



# TECHNICAL SERVICE BULLETIN

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

**18-2361**  
03 December  
2018

### Model:

<b>Ford</b>
2013-2019 Fusion
2013-2018 C-MAX Hybrid
2013-2019 Escape
2015-2018 Focus
2015-2019 Mustang
2015-2019 Edge
2015-2019 F-150
2016-2019 Explorer
2017-2019 F-Super Duty
2018-2019 Expedition
2018-2019 EcoSport
<b>Lincoln</b>
2013-2019 MKZ
2015-2019 MKC
2016-2018 MKX
2019 Nautilus

**Issue:** Some 2013-2018 C-Max, 2013-2019 Escape/Fusion/MKZ, 2015-2018 Focus, 2015-2019 Edge/F150/MKC/Mustang, 2016-2018 MKX, 2016-2019 Explorer, 2017 Super Duty, 2018-2019 EcoSport/Expedition, and 2019 Nautilus vehicles may experience seat pan looseness, lateral movement, or clunk/thump noise on turns.

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

### Parts

Part Number	Description	Quantity
W527404-S300	3/8 In. Wide Hose Clamps (Or Equivalent Obtained Locally)	4
W709428-S424	Explorer Seat Bolts Front	2
W709622-S424	Explorer Seat Bolts Rear	2
Obtain Locally	19 mm (3/4") Diameter Heater Hose	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
Vehicles Without Seat Front Trim Valance: Install Heater Hose And Clamp On One (1) Front Seat (Do Not Use With Any Other Labor Operations)	182361A	0.4 Hrs.
Vehicles Without Seat Front Trim Valance: Install Heater Hose And Clamp On Both (2) Front Seats (Do Not Use With Any Other Labor Operations)	182361B	0.7 Hrs.

Edge, Explorer, MKC, MKX/Nautilus and MKZ Vehicles Equipped With Seat Front Trim Valance: Install Heater Hose And Clamp On One (1) Front Seat Includes Time To Remove And Install Affected Seat (Do Not Use With Any Other Labor Operations)	182361C	0.7 Hrs.
Edge, Explorer, MKC, MKX/Nautilus and MKZ Vehicles Equipped With Seat Front Trim Valance: Install Heater Hose And Clamp On Both (2) Front Seats Includes Time To Remove And Install Affected Seats (Do Not Use With Any Other Labor Operations)	182361D	1.3 Hrs.

