



TECHNICAL SERVICE BULLETIN

Grinding, Growling Or Clicking Noise/Inoperative Power Steering Column During Telescoping/Raking Operation

22-2475

05 December
2022

Model:

Lincoln 2018-2021 Navigator

Issue: Some 2018-2021 Navigator vehicles may exhibit a grinding, growling, or clicking noise or inoperative power steering column during telescoping/raking operation. This may be due to the steering column telescope or rake actuators. To correct the condition, follow the Service Procedure to replace the steering column actuators and reprogram the column and pedal memory module (BCMB).

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

- 2018-2021 Navigator
- Grinding, growling or clicking noise/inoperative power steering column during telescoping/raking operation

Parts

Service Part Number	Quantity	Description	Unit of Issue	Piece Quantity
FL3Z-3F840-D	1	Actuator Assembly	1	1
FL3Z-3F840-E	1	Actuator Assembly	1	1
W717218-S442	1	Upper Steering Column Shaft Bolt	1	1
W716538-S450B	1	Steering Column Mounting Nuts	4	2
W712250-S437	2	Steering Column Mounting Bolts	1	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
2018-2021 Navigator: Replace The Steering Column Actuators And Reprogram The BCMB (Do Not Use With Any Other Labor Operations)	222475A	1.5 Hrs.

Repair/Claim Coding

Causal Part:	14B561
Condition Code:	04

Service Procedure

1. Replace the steering column actuators. Refer to Workshop Manual (WSM), Section 211-04 Steering Column Telescopic Motor and Tilt Motor.

2. Reprogram the BCMB using the latest software level of the Ford Diagnosis and Repair System (FDRS).

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