



# TECHNICAL SERVICE BULLETIN

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

**21-2185**  
16 July 2021

This bulletin supersedes 20-2008. Reason for update: Incorrect Procedure

### Model:

<b>Ford</b> 2020-2021 Explorer
<b>Lincoln</b> 2020-2021 Aviator
2020-2021 Corsair

### Summary

This article supersedes TSB 20-2008 to update the vehicle model years affected.

**Issue:** Some 2020-2021 Explorer/Aviator/Corsair vehicles may experience seat pan looseness, lateral movement and/or a clunk/thump noise on turns. To correct the condition, follow the Service Procedure steps to reinforce the cushion hook.

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

- 2020-2021 Explorer/Aviator/Corsair
- 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 1 Piece, 2 Pieces Required Per Affected Seat	3/8 Inch Wide/3/4 Inch Diameter Hose Clamps Or Equivalent	2 Per Affected Seat
Obtain Locally	-	3/4 Inch Heater Hose, 1 Inch Long	2 Per Affected Seat

**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
2020-2021 Aviator/Corsair And Explorer: 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)	212185A	0.7 Hrs.
2020-2021 Aviator/Corsair And Explorer: 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)	212185B	1.3 Hrs.

### Repair/Claim Coding

Causal Part:	9661711
Condition Code:	33

## Service Procedure

1. Are the vehicle front seats equipped with a leg extension split on the cushion? (Figure 1)

- (1). Yes - proceed to Step 2.
- (2). No - proceed to Step 14.