### Repair/Claim Coding

Causal Part:	9661711
Condition Code:	33

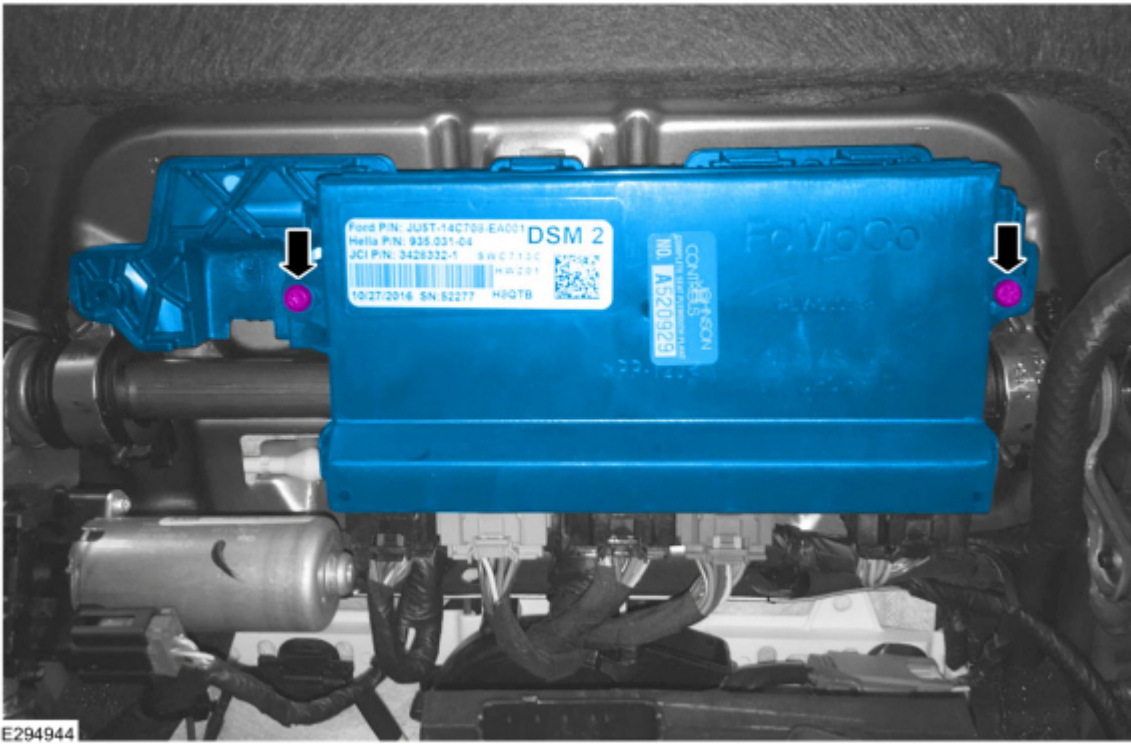
### Tool List

Drive	Tool Name
1/4"	Ratchet
1/4"	Torque Wrench
1/4"	7 mm Socket
1/4"	Torx® T25
3/8"	Power Tool
3/8"	Ratchet
3/8"	Torque Wrench
3/8"	Torx® T45
3/8"	Torx® T55
	Hose Cutters
	Marker
	Ruler
	Pocket Screwdriver

### Service Procedure

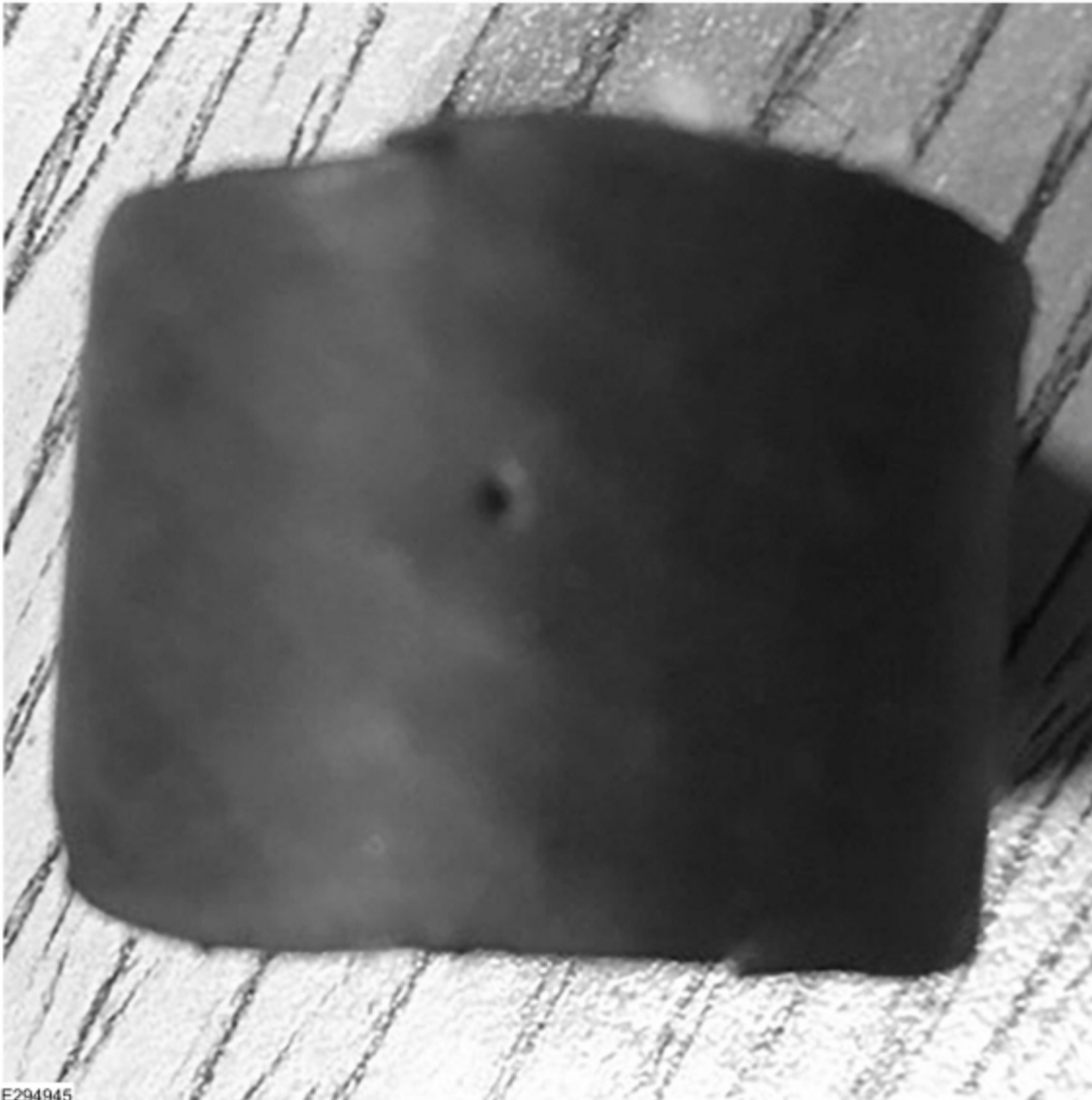
1. Does the customer complain of the seat track exhibiting lateral movement on sharp turns causing a clunk/thump type feeling or noise?
  - (1). Yes - proceed to Step 2. Apply this procedure to the affected front seats.
  - (2). No - this article does not apply. Refer to Workshop Manual (WSM), Section 501-10A for normal diagnostics.
2. Using both height and front tilt functions, adjust the seat to the highest position.
3. Is the seat equipped with a front trim valance?
  - (1). Yes - remove the front seat for seat track access. Refer to WSM, Section 501-10A. Proceed to Step 4.
  - (2). No - proceed to Step 4.
4. Is the vehicle equipped with a power seat control module under the seat? (Figure 1)
  - (1). Yes - remove the 2 power seat control module retaining screws and remove the power seat control module.
  - (2). No - proceed to Step 5.

