



TECHNICAL SERVICE BULLETIN

Crunching And/Or Creaking Type Noise From The Rear Bumper Area - Built On Or Before 3-Feb-2018

18-2067
22 February
2018

Model:

Ford 2018 Expedition
Lincoln 2018 Navigator

Issue: Some 2018 Expedition/Navigator vehicles built on or before 3-Feb-2018 may exhibit a crunching and/or creaking type noise from the rear bumper area during low speed stopping and starting. The noise could be worse when wet or below 0°C (32°F).

Action: Follow the Service Procedure steps to correct the condition.

Parts

Part Number	Description	Quantity
JL1Z-17E855-C	Rear Bumper Isolator	1

Warranty Status: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2018 Expedition/Navigator: Replace The Rear Bumper Isolator Includes Time To Road Test To Verify Concern (Do Not Use With Any Other Labor Operations)	182067A	1.0 Hrs.

Repair/Claim Coding

Causal Part:	17E855
Condition Code:	42

Drive	Tool Name
1/4"	Power Tool
1/4"	Ratchet
1/4"	Torque Wrench
1/4"	6" Extension
1/4"	8 mm Shallow Socket

Service Procedure

- Was the vehicle built on or before 3-Feb-2018 and does it exhibit a crunching and/or creaking type of noise from the rear bumper area?
 - Yes - proceed to Step 2.
 - No - this article does not apply. Refer to the Workshop Manual (WSM), Section 100-04 for normal diagnostics.

2. Replace the rear bumper isolator. Refer to WSM, Section 501-19.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.