



TECHNICAL SERVICE BULLETIN

Lack Of Audio And/Or Water Leak In Rear Of Vehicle And/Or Spare Tire Area

22-2262

30 June 2022

This bulletin supersedes 20-2425.

Model:

Ford 2020-2022 Explorer
Lincoln 2020-2022 Aviator

Summary

This article supersedes TSB 20-2425 to update the vehicle model years affected, Service Procedure and symptoms.

Issue: Some 2020-2022 Explorer/Aviator vehicles may exhibit a lack of audio and/or a water leak in the rear liftgate area and/or water in the spare tire area. The customer may indicate that this concern is more noticeable after a car wash or rainfall. To correct the condition, follow the Service Procedure to identify the leak path.

Action: Follow the Service Procedure to identify the leak path on vehicles that meet all of the following criteria:

- 2020-2022 Explorer/Aviator
- Lack of audio after a car wash or rainfall
- Water in the rear liftgate area and/or water in the spare tire area

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
2022-2022 Explorer/Aviator: Repair The Audio System And Any Water Leaks Following The Service Procedure (Do Not Use With Any Other Labor Operations)	MT222262	Actual Time

Repair/Claim Coding

Causal Part:	5827840
Condition Code:	12

Service Procedure

1. Is this an Explorer or Aviator?
 - (1). Explorer - proceed to the Explorer Vehicle Inspection procedure.
 - (2). Aviator - proceed to the Aviator Vehicle Inspection procedure.

Explorer Vehicle Inspection

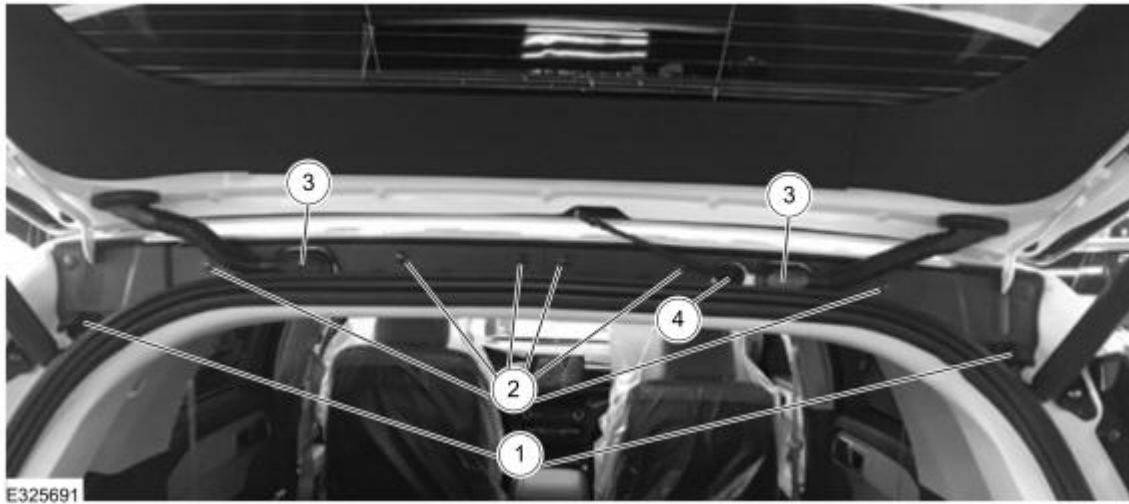
1. Open the rear liftgate.
2. Inspect and make sure the following components are correctly seated by pushing:
 - (1). Power liftgate grommet (if equipped). If not properly seated, replace the affected power liftgate strut. (Figure 1 Callout 1, Figure 2)

(2). Margin seal and margin seal pushpins. (Figure 1 Callout 2, Figure 3 Callout 2)

(3). Electrical wiring grommet. (Figure 1 Callout 3, Figure 3 Callout 3)

(4). Rear washer hose. (Figure 1 Callout 4, Figure 3 Callout 4)