Figure 1



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5. Cut a 25.4 mm (1 in.) long section of 19 mm (3/4 in.) diameter heater hose. (Figure 2)  
Figure 2



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6. Cut a slit in the 25.4 mm (1 in.) piece. (Figure 3)

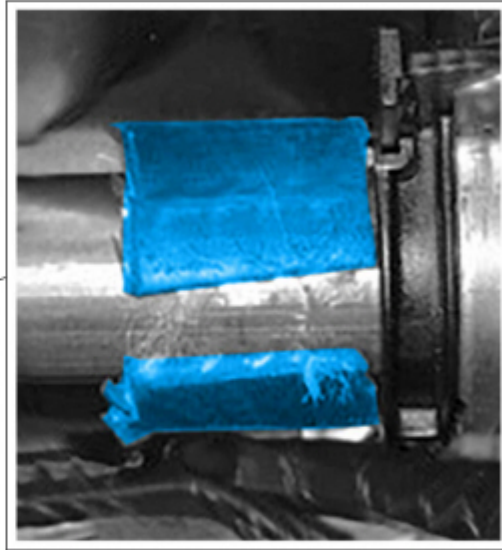
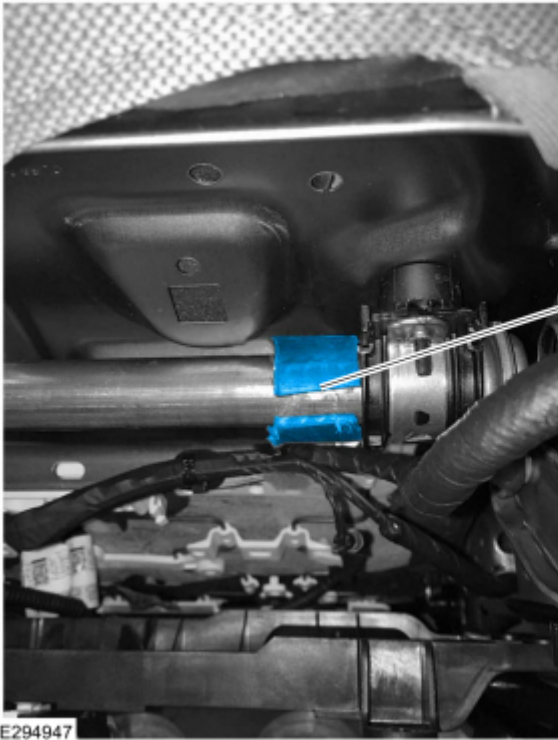
Figure 3



