation code 1007AB
- If replacing 3 tires use labor operation code 1007AC
- If replacing 4 tires use labor operation code 1007AD