

FORD:

2015-2017 Edge

LINCOLN:

2016-2017 MKX

2017 Continental

ISSUE

Some 2015-2017 Edge and 2016-2017 MKX vehicles built on or before 15-Apr-2017 and 2017 Continental vehicles built on or before 19-Oct-2016 may exhibit a rattle noise from the underbody of the vehicle while moving. This may be due to the movement of loose floor pan underbody shield fasteners which are attached to the underbody shields.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Raise the vehicle on a hoist. Refer to Workshop Manual (WSM), Section 100-02.
2. Inspect the three plastic underbody shield fasteners in the center of each of the two shields. Are the fasteners loose?
 - a. No - this article does not apply. Refer to WSM, Section 100-04 for normal diagnostics.
 - b. Yes - proceed to Step 3.
3. Replace the fasteners following the instructions in the Underbody Shield Fastener Kit.

| Tool List Continental | |
|-----------------------|----------------------|
| Size Drive | Part Description |
| 1/4" | 7 mm Socket Shallow |
| 3/8" | 23 mm Socket Shallow |
| 3/8" | TORX® Socket T30 |
| 1/4" / 3/8" | Power Tool |
| 1/4" / 3/8" | Ratchet |
| | Needle Nose Pliers |
| | Utility Knife |

| Tool List Edge / MKX | |
|----------------------|-----------------------|
| Size Drive | Part Description |
| 1/4" | 10 mm Socket Shallow |
| 3/8" | 5.5 mm Socket Shallow |
| 3/8" | TORX® Socket T30 |
| 1/4" / 3/8" | Power Tool |
| 1/4" / 3/8" | Ratchet |

NOTE: The information contained 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, Lincoln, or Mercury 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.

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| | |
|--|--------------------|
| | Needle Nose Pliers |
| | Utility Knife |

| PART NUMBER | PART NAME |
|---------------|-------------------------------|
| H2GZ-19E525-A | Underbody Shield Fastener Kit |

| OPERATION | DESCRIPTION | TIME |
|-----------|---|---------|
| 170065A | 2015-2017 Edge, 2016-2017 MKX And 2017 Continental: Inspect And Replace Underbody Shield Fasteners Following The Service Procedure (Do Not Use With Any Other Labor Operations) | 0.4 Hr. |

WARRANTY STATUS:

Eligible Under Provisions Of New Vehicle Limited Warranty Coverage

Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

DEALER CODING

| BASIC PART NO. | CONDITION CODE |
|----------------|----------------|
| 5811782 | 01 |