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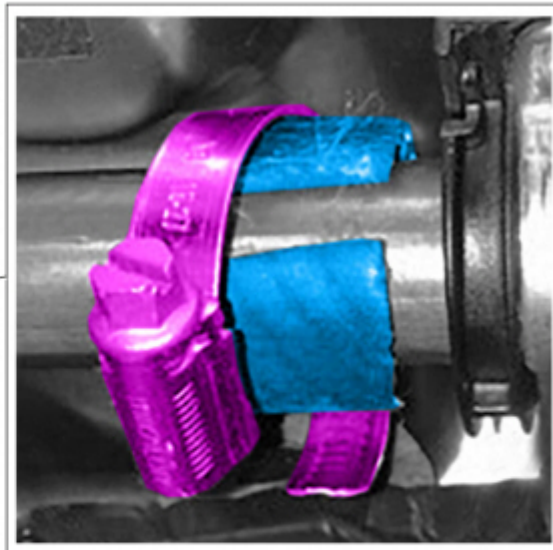
7. Install the hose over the front cross tube. (Figure 4)

Figure 4



8. Open the hose clamp and slip the hose clamp over the heater hose to secure the heater hose to the front cross tube. (Figure 5)

Figure 5



9. Push the heater hose up against the handcuff bracket and tighten the hose clamp to 3.7 Nm (33 in-lbs). (Figures 6-9) See Figures 6-7 for clamp orientation.