Figure 1



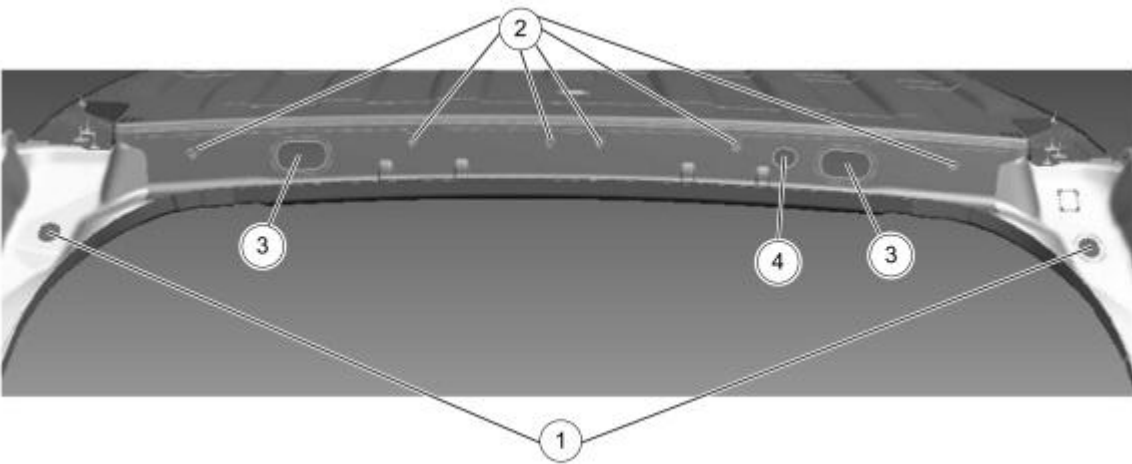
Item	Description
1	Power liftgate grommet (if equipped)
2	Margin seal and margin seal pushpins
3	Electrical wiring grommet
4	Rear washer hose

Figure 2



E325692

Figure 3



E325693

Item	Description
2	Margin seal and margin seal pushpins
3	Electrical wiring grommet

3. If a water leak is present on the right side of the vehicle, replace the audio control module (ACM).
4. Raise the vehicle on a hoist.
5. Inspect the right side rear corner area under the rear bumper cover for the following loose, disconnected, or missing items:
 - (1). Visually inspect for delete tape completely covering the body hole. (Figures 4-6 Callout 1)
 - (2). Press down on the blind spot information system (BLIS) module to make sure the BLIS module is fully seated into the body. (Figures 4-6 Callout 2)
 - (3). Visually inspect the BLIS module harness wire grommet is seated. (Figures 4-6 Callout 3)

