



# TECHNICAL SERVICE BULLETIN

## Seat Pan Looseness, Lateral Movement, And/Or Clunk/Thump Noise On Turns

**21-2235**  
21 July 2021

This bulletin supersedes 19-2359. Reason for update: Concern Carryover to New Model

### Model:

<b>Lincoln</b>
2017-2020 Continental
2018-2021 Navigator

### Summary

This article supersedes TSB 19-2359 to update the vehicle model years affected.

**Issue:** Some 2017-2020 Continental, 2018-2021 Navigator vehicles may experience seat pan looseness, lateral movement, and/or clunk/thump noise on turns. To correct the condition, follow the Service Procedure steps to install an isolator onto the front cross tube on both front seat tracks.

**Action:** Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- 2017-2020 Continental or 2018-2021 Navigator
- Seat pan looseness, lateral movement, and/or clunk/thump noise on turns

**NOTE:** Part quantity refers to the number of that service part number required, which may be different than the number of individual pieces. Service part numbers contain 1 piece unless otherwise stated. "As Needed" indicates the part is required but the number may vary or is not a whole number; parts can be billed out as non-whole numbers, including less than 1.

### Parts

Part Number	Description	Quantity
W527404-S300	Package Contains 4 Pieces, 4 Pieces Required 3/8 Inch Wide Hose Clamp	1
Obtain Locally	- 3/4 Inch Heater Hose, 1 Inch Long	4

**Warranty Status:** Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

### Labor Times

Description	Operation No.	Time
2017-2020 Continental, 2018-2021 Navigator: Install Heater Hose And Clamp On Both (2) Front Seats (Do Not Use With Any Other Labor Operations)	212235A	0.7 Hrs.