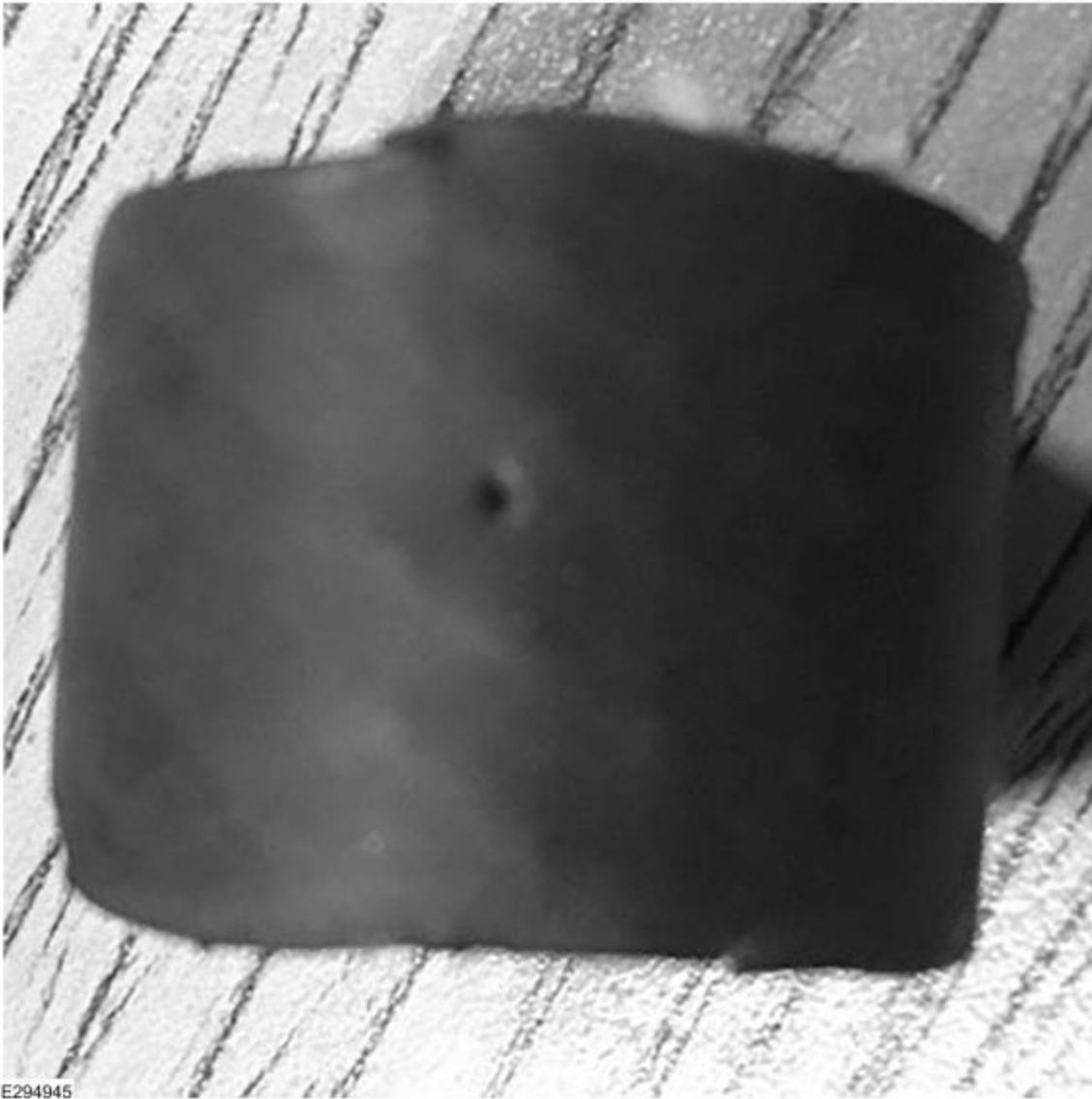
Figure 1



E324513

2. Using both height and front tilt functions, adjust the seat to the highest position.
3. Remove only the affected driver front seat module (DSM) and/or passenger front seat module (SCMB). Refer to Workshop Manual (WSM), Section 501-10A.
4. Remove the seat module mounting bracket.
5. Cut a 25.4 mm (1 in.) long section of 19 mm (3/4 in.) diameter heater hose. (Figure 2)

