



TECHNICAL SERVICE BULLETIN

Non-Hybrid - Radio Static And/Or Poor Radio Sound Quality When Moving

24-2043

21 February
2024

This bulletin supersedes 23-2208. Reason for update: add 2024 model year vehicles.

Model:

Ford 2020-2024 Explorer
Lincoln 2020-2024 Aviator

Issue: Some 2020-2024 Explorer/Aviator non-hybrid vehicles may exhibit radio static and/or poor radio sound quality when moving. This may be more noticeable on AM radio stations. This may be caused by an electromagnetic interference concern. To correct the condition, follow the Service Procedure to install new grounds on the rear knuckle.

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

- 2020-2024 Explorer/Aviator non-hybrid vehicles
- Radio static and/or poor radio sound quality when moving

Parts

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
L1MZ-14A411-N	2	2	1	Ground Strap Jumper Harness

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
2020-2024 Explorer/Aviator: Install Ground Straps Following The Service Procedure (Do Not Use With Any Other Labor Operations)	242043A	0.4 Hrs.

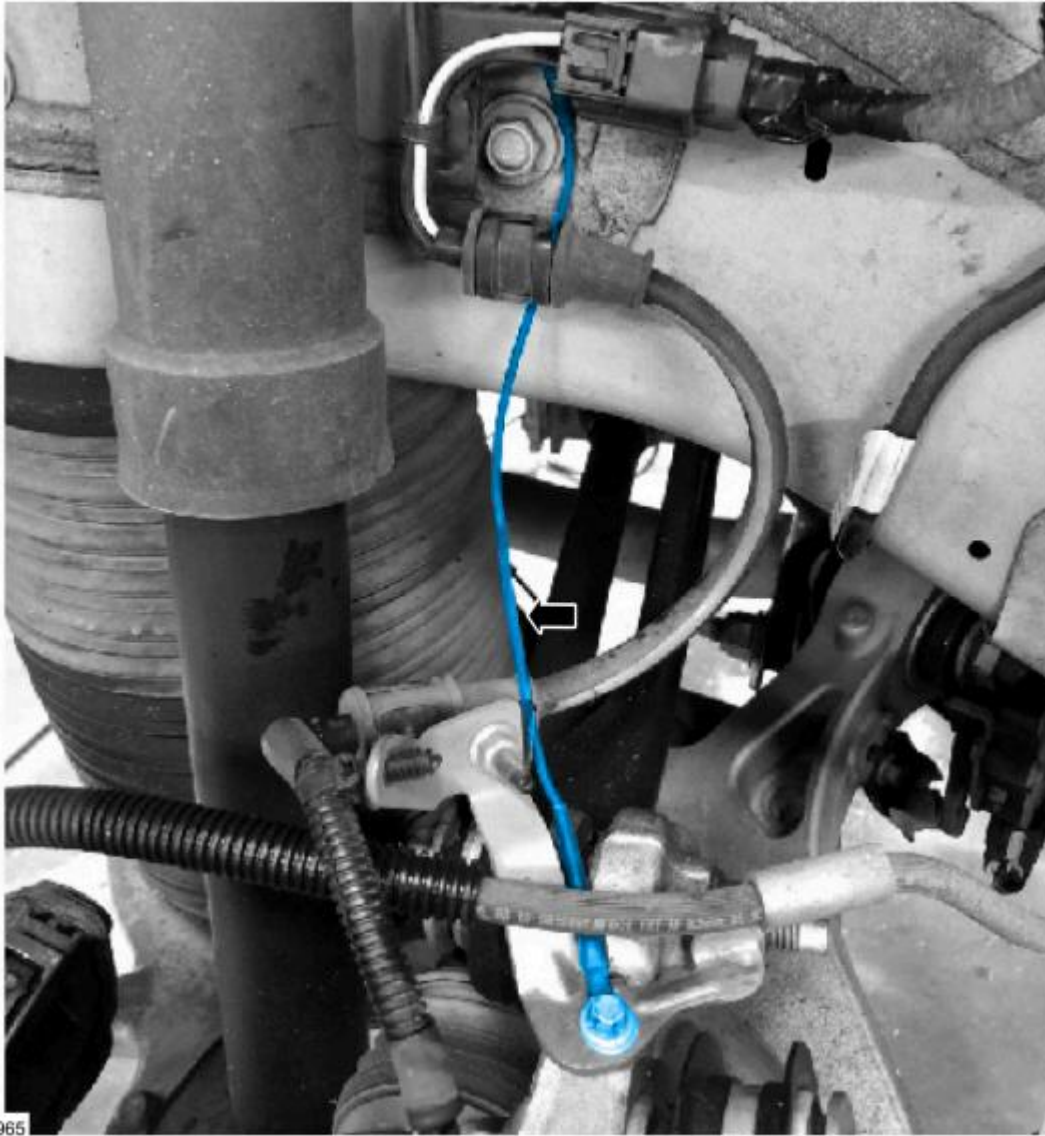
Repair/Claim Coding

Causal Part:	14A411
Condition Code:	X1

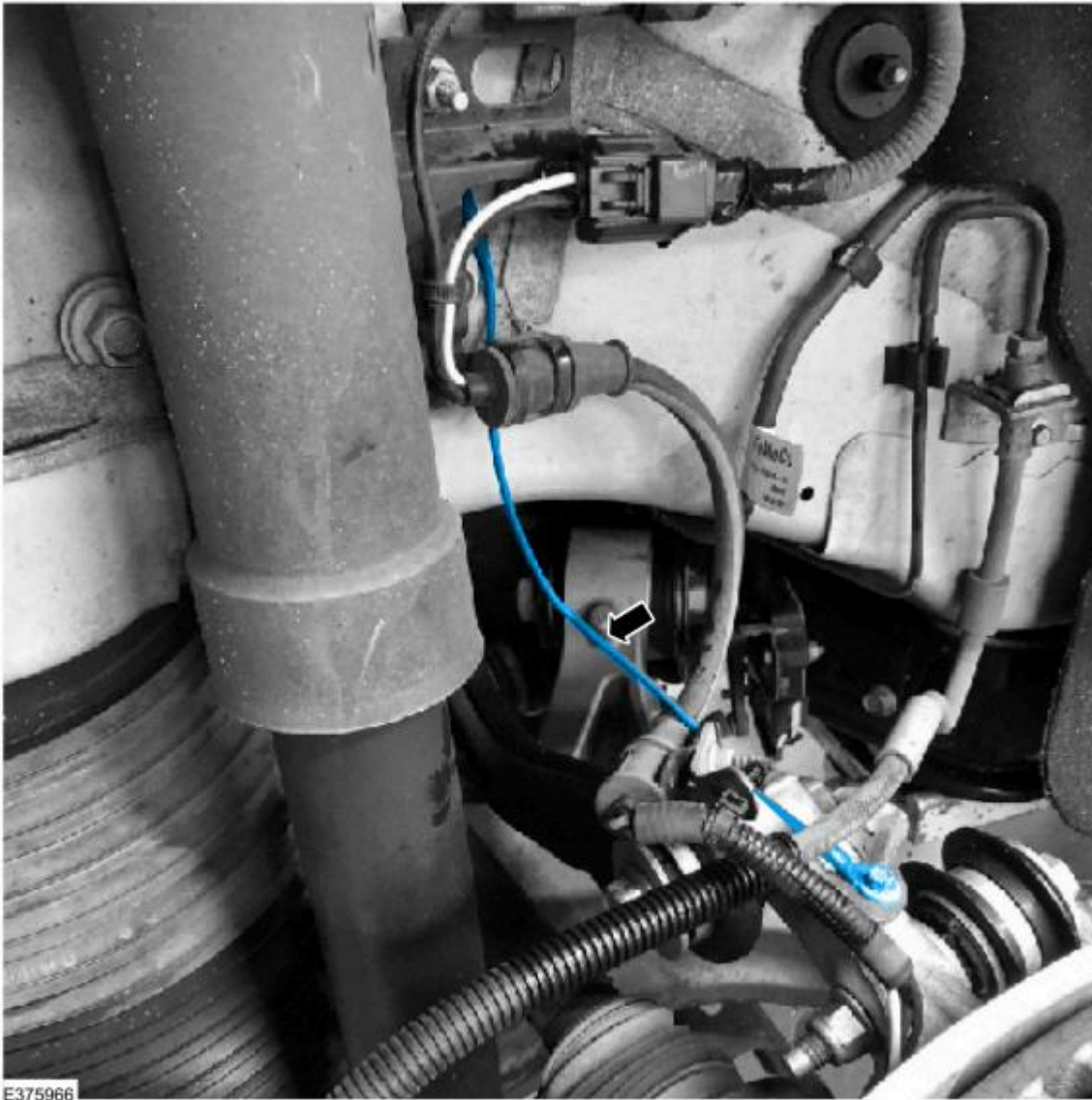
Service Procedure

1. Install new ground straps on each side of the vehicle on top of the brake hose bracket bolt on the rear knuckle. Tighten to 133 lb-in (15 Nm). Refer to Workshop Manual (WSM), Section 204-02. (Figure 1-2)

Figure 1



E375965
Figure 2



2. Install the other side of the ground straps underneath the rear wheel speed sensor harness bracket mounting stud. Tighten to 62 lb-in (7 Nm). Refer to WSM, Section 206-09. (Figure 1-2)

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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.