



TECHNICAL SERVICE BULLETIN

Underbody Shield Rattle Or Flutter Noise While Moving - Built On Or Before 05-Jun-2019

21-2322
23 September
2021

This bulletin supersedes 17-0065. Reason for update: New Part/Procedure For Same Condition

Model:

Ford 2015-2019 Edge
Lincoln 2016-2018 MKX
2019 Nautilus

Summary

This article supersedes TSB 17-0065 to update the Service Procedure and vehicles affected.

Issue: Some 2015-2019 Edge, 2016-2018 MKX, and 2019 Nautilus vehicles built on or before 05-Jun-2019 may exhibit a rattle or flutter noise from the underbody of the vehicle while moving. This may be due to the movement of loose underbody shield fasteners which are attached to the underbody shields. To correct the condition, follow the Service Procedure to remove the assembly aid fasteners.

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

- One of the following vehicles
 - 2015-2019 Edge
 - 2016-2018 MKX
 - 2019 Nautilus
- Built on or before 05-Jun-2019
- Rattle or flutter noise from the underbody of the vehicle while moving

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
2015-2019 Edge, 2016-2018 MKX, 2019 Nautilus: Remove And Discard The Assembly Aid Fasteners (Do Not Use With Any Other Labor Operations)	212322A	0.3 Hrs.

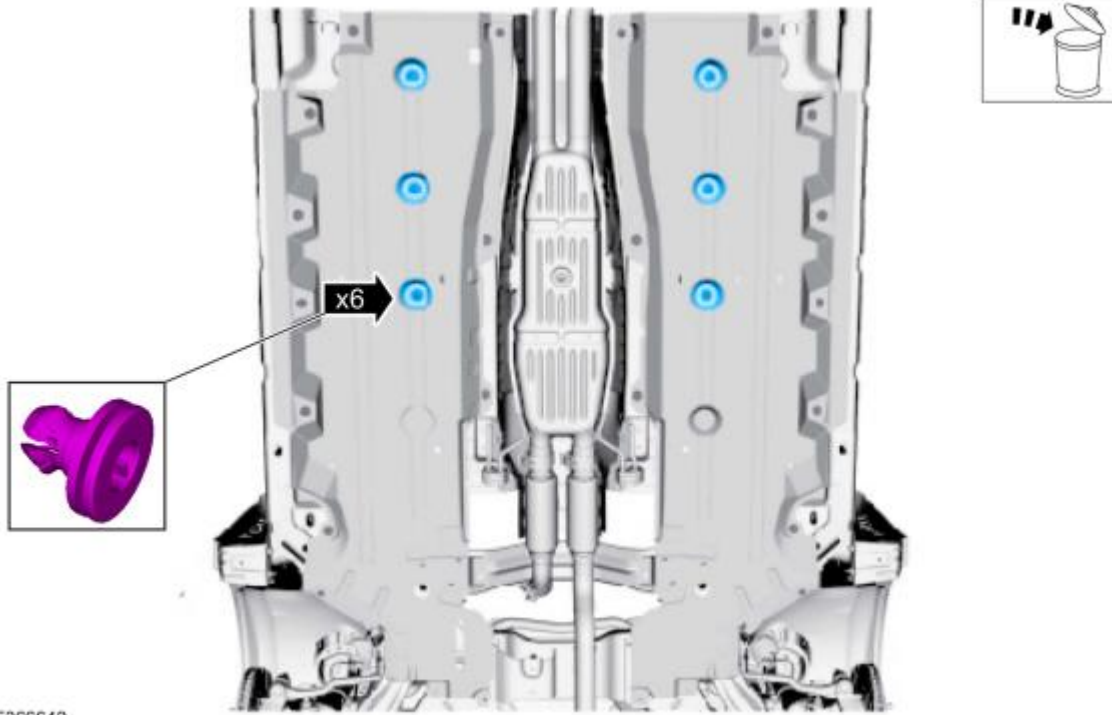
Repair/Claim Coding

Causal Part:	5811782
Condition Code:	01

Service Procedure

1. Raise the vehicle on a hoist. Refer to Workshop Manual (WSM), Section 100-02.
2. Remove and discard the assembly aid fasteners. (Figure 1)

Figure 1



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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.