TECHNICAL SERVICE BULLETIN
AWD - Hybrid - Driveline Vibration At 25-50 MPH (40-80 Km/h)

23-2072
19 September 2023

Model:

Ford 2020-2023 Explorer	AWD Hybrid
Lincoln 2020-2023 Aviator	AWD Hybrid

Issue: Some 2020-2023 Explorer/Aviator all-wheel drive (AWD) vehicles with a hybrid powertrain may experience a harshness and/or vibration felt through the seat, steering wheel and/or center console at 25-50 mph (40-80 km/h). This may be due to constant velocity (CV) joint instability at dynamic angles close to zero. To correct the condition, follow the Service Procedure to install a driveline shim.

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

- 2020-2023 Explorer/Aviator
- AWD
- Hybrid
- Driveline vibration at 25-50 mph (40-80 km/h) felt through the seat, steering wheel and/or center console

Parts

Service Part Number	Quantity	Description	Unit of Issue	Piece Quantity
W722615-S439	1	Shim	4	2
W719768-S439	1	Bolt	4	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

2020-2023 Explorer/Aviator AWD Hybrid: Install Shims Following The Service Procedure, Includes Time For Road Tests To Verify Concern And Repair (Do Not Use With Any Other Labor Operations)	232072A	0.8 Hrs.

Repair/Claim Coding

Causal Part:	4R602
Condition Code:	D9

Service Procedure

1. Remove one of the driveshaft center bearing bolts. Do not remove or loosen both bolts at the same time.

2. Insert the shim between the driveshaft center bearing bracket and the body where the bolt was removed (Figures 1-2).

Figure 1

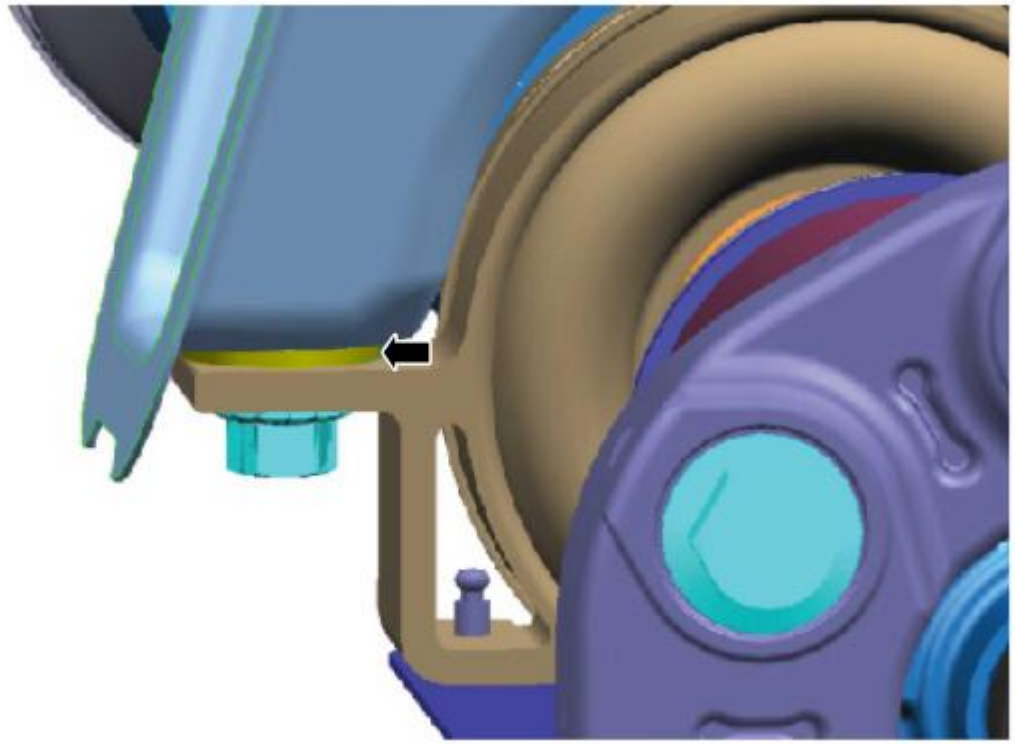
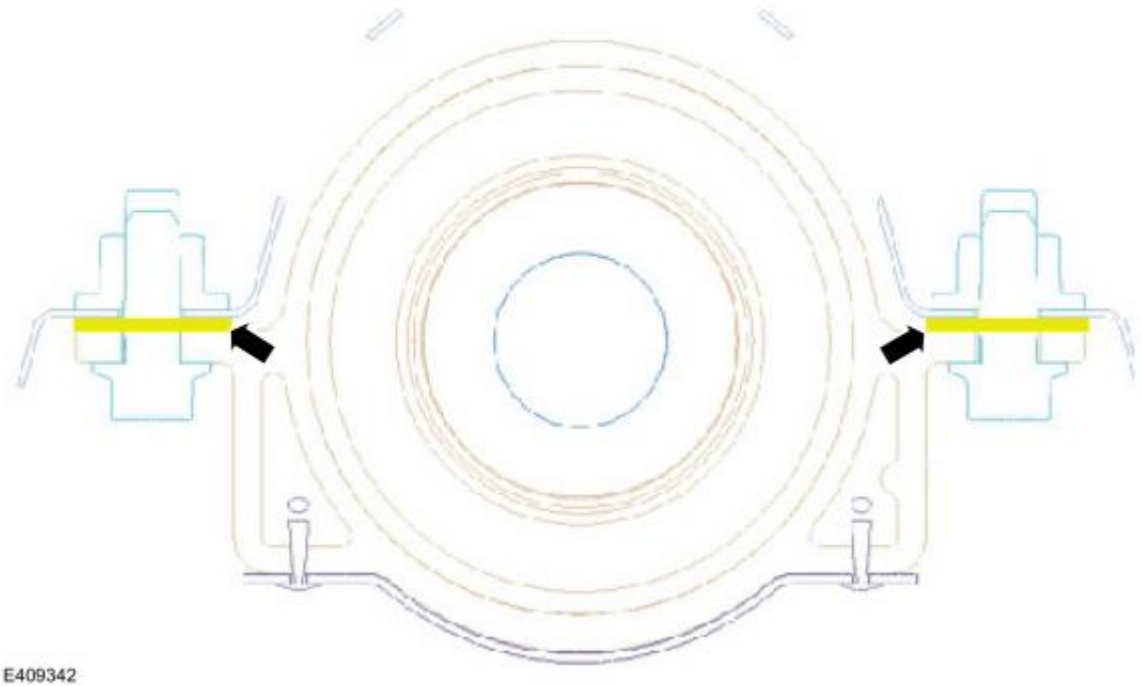


Figure 2



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3. Install the longer driveshaft center bearing bracket bolt

4. Hand-tighten the driveshaft center bearing bracket bolt.

5. Repeat Steps 1-4 for the other driveshaft center bearing bracket bolt.

NOTE: Do not remove the driveshaft.

6. Tighten the new longer driveshaft center bearing bracket bolts to 35 lb-ft (48 Nm). Refer to Workshop Manual (WSM) Section 205-01.