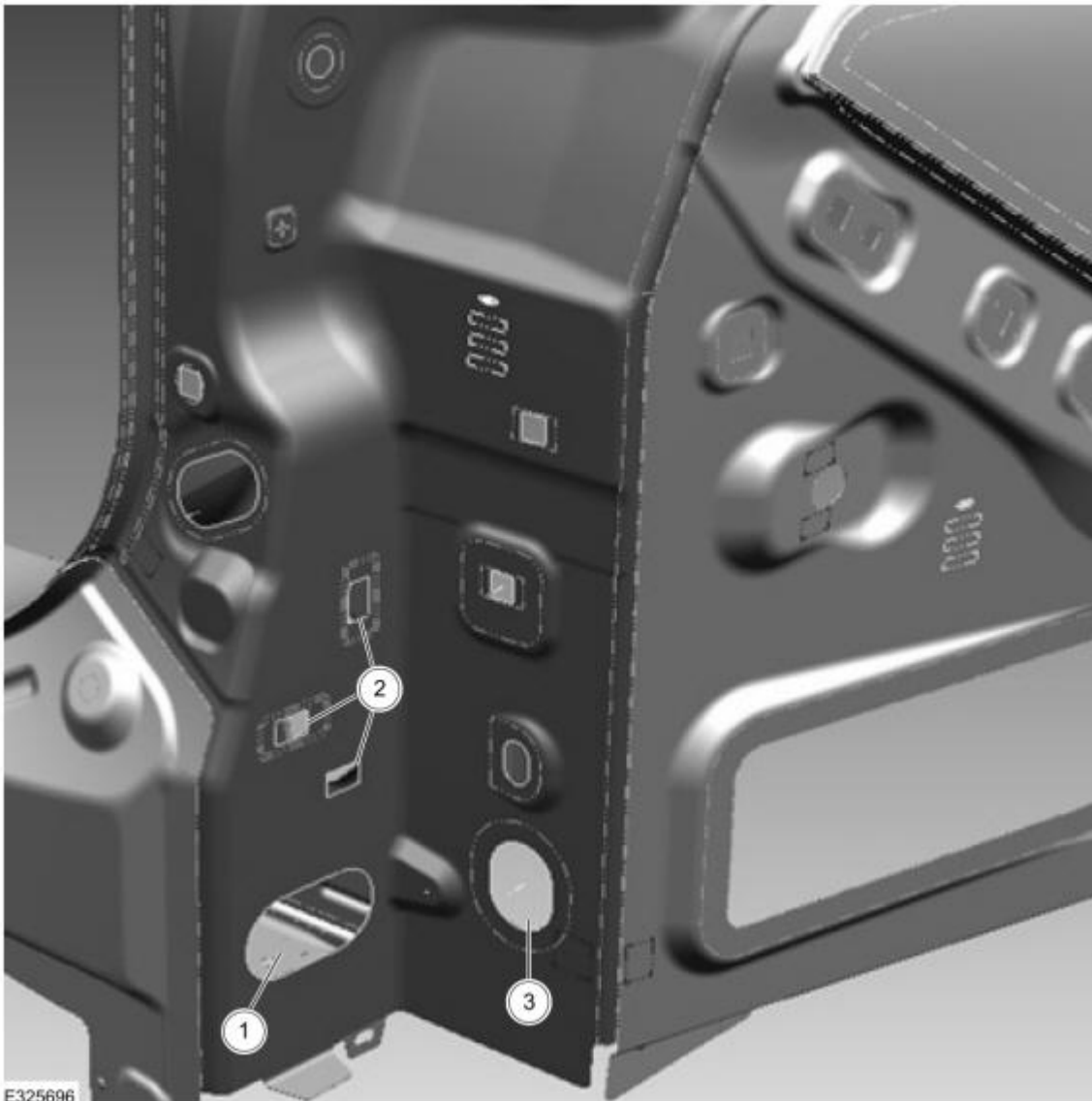
Figure 4



Figure 5



Figure 6



6. Inspect the left side rear corner area under the rear bumper cover for the following loose, disconnected, or missing items:

- (1). Visually inspect for delete tape completely covering the body hole. (Figures 7-9 Callout 1)
- (2). Press down on the BLIS module to make sure the BLIS module is fully seated into the body. (Figures 7-9 Callout 2)
- (3). Visually inspect the BLIS module wire harness grommet is seated. (Figures 7-9 Callout 3)