Figure 6



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Figure 7

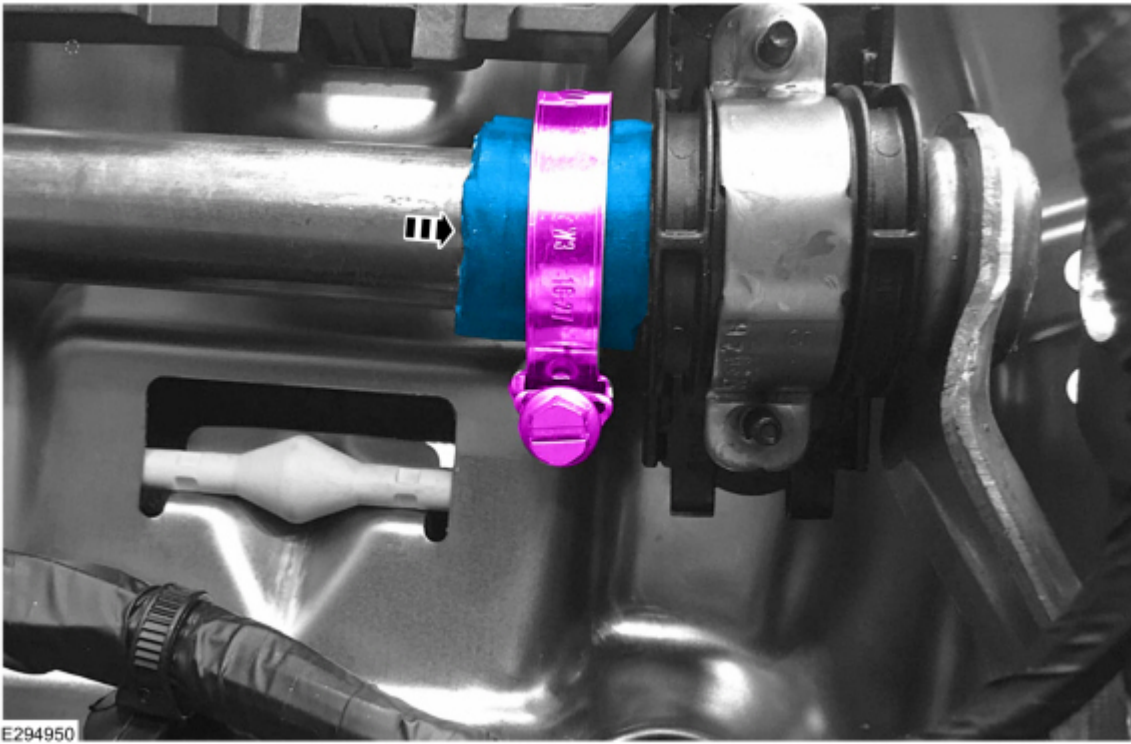
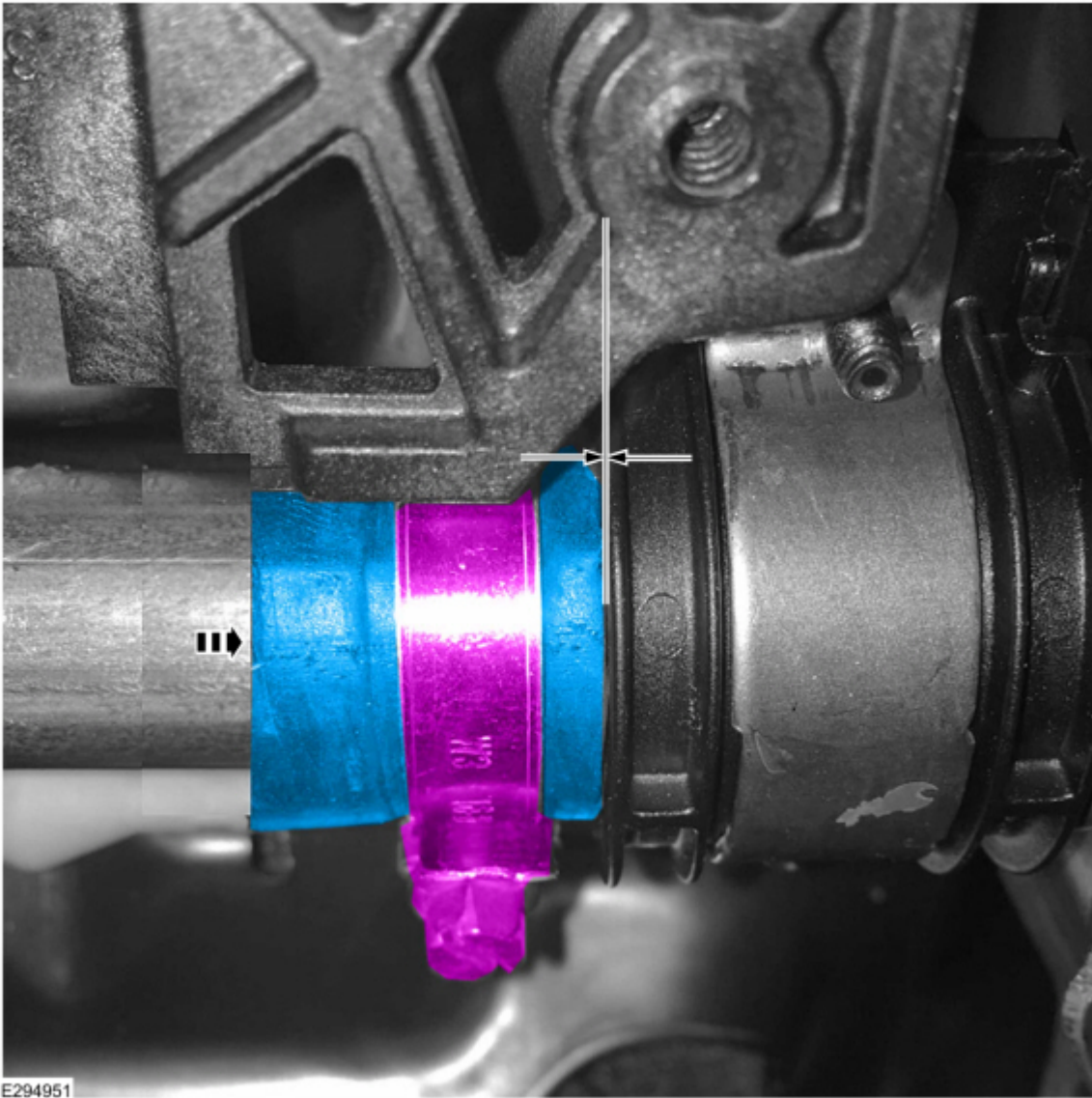


