



TECHNICAL SERVICE BULLETIN

Clunk/Knock Noise From The Rear Of The Vehicle When Accelerating Or Braking In Forward Or Reverse - Built On Or Before 05-Oct-2021

24-2038

12 February
2024

This bulletin supersedes 22-2253. Reason for update: revised part list

Model:

Ford 2021 Mustang Mach-E	Built on or before 05-Oct-2021
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Markets: Canada, USA

Issue: Some 2021 Mustang Mach-E vehicles built on or before 05-Oct-2021 may exhibit a clunk/knock noise from the rear of the vehicle when accelerating or braking in forward or reverse. This may be due to one of the rear upper trailing arm bushing blades contacting the inner core during high load. To correct the condition, follow the Service Procedure to replace the rear upper trailing arm.

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

- 2021 Mustang Mach-E
- Built on or before 05-Oct-2021
- Clunk/knock noise from the rear of the vehicle when accelerating or braking in forward or reverse

Parts

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
LJ9Z-5500-T	1	1	1	Rear Upper Trailing Arm (Left)
LJ9Z-5500-S	1	1	1	Rear Upper Trailing Arm (Right)
W721830-S439	2	1	4	Upper Trailing Arm-to-Frame Bolt
W500564-S439	1	1	4	Upper Trailing Arm-to-Wheel Knuckle Bolt
W520215-S440	1	1	4	Upper Trailing Arm-to-Wheel Knuckle Nut

Claim Quantity refers to the total number of individual pieces required to repair the vehicle.

Package Order Quantity refers to the amount of the service part number package(s) required to repair the vehicle.

Number In Package refers to the number of individual pieces included in a service part number package.

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Service Part New Vehicle (SPNV)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SPNV/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 Mustang Mach-E, Diagnose And Replace One Rear Upper Trailing Arm (Do Not Use With Any Other Labor Operations)	242038A	0.8 Hrs.
2021 Mustang Mach-E, Diagnose And Replace Both Rear Upper Trailing Arms (Do Not Use With Any Other Labor Operations)	242038B	1.0 Hrs.

Repair/Claim Coding

Causal Part:	5500
Condition Code:	42

Service Procedure

1. Place the vehicle in drive (D), apply and hold the brake pedal firmly, briefly push the accelerator pedal simultaneously.
2. Can the clunk from the rear upper trailing arm be duplicated?
 - (1). Yes - proceed to Step 3.
 - (2). No - this article does not apply. Refer to Workshop Manual (WSM), Section 100-04 for further diagnostics.
3. Replace the affected rear upper trailing arm. Refer to WSM, Section 204-02.

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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.