Figure 7

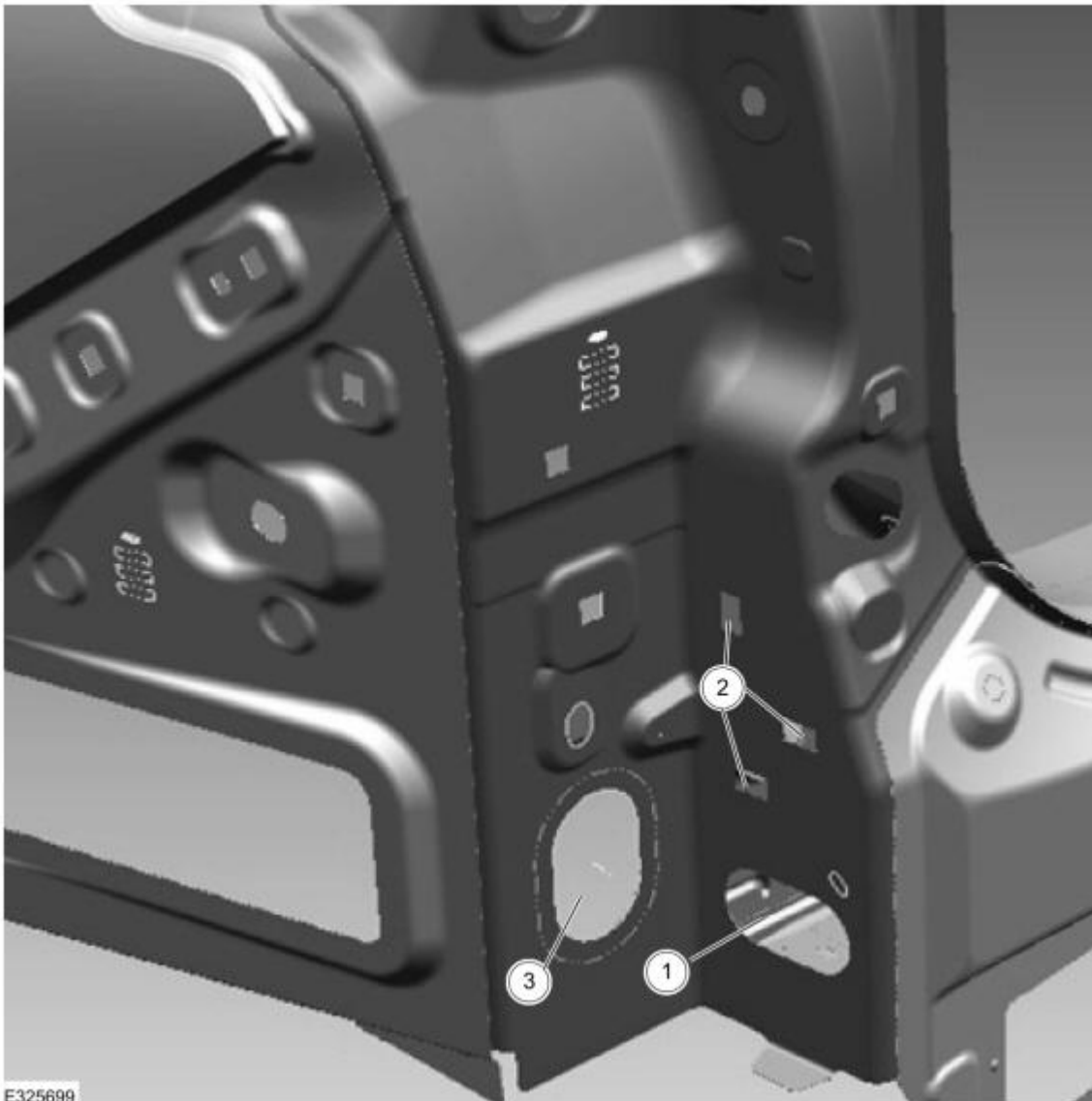


Figure 8



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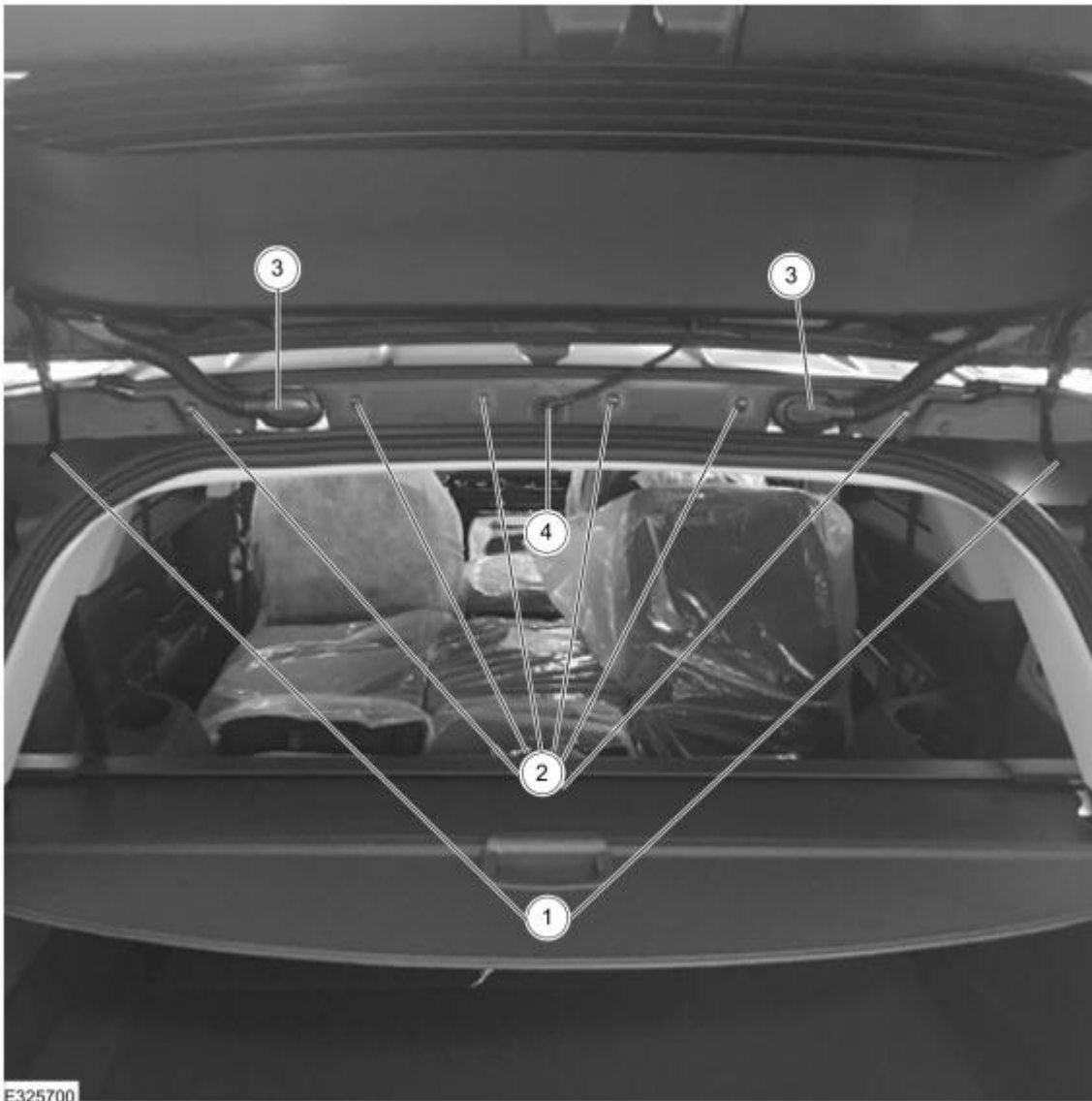
Figure 9



