

SSM 50972

2021-2022 F-150 Raptor - Clunk/Thump/Rattle Noise From The Front And/Or Rear When Going Over Bumps - Built On Or Before 16-Jun-2022

Some 2021-2022 F-150 Raptor vehicles built on or before 16-Jun-2022 may experience a clunk, thump, and/or rattle noise from the front and /or rear when going over bumps. This may be due to a concern with the shock absorbers. Refer to Workshop Manual (WSM), Sections 100-04 and 204-00 to perform the appropriate noise, vibration and harshness (NVH) diagnosis and inspections. If diagnosis leads to a shock absorber, replace only the affected shock absorber(s). Refer to WSM, Sections 204-01B (front) and/or 204-02 (rear). For claiming, use causal part 18124 (front) or 18125 (rear) and applicable labor operations in Section 03 (front) and/or Section 05 (rear) of the Service Labor Time Standards (SLTS) Manual.