### Repair/Claim Coding

Causal Part:	9661711
Condition Code:	33

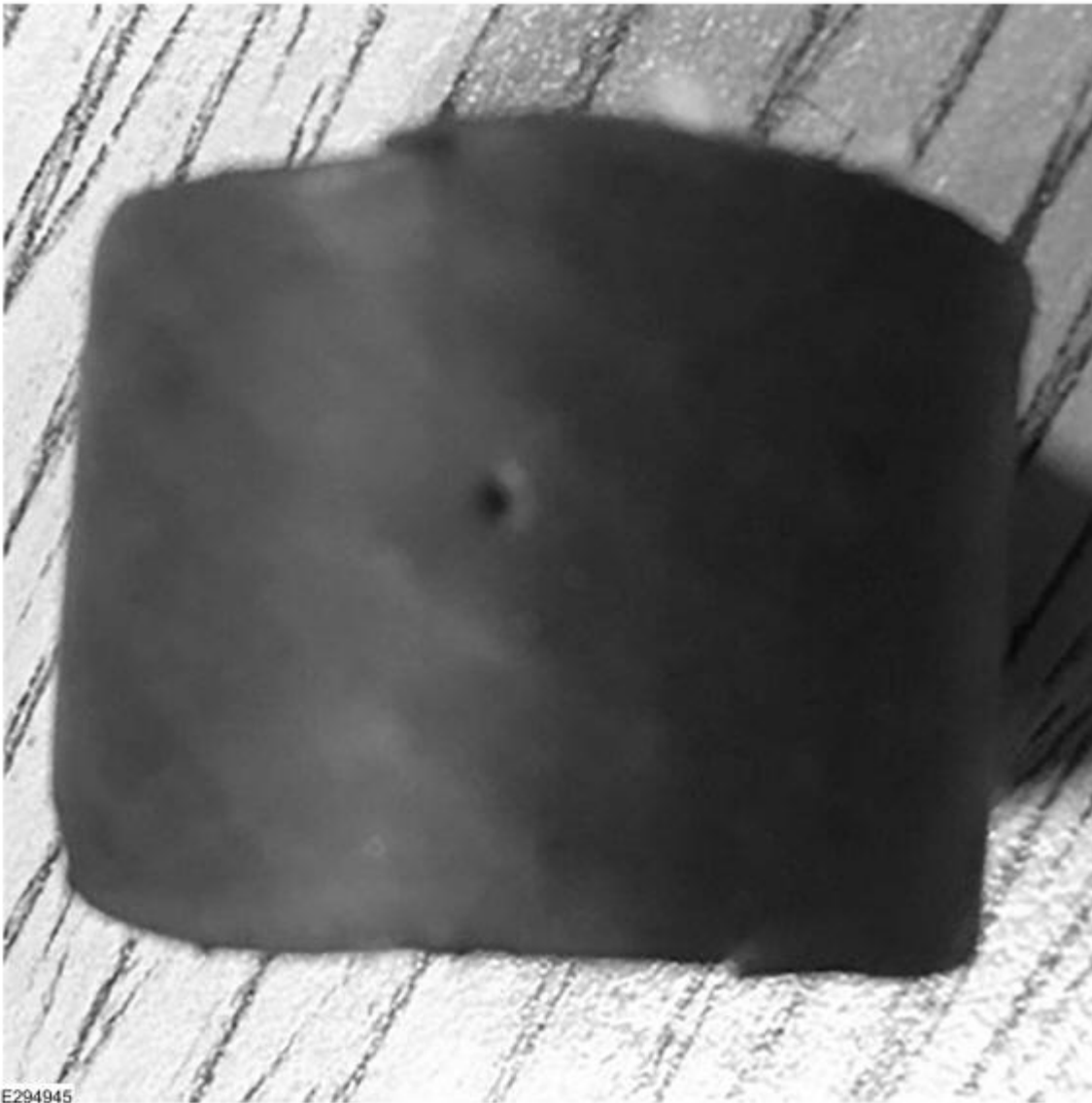
### Service Procedure

1. Using both height and front tilt functions, adjust the seat to the highest position.
2. Remove the driver front seat module (DSM) and passenger front seat module (SCMB). Refer to Workshop Manual (WSM), Section 501-10A.

3. Remove the seat module mounting bracket.

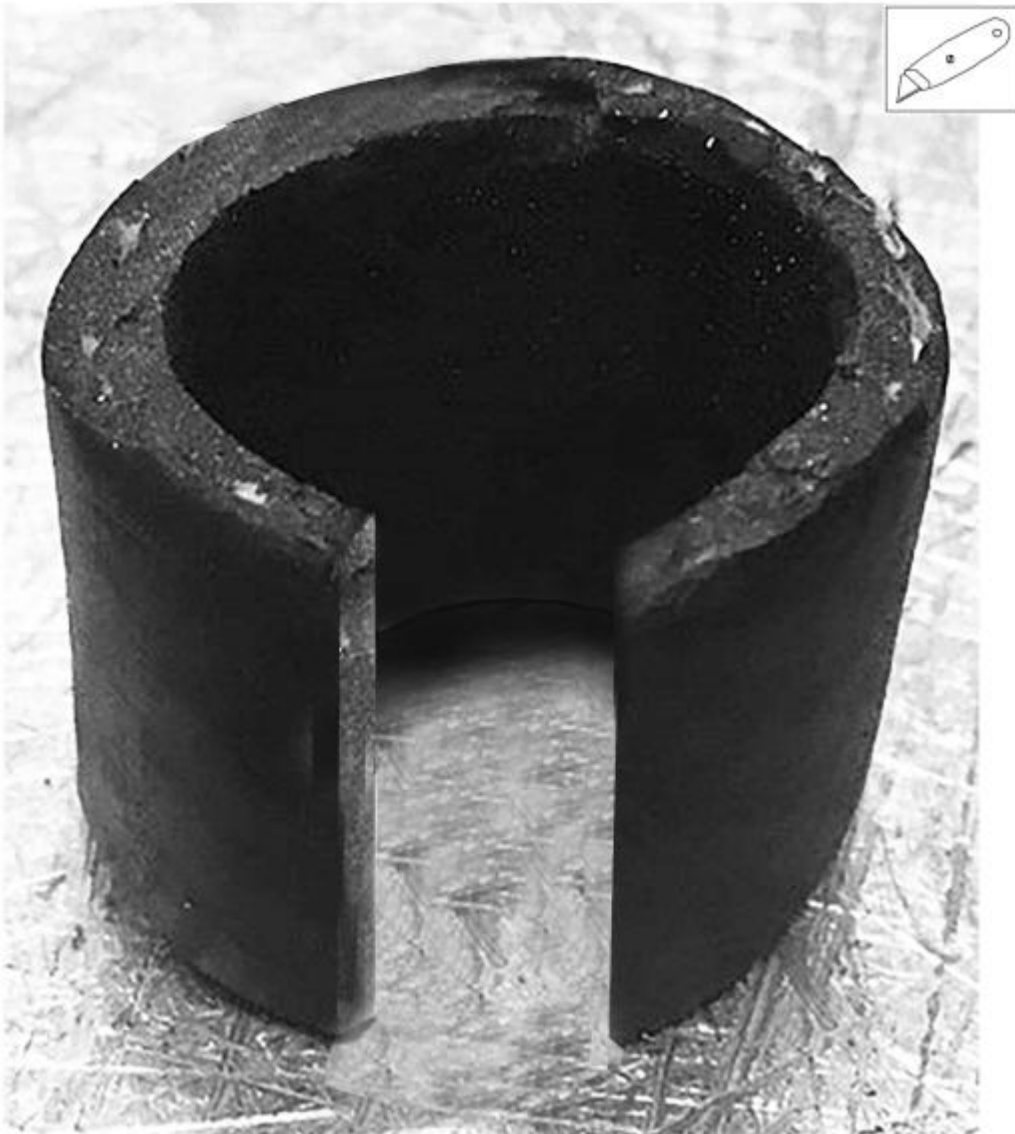
4. Cut a 25.4 mm (1 in.) long piece of 19 mm (3/4 in.) diameter heater hose. (Figure 1)