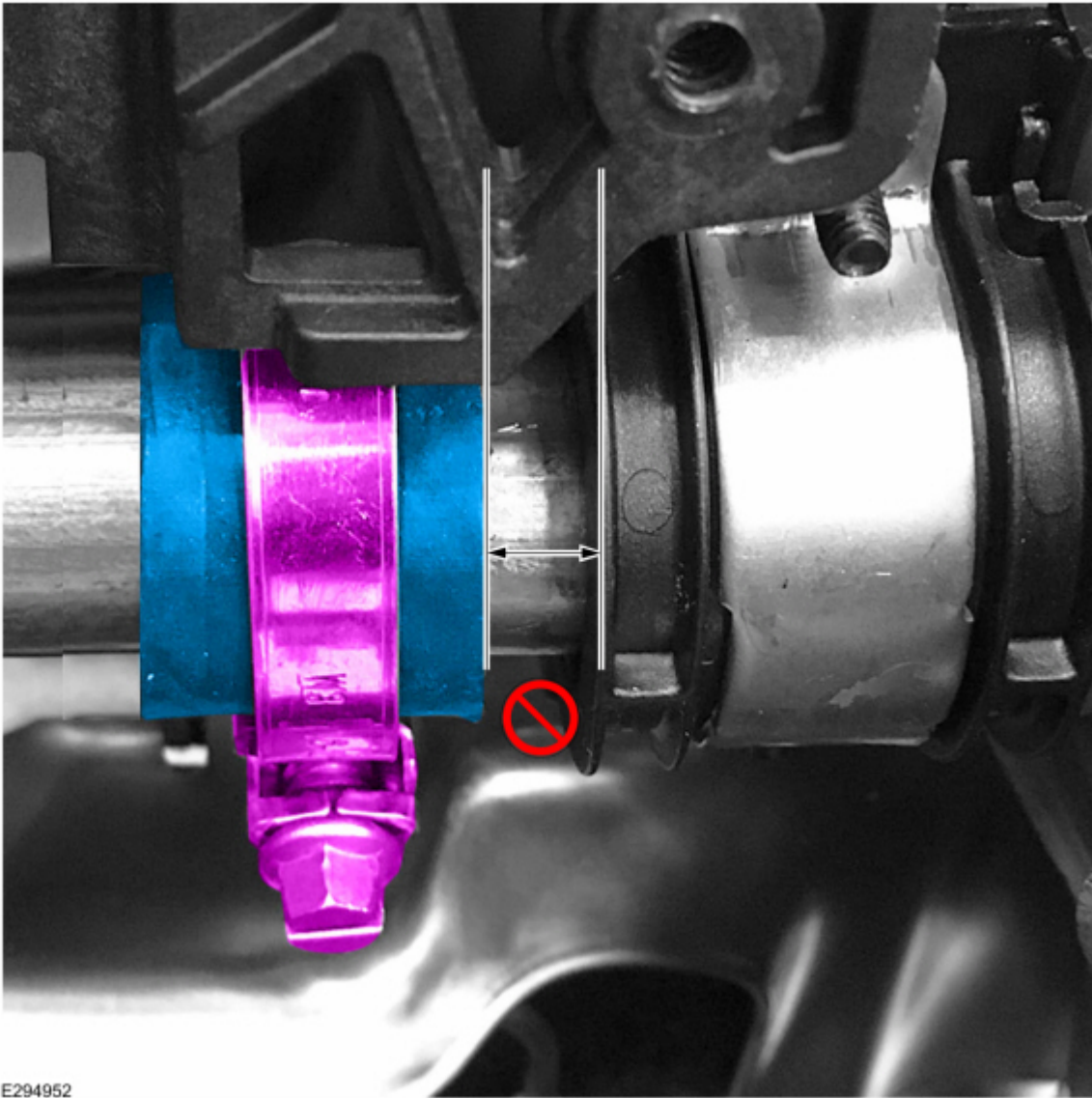
Figure 8





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Figure 9



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**10.** Repeat Steps 5 through 9 on the other side of the seat track. (Figure 10)  
Figure 10



**11.** Reinstall the power seat control module if equipped. Refer to WSM, Section 501-10A.

**12.** Reinstall the seat if equipped with valance. Refer to WSM, Section 501-10A.

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