Aviator Vehicle Inspection

1. Open the rear liftgate.
2. Inspect and make sure the following components are correctly seated by pushing:
 - (1). Power liftgate grommet. If not properly seated, replace the affected power liftgate strut. (Figure 10 Callout 1, Figure 11)
 - (2). Margin seal and margin seal pushpins. (Figure 10 Callout 2)
 - (3). Electrical wiring grommet. (Figure 10 Callout 3)
 - (4). Rear washer hose. (Figure 10 Callout 4)

Figure 10



E325700

Item	Description
1	Power liftgate grommet
2	Margin seal and margin seal pushpins
3	Electrical wiring grommet
4	Rear washer hose

Figure 11



3. If a water leak is present on the right side of the vehicle, replace the ACM.
4. Raise the vehicle on a hoist.
5. Inspect the right side rear corner area under the rear bumper cover for the following loose, disconnected or missing items:
 - (1). Visually inspect for delete tape completely covering the body hole. (Figures 12-14 Callout 1)
 - (2). Press down on the BLIS module to make sure the BLIS module is fully seated into the body. (Figures 12-14 Callout 2)
 - (3). Visually inspect the BLIS module wire harness grommet is seated. (Figures 12-14 Callout 3)
 - (4). Make sure the wire harness grommet for the phone as a key feature is seated or the delete tape is completely covering the body hole. (Figures 12-14 Callout 4)
 - (5). BLIS grommet to module wire. (Figures 12-14 Callout 5)