Figure 1



5. Cut a slit in the 25.4 mm (1 in.) piece. (Figure 2)

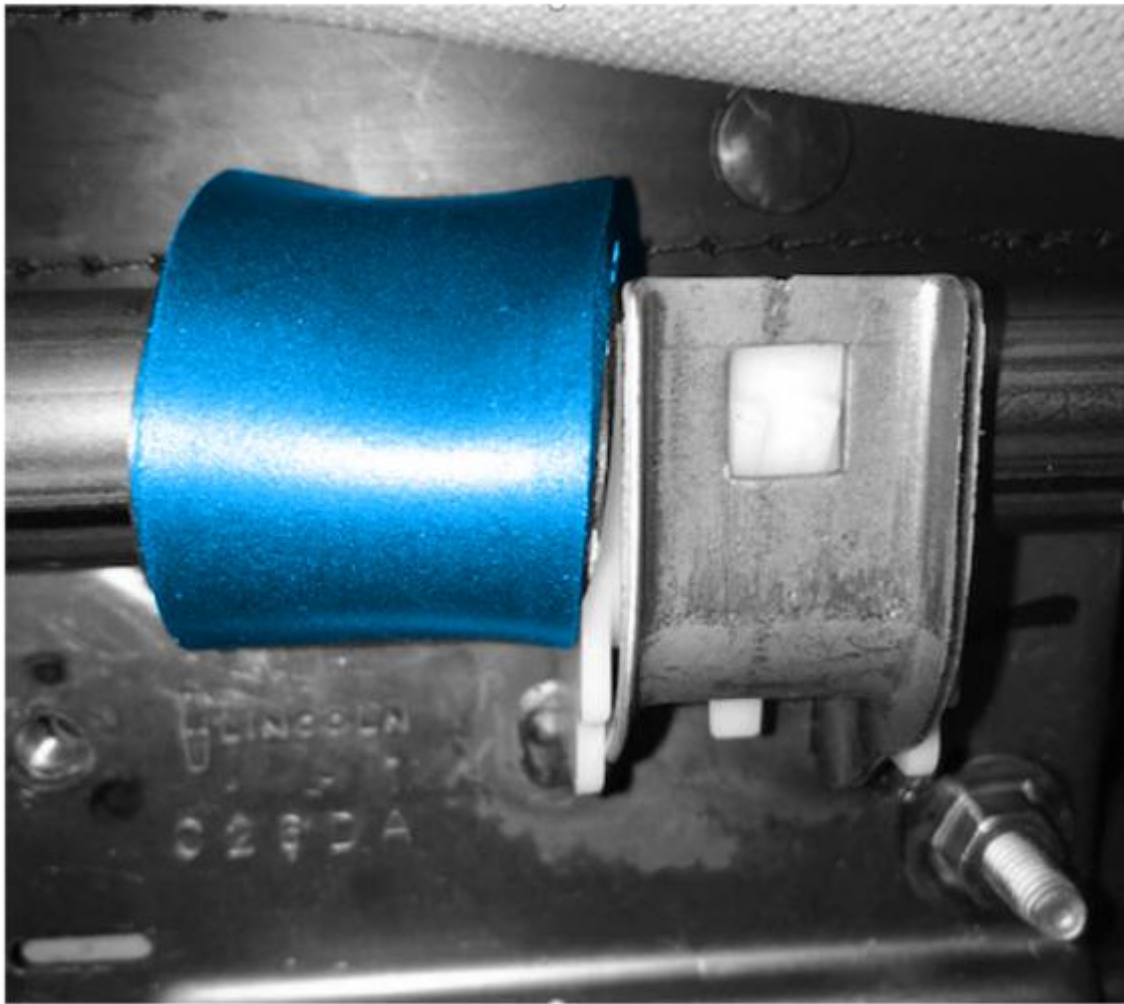
Figure 2



E294946

6. Install the hose over the front cross tube. (Figure 3)

Figure 3



E324514

7. Open the hose clamp and slip the hose clamp over the heater hose, securing the heater hose to the front cross tube.

8. Push the heater hose against the cushion hook and tighten the hose clamp to 3.7 Nm (33 lb-in). (Figure 4)

Figure 4



E324515

9. Repeat Steps 4 through 8 on the other side of the seat track. (Figure 5)

Figure 5



E324516

10. Reinstall the DSM and SCMB and mounting bracket. Refer to WSM, Section 501-10A.

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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.