



TECHNICAL SERVICE BULLETIN

Rattle From Tailgate When Driving On Rough Roads - Built On Or Before 25-Jul-2022

23-2355

20 November
2023

This bulletin supersedes 23-2163.

Model:

Ford 2021-2022 Bronco	Built on or before 25-Jul-2022
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Summary

This article supersedes TSB 23-2163 to update the Parts List.

Issue: Some 2021-2022 Bronco vehicles built on or before 25-Jul-2022 may exhibit a rattle noise from the tailgate when driving on rough roads. The rattle may diminish with the spare tire removed. This may be due to the design of the tailgate and tailgate hinges. To correct this condition, follow the Service Procedure to replace the tailgate and the upper and lower tailgate hinges.

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

- 2021-2022 Bronco
- Built on or before 25-Jul-2022
- Rattle noise from the tailgate when driving on rough roads

Parts

Service Part Number	Quantity	Description	Unit of Issue	Piece Quantity
M2DZ-7840010-A	1	Tailgate	1	1
M2DZ-7826800-B	1	Upper Tailgate Hinge	1	1
M2DZ-7842900-A	1	Lower Tailgate Hinge	1	1
W721746-S450B	1	Hinge To Tailgate Bolts	4	4
M2DZ-9940380-A	1	Tailgate Insulator Pad	1	1

Parts - Badge Parts To Apply Based On The Trim Level

Service Part Number	Quantity	Description	Unit of Issue	Piece Quantity
M2DZ-9942528-A	1	Bronco Badge - Chrome	1	1
M2DZ-7842528-B	1	Bronco Badge - Black	1	1
N2DZ-7842528-Y	1	Bronco Badge (Raptor Only)	1	1

N2DZ-7842528-Z	1	Raptor Badge (Raptor Only)	1	1
LJ6Z-7842528-B	1	Ford Badge	1	1

Parts - Parts To Inspect And Replace Only If Necessary

Service Part Number	Quantity	Description	Unit of Issue	Piece Quantity
A-W715684-S439	If Needed	Hinge To Body Bolts	1	6

Quantity refers to the amount of the service part number package(s) 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.

If Needed indicates the part is not mandatory.

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
2021-2022 Bronco: Replace The Tailgate And Both Hinges (Can Be Claimed With Operation B Or C) (Do Not Use With Any Labor Operations Outside Of This Article)	232355A	2.6 Hrs.
Additional Time To Paint The New Tailgate And Hinges (Can Be Claimed With Operation A) (Do Not Use With Any Labor Operations Outside Of This Article)	232355B	1.6 Hrs.
Additional Time To Paint The New Tailgate And Hinges, Vehicles With Tri Coat Paint (Can Be Claimed With Operation A) (Do Not Use With Any Labor Operations Outside Of This Article)	232355C	2.2 Hrs.

Repair/Claim Coding

Causal Part:	7840010
Condition Code:	D4

Service Procedure

1. Replace and paint-to-match the tailgate and the upper and lower tailgate hinges. Refer to the Workshop Manual (WSM), Section 501-03 > Removal and Installation > Tailgate. A new Ford logo, Bronco logo and tailgate insulator pad must be installed onto the new tailgate.

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.