



TECHNICAL SERVICE BULLETIN

Power Adjustable Steering Column Noise

22-2144

22 April 2022

Model:

Ford 2020 Explorer
Lincoln 2020 Aviator

Issue: Some 2020 Explorer/Aviator vehicles equipped with a power adjustable steering column may exhibit a creak/squeal type noise during up or down travel, including ingress/egress and/or driver memory function. This symptom may be more prevalent with warmer interior temperatures and/or during summer months. This may be due to a lack of lubrication in the steering column. To correct the condition, follow the Service Procedure to replace the steering column.

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

- 2020 Explorer/Aviator
- Equipped with the power adjustable steering column
- Exhibits a creak/squeal type noise during up or down travel of the power adjustable steering column, including ingress and egress/driver memory function

Parts

Service Part Number	Quantity	Description	Unit of Issue	Piece Quantity	Note
3C529	1	Steering Column - Refer To The Parts Catalog For The VIN Specific Application	1	1	
W714409-S439	1	Steering Column Shaft Bolt	4	1	
W520102-S437	1	Steering Column Mounting Nuts	4	4	
Obtain Locally	As Needed	Adhesive Tape			During steering wheel removal, tape the clockspring to the shroud

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.

As Needed indicates the amount of the part may vary and/or is not a whole number. Parts can be billed out as non-whole numbers, including less than 1.

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 Explorer: Replace The Steering Column (Do Not Use With Any Other Labor Operations)	222144A	0.9

		Hrs.
2020 Aviator: Replace The Steering Column (Do Not Use With Any Labor Operations Outside Of This Article) (Can Be Claimed With Operation C Or D)	222144B	1.0 Hrs.
2020 Aviator With Adaptive Steering: Additional Time To Check And Adjust Front Toe (Can Be Claimed With Operation B)	222144C	0.6 Hrs.
2020 Aviator With Adaptive Steering And Lane Departure Warning System: Check And Adjust Front Toe (Can Be Claimed With Operation B)	222144D	0.8 Hrs.

Repair/Claim Coding

Causal Part:	3C529
Condition Code:	42

Service Procedure

1. Replace the steering column. Refer to Workshop Manual (WSM), Section 211-04.

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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.