



## **SSM 54828 2024-2025 Nautilus - Clunk Noise From Rear Suspension - Built On Or Before 17-Jul-2025**

Some 2024-2025 Lincoln Nautilus vehicles built on or before 17-Jul-2025 and equipped with continuous controlled damping (CCD) suspension (feature code DWAA9) may exhibit a clunk, rattle, knock, or thump noise from the rear suspension over bumps at lower speeds. To confirm a vehicle is built with a certain minor feature code, review the build information by clicking "Additional Information" under Vehicle ID Tab > Vehicle Information, or double-clicking the vehicle identification number (VIN) in the upper left corner on Professional Technician System (PTS). In some instances, the noise can be reproduced by a jounce test of the rear suspension on a level surface. This may be due to a concern with the rear shock absorbers. If a noise is confirmed from the rear shock absorbers, replace both shock absorbers. Refer to Workshop Manual (WSM), Section 204-02 > Removal and Installation > Rear Shock Absorber. For claiming, use causal part 18125 and labor operation 18125AT.