



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

This bulletin supersedes 25-2213. Reason for update: update the Service Procedure to add notes to clarify the customer symptoms, applicability of this TSB, directing technicians to evaluate both front strut mounts, and add Figure 1 to identify the specific area of the strut mount to observe.

Model:

Ford 2020-2025 Explorer	Built on or before 28-Jan-2025
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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 may be due to the 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 test and, if necessary, replace the front upper strut mount(s).

Parts

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

Parts - Use One Or Both Depending On Repair Needs

Service Part Number	Claim Quantity	Description	Note
W715932-S439	2 Per Affected Side	Lower Strut-To-Wheel Knuckle Bolts	Standard Bolt (No Eccentric Cam)
W715295-S439	2 Per Affected Side	Lower Strut-To-Wheel Knuckle-Camber Bolts	Bolt With Eccentric Cam

Claim Quantity refers to the total number of individual pieces required to repair the vehicle. This may differ from the number of service part number packages due to the unit of issue (UOI).

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.

Only If Necessary indicates the part is not mandatory. Refer to the Service Procedure to determine the inspection/inclusion criteria.

Warranty Status: Warranty coverage limits and policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

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)	262242A	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)	262242B	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)	262242C	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)	262242D	1.6 Hrs

Repair/Claim Coding

Causal Part:	3A197
Condition Code:	33

Service Procedure

NOTE: This procedure applies only to a front suspension click/pop noise and/or visible movement concern that occurs with the vehicle stationary while turning the steering wheel. Do not apply this article for noises that occur while driving, including over bumps, uneven pavement, or road inputs (even if the noise is heard during low-speed turns).

NOTE: In some cases, a louder noise from one strut mount can mask a lesser noise from the opposite strut mount, which may result in only one strut mount being replaced and a repeat visit if the other strut mount later becomes apparent. When diagnosing, evaluate both front strut mounts for the concern.

1. With the vehicle stationary on the ground and engine running, turn the steering wheel from straight ahead to full lock in both directions. Observe the strut mount washer and compare with Figure 1 and the video example below.

Figure 1



Click Noise While Turning



2. Is movement seen and/or click/pop noises heard from the front upper strut mount(s)?

(1). Yes - proceed to Step 3.

(2). No - this article does not apply. Refer to the WSM, Section 204-01 for normal diagnostics.

3. Remove the front strut and spring assembly on the affected side(s). Refer to the WSM, Section 204-01 > Removal and Installation > Front Strut and Spring Assembly.

4. Disassemble the front strut and spring assembly on the affected side(s). Refer to the WSM, Section 204-01 > Disassembly and Assembly > Front Strut and Spring Assembly.

5. Replace the front upper strut mount(s).

6. Reassemble and install the front strut mounts and spring assembly(ies), as applicable. Refer to the WSM, Section 204-01.

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