Figure 2



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

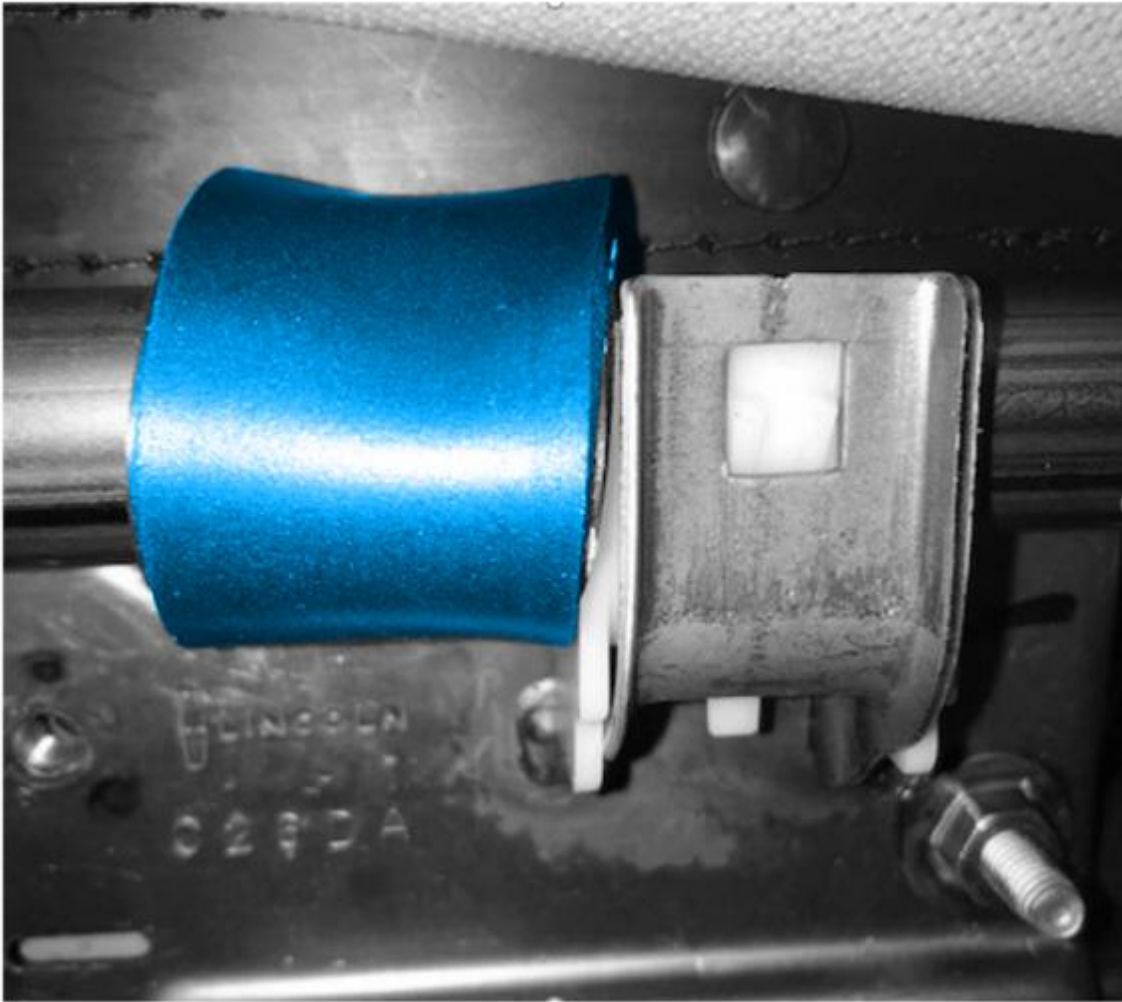
Figure 3



E294946

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

Figure 4



E324514

**8.** Open the hose clamp and slip the hose clamp over the heater hose to secure the heater hose to the front cross tube.

**9.** Push the heater hose against the cushion hook and tighten the hose clamp to 3.7 Nm (33 in-lbs). (Figures 5)

Figure 5



E324515

10. Repeat Steps 5 through 9 on the other side of the seat track. (Figure 6)

Figure 6



E324516

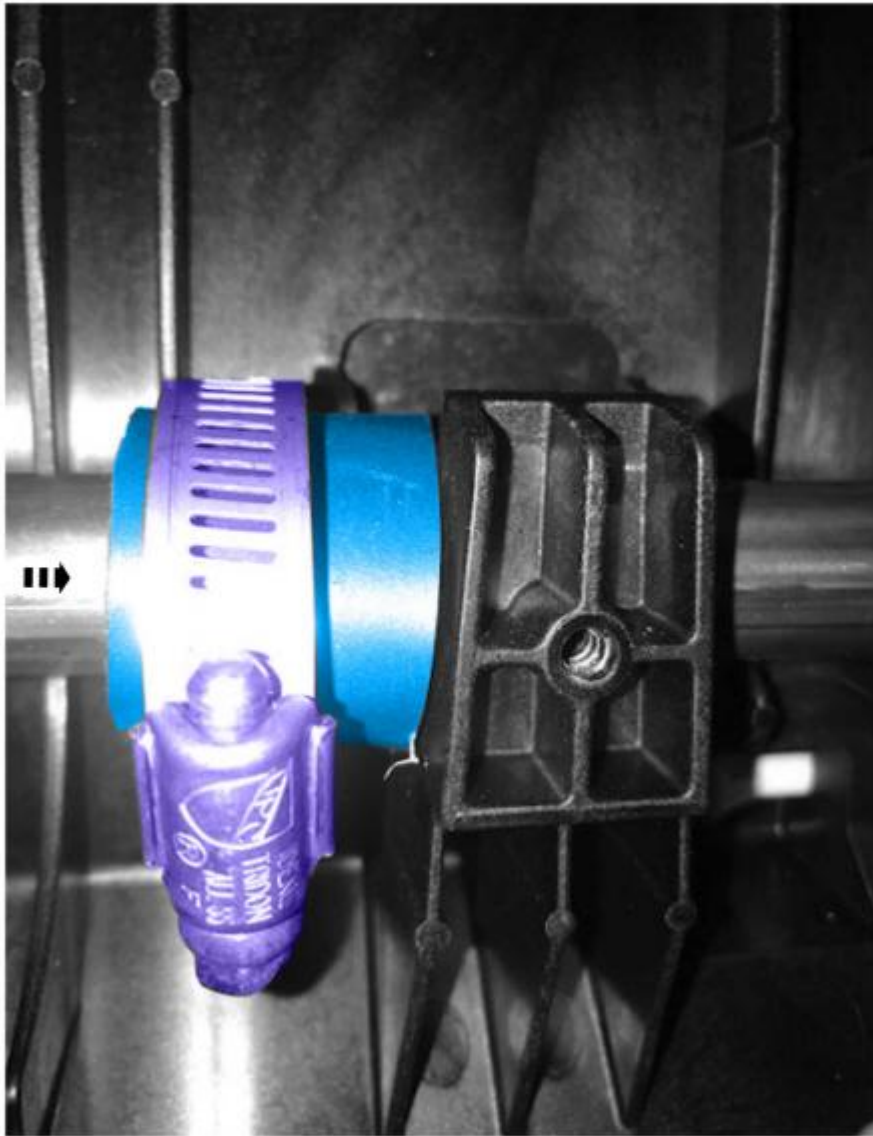
11. If the noise is present on both front seats, repeat Steps 2 through 10.

