

TECHNICAL SERVICE BULLETIN

2WD - Clunk Noise When Shifting REVERSE To DRIVE Or DRIVE To REVERSE And/Or During Coast Down

20-2253

11 August
2020

This bulletin supersedes 20-2097. Reason for update: Incorrect or Incomplete Symptom

Model:

Ford
2018-2020 Expedition

Lincoln
2018-2020 Navigator

Summary

This article supersedes TSB 20-2097 to update the Title, Issue, and Action statements and production fix date.

Issue: Some 2018-2020 Expedition/Navigator two-wheel drive (2WD) vehicles may exhibit a clunk noise from the driveshaft area when shifting from REVERSE to DRIVE or DRIVE to REVERSE and/or during coast down. This condition may be caused by a slip/stick condition at the transmission output flange/anti-ting ring interface. To correct the condition, follow the Service Procedure to apply a light coating of grease to the anti-ting washer and output shaft splines.

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

- 2018-2020 Expedition/Navigator
- 2WD vehicles (non-4x4 equipped vehicles)
- Vehicle exhibits a clunk noise from driveshaft area when shifting from REVERSE to DRIVE or DRIVE to REVERSE and/or during coast down

NOTE: Part quantity refers to the number of that service part number required, which may be different than the number of individual pieces. Service part numbers contain 1 piece unless otherwise stated. "As Needed" indicates the part is required but the number may vary or is not a whole number; parts can be billed out as non-whole numbers, including less than 1.

Parts

| Service Part Number | Quantity | Description | |
|---------------------|-----------|---------------------------------------|--|
| N811880-S100 | 1 | Driveshaft Flange Bolt | Package Contains 4 Pieces, 4 Pieces Required |
| HL3Z-7N134-C | 1 | Transmission Output Shaft Flange Bolt | - |
| XG-11 | As Needed | Motorcraft® High Temperature Grease | - |

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 |
|--|---------------|----------|
| 2018-2020 Expedition 2WD/Navigator 2WD: Apply Grease Onto The Transmission Output Shaft, And Anti Ting Ring Includes Time To Remove And Install Output Shaft Flange (Do Not Use With Any Other Labor Operations) | 202253A | 0.6 Hrs. |

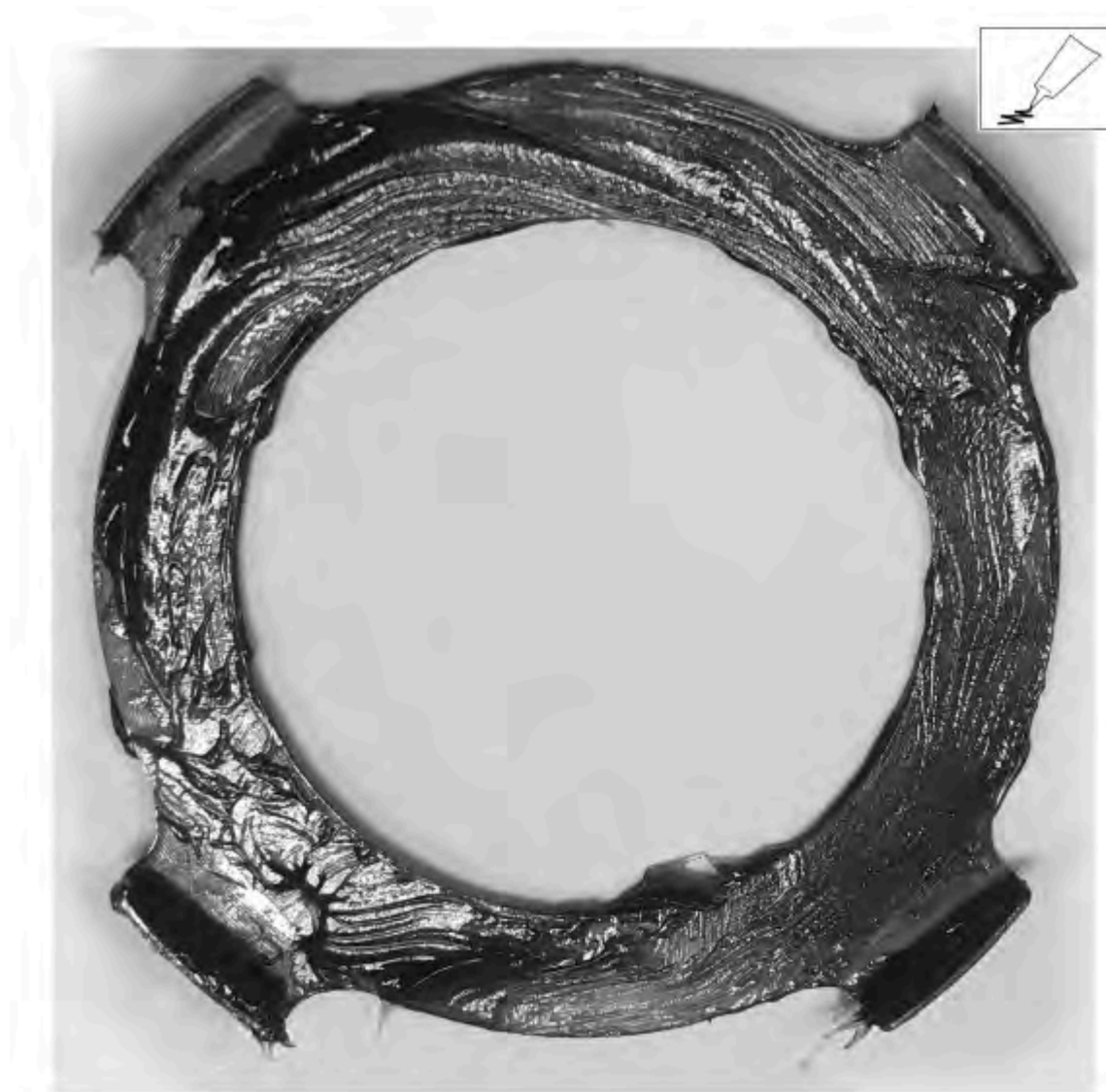
Repair/Claim Coding

| | |
|-----------------|-------|
| Causal Part: | 7N135 |
| Condition Code: | 42 |

Service Procedure

1. Remove the four driveshaft flange bolts and disconnect the driveshaft flange from the transmission output shaft flange. It is only necessary to disconnect the front driveshaft flange from the transmission. Support and position the driveshaft aside. Refer to WSM, Section 205-01.
2. Remove the transmission output shaft flange from the transmission. Refer to WSM, Section 307-01.
3. Remove the anti-ting ring from the transmission output shaft flange by gently prying between the anti-ting ring and the transmission output shaft flange.
4. Apply a light coating of Motorcraft® High Temperature 4X4 Front Axle and Wheel Bearing Grease or equivalent to both sides of the anti-ting ring. (Figure 1)

Figure 1



E299630

5. Apply a light coating of Motorcraft® High Temperature 4X4 Front Axle and Wheel Bearing Grease or equivalent to the transmission output shaft splines, completely covering the entire spline area. Do not allow grease in the threaded hole. (Figure 2)

Figure 2



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6. To reassemble, reverse the disassembly procedure. Refer to WSM, Sections 307-01 and 205-01.

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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.