Figure 12

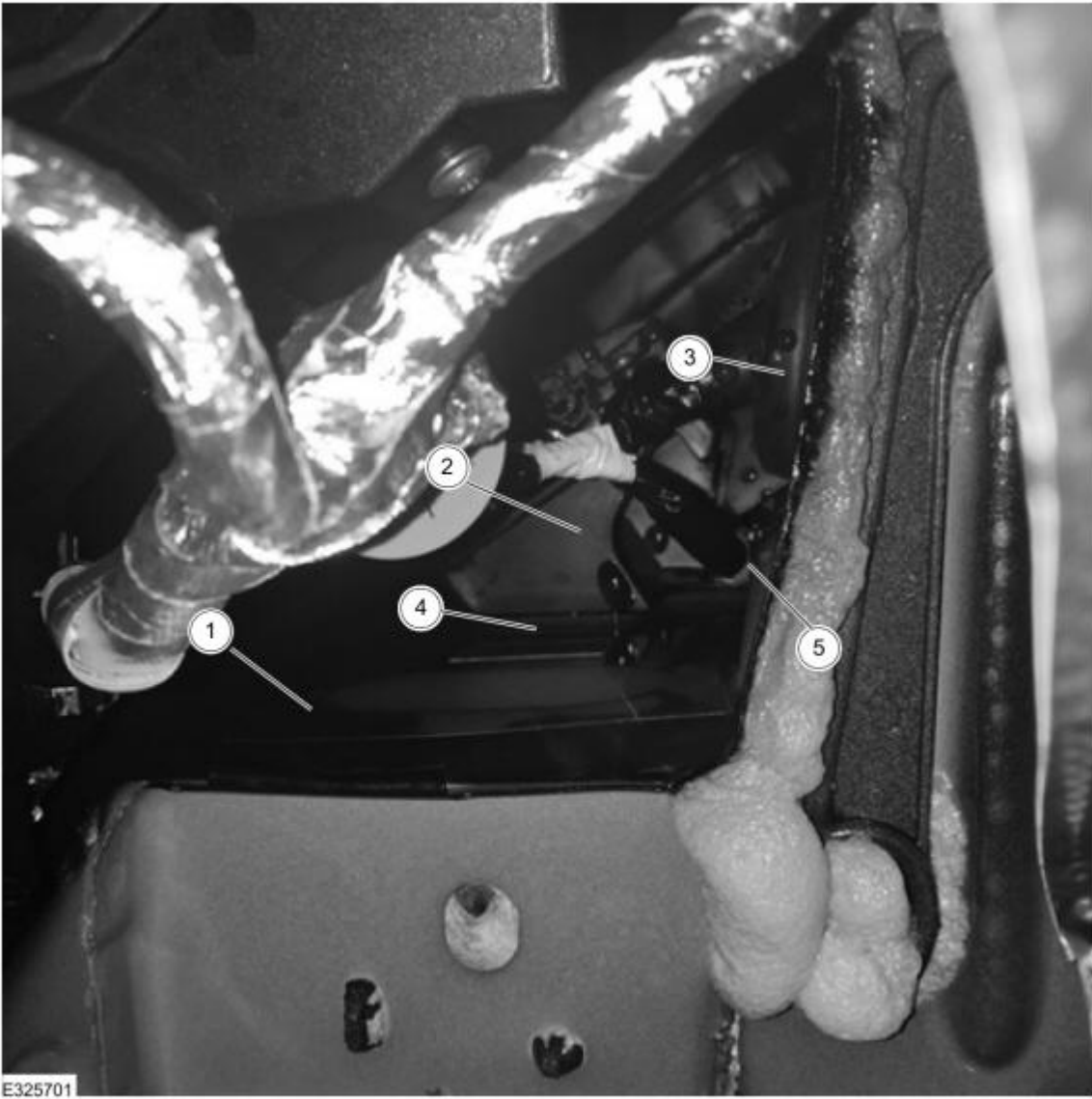
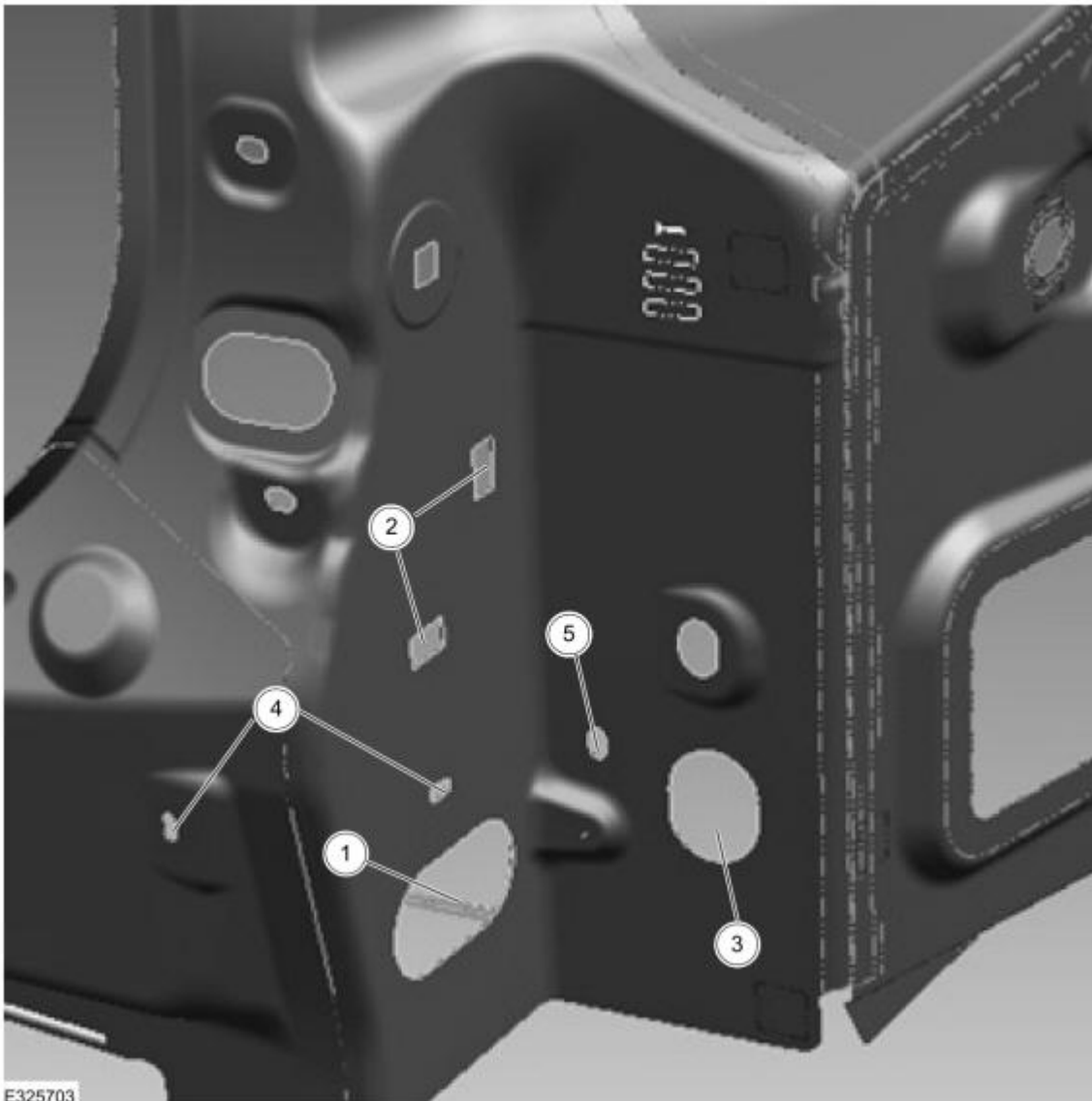


