



TECHNICAL SERVICE BULLETIN

AWD - Hybrid - Driveline Vibration At 25-50 MPH (40-80 Km/h)

23-2072
19 September
2023

Model:

| | |
|-------------------------------------|------------|
| Ford 2020-2023 Explorer | AWD Hybrid |
| Lincoln 2020-2023 Aviator | AWD Hybrid |

Issue: Some 2020-2023 Explorer/Aviator all-wheel drive (AWD) vehicles with a hybrid powertrain may experience a harshness and/or vibration felt through the seat, steering wheel and/or center console at 25-50 mph (40-80 km/h). This may be due to constant velocity (CV) joint instability at dynamic angles close to zero. To correct the condition, follow the Service Procedure to install a driveline shim.

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

- 2020-2023 Explorer/Aviator
- AWD
- Hybrid
- Driveline vibration at 25-50 mph (40-80 km/h) felt through the seat, steering wheel and/or center console

Parts

| Service Part Number | Quantity | Description | Unit of Issue | Piece Quantity |
|---------------------|----------|-------------|---------------|----------------|
| W722615-S439 | 1 | Shim | 4 | 2 |
| W719768-S439 | 1 | Bolt | 4 | 2 |

Quantity refers to the amount of the service part number required to repair the vehicle.

Unit of Issue refers to the number of individual pieces included in a service part number package.

Piece Quantity refers to the total number of individual pieces required to repair the vehicle.

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 |
|--|---------------|----------|
| 2020-2023 Explorer/Aviator AWD Hybrid: Install Shims Following The Service Procedure, Includes Time For Road Tests To Verify Concern And Repair (Do Not Use With Any Other Labor Operations) | 232072A | 0.8 Hrs. |

Repair/Claim Coding

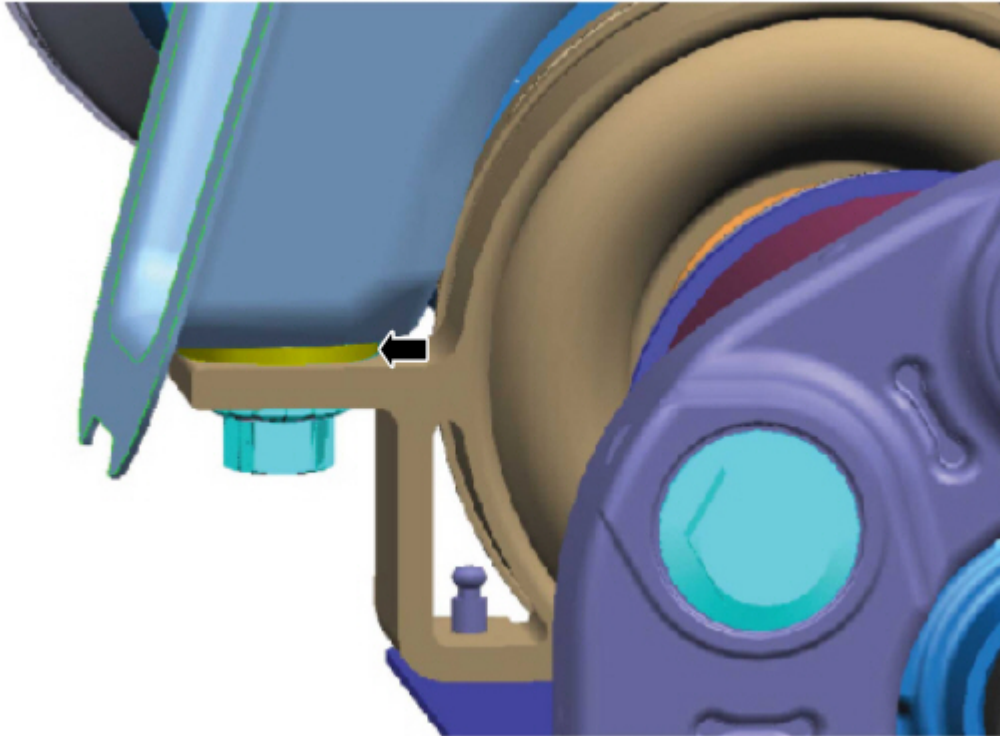
| | |
|-----------------|-------|
| Causal Part: | 4R602 |
| Condition Code: | D9 |

Service Procedure

1. Remove one of the driveshaft center bearing bolts. Do not remove or loosen both bolts at the same time.

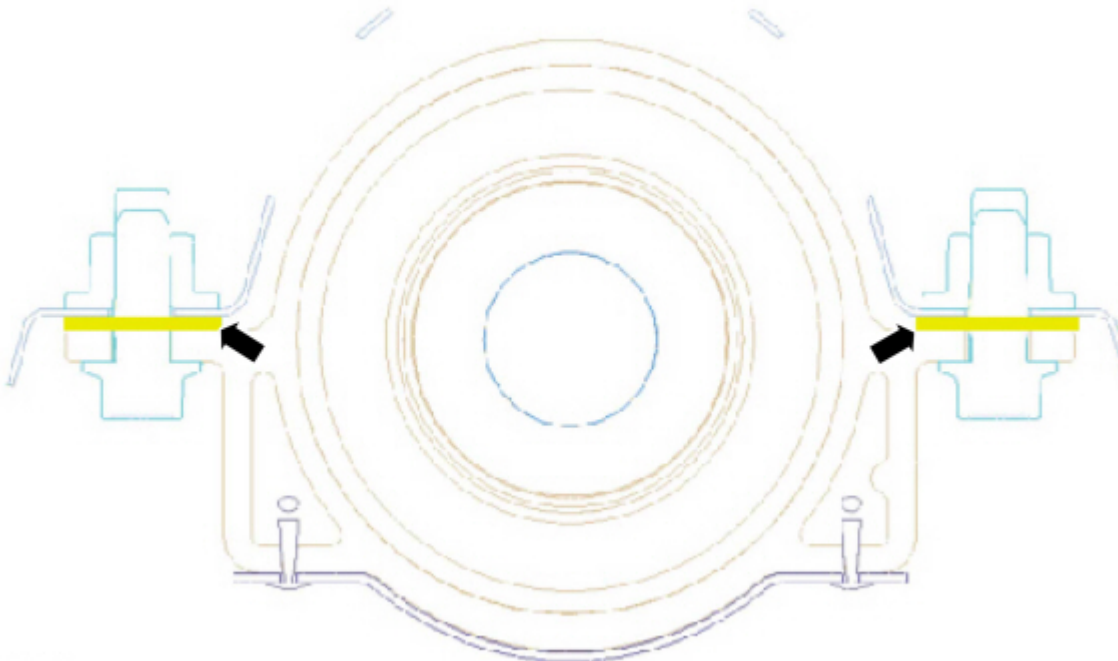
2. Insert the shim between the driveshaft center bearing bracket and the body where the bolt was removed (Figures 1-2).

Figure 1



E409341

Figure 2



E409342

3. Install the longer driveshaft center bearing bracket bolt
4. Hand-tighten the driveshaft center bearing bracket bolt.
5. Repeat Steps 1-4 for the other driveshaft center bearing bracket bolt.

NOTE: Do not remove the driveshaft.

6. Tighten the new longer driveshaft center bearing bracket bolts to 35 lb-ft (48 Nm). Refer to Workshop Manual (WSM) Section 205-01.

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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.