



SSM 54809 2024-2025 Explorer - Rattle/Clunk/Knock Noise From The Front Suspension At Low Speeds Over Bumps While Driving Straight - Built On 01-Feb-2024 And Through 31-Jul-2024

Some 2024–2025 Explorer vehicles built on 01-Feb-2024 and through 31-Jul-2024 may exhibit a rattle/clunk/knock noise from the front suspension at low speeds between 8–30 mph (13–48 km/h) over harsh/uneven pavement such as cracks and small bumps while driving straight (not while turning). This condition may be due to a loose pressure tube within the front strut assembly and may be present in either front strut. In some cases, a louder noise from one strut can mask a lesser noise from the opposite strut, which may result in only one strut being replaced and a repeat visit if the other strut later becomes apparent. When diagnosing, evaluate both front struts for the concern. To repair, replace the affected front strut(s) as necessary. For claiming, use causal part 18124 and labor operation 18124A (one side) or 18124AT (both sides). If the noise persists, refer to Workshop Manual (WSM), Section 204-01 for normal diagnostics.