12. Install the affected DSM and/or SCMB and mounting bracket. Refer to WSM, Section 501-10A.

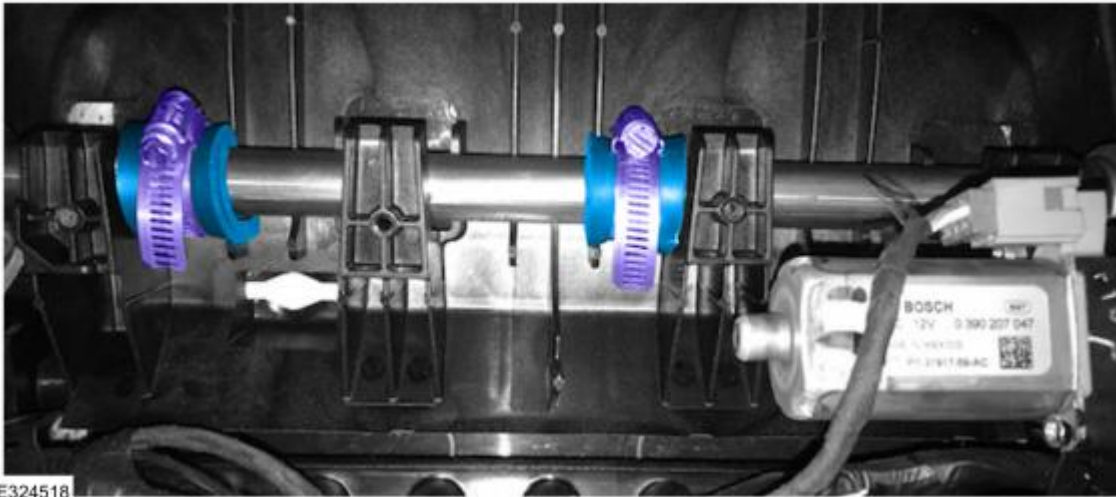
13. Return the affected seats to the normal position. Repair is complete.



14. Using both height and front tilt functions, adjust the seat to the highest position.
  15. If equipped, remove only the affected driver front seat module (DSM) or passenger front seat module (SCMB). Refer to Workshop Manual (WSM), Section 501-10A.
  16. Cut a 25.4 mm (1 in.) long section of 19 mm (3/4 in.) diameter heater hose. (Figure 2)
  17. Cut a slit in the 25.4 mm (1 in.) piece. (Figure 3)
  18. Install the heater hose over the front cross tube.
  19. Open the hose clamp and slip the hose clamp over the heater hose to secure the heater hose to the front cross tube.
  20. Push the heater hose against the cushion hook and tighten the hose clamp to 3.7 Nm (33 in-lbs). (Figure 7)
- Figure 7



21. Repeat Steps 16 through 20 on the other side of the seat track. (Figure 8)
- Figure 8



22. If the noise is present on both front seats, repeat Steps 14 through 21 on the other front seat.
23. If equipped, install the DSM and/or SCMB. Refer to WSM, Section 501-10A.
24. Return the affected seat(s) to their normal position.

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