Figure 13



E325702

Figure 14



6. Inspect the left side rear corner area under the rear bumper cover for the following loose, disconnected or missing items:
- (1). Visually inspect for delete tape completely covering the body hole. (Figures 15-17 Callout 1)
 - (2). Press down on the BLIS module to make sure the BLIS module is fully seated into the body. (Figures 15-17 Callout 2)
 - (3). Visually inspect the BLIS module wire harness grommet is seated. (Figures 15-17 Callout 3)
 - (4). Make sure the wire harness grommet for the phone as a key feature is seated or the delete tape is completely covering the body hole. (Figures 15-17 Callout 4)
 - (5). Rear fascia wire. (Figures 15-17 Callout 5)

Figure 15

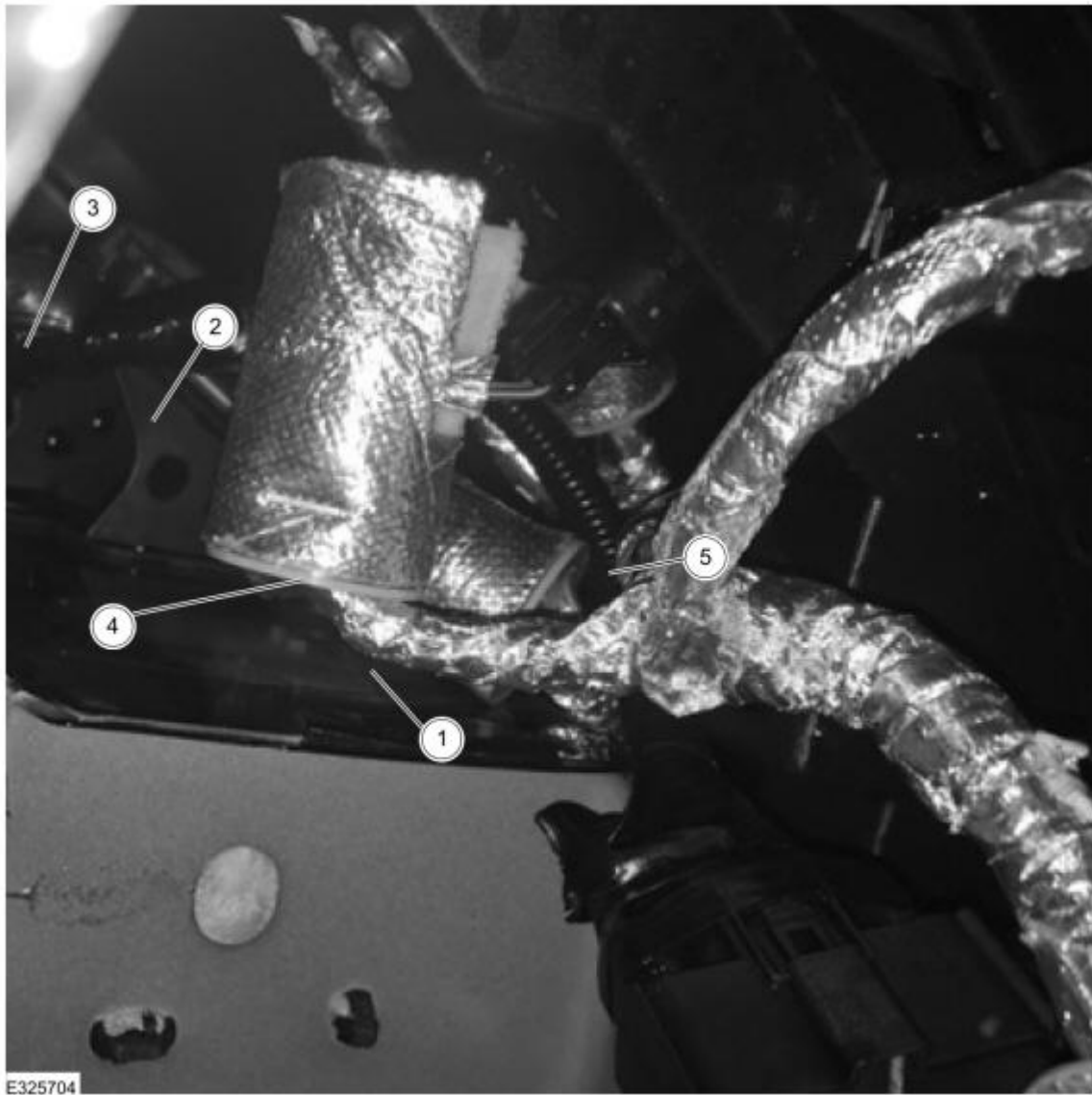
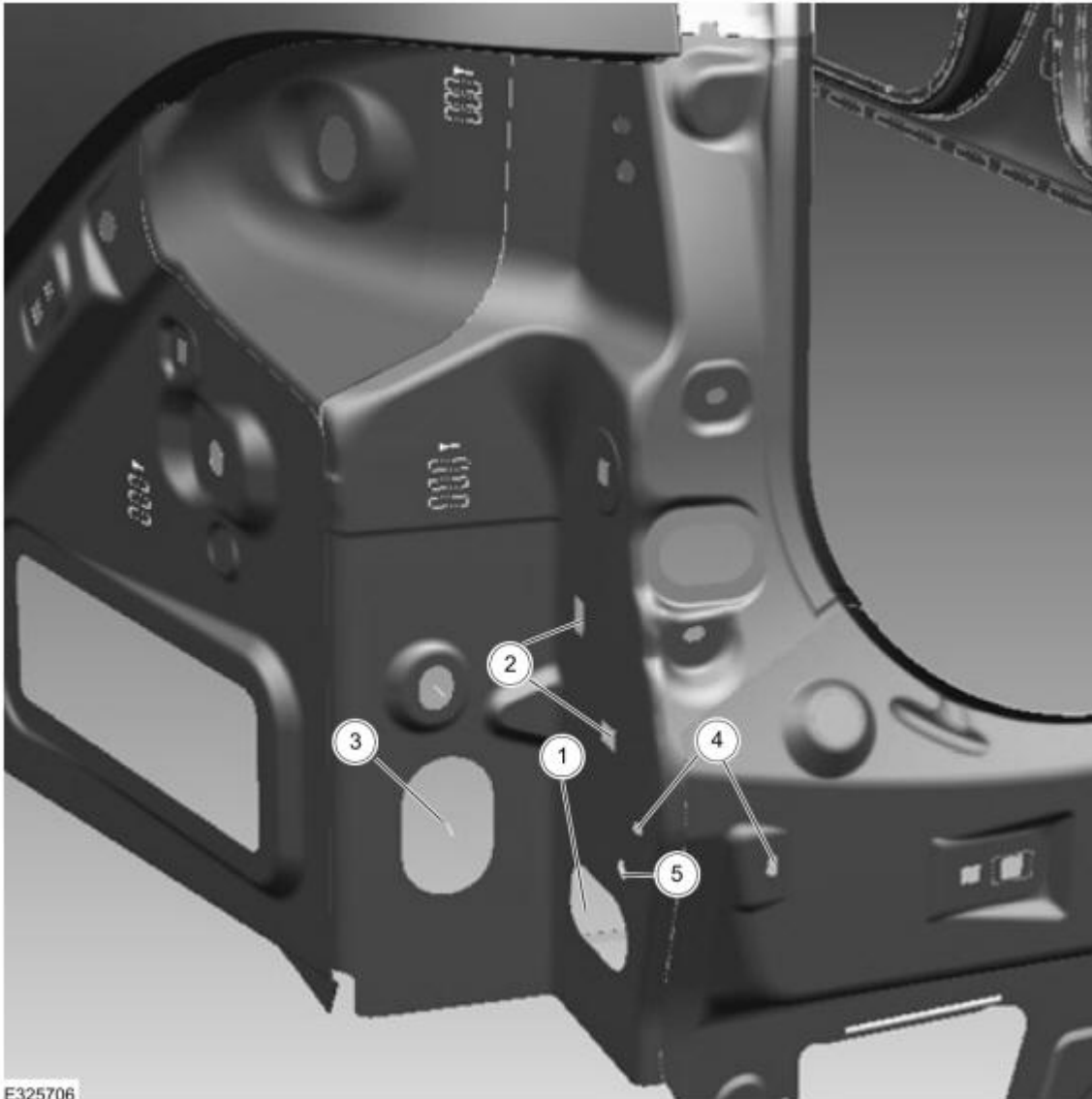


Figure 16



Figure 17



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