

**POLICE INTERCEPTOR UTILITY AND SEDAN—
FRONT DOOR WINDOW GLASS STICKING OR
BINDING—BUILT ON OR BEFORE 3/26/2013**

TSB 13-6-11

FORD:
2013 Taurus, Explorer

ISSUE

Some 2013 Police Interceptor Utility and Sedan vehicles equipped with ballistic door panels built on or before 3/26/2013 may exhibit a sticking or binding door window glass on the left or right front door.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Perform the following procedure on the affected side of the vehicle only.
2. Remove the window regulator. Refer to Workshop Manual (WSM), Section 501-11.
3. Remove the door window glass. Refer to WSM, Section 501-11.
4. Clean the glass using GOO GONE® and Motorcraft® Ultra-Clear Spray Glass Cleaner or equivalent.
5. Remove the ballistic information label from the black nylon material of the ballistic panel and set aside to reattach to the vehicle.
6. Remove the front door latch. Refer to WSM, Section 501-14.
7. Apply masking tape to the two large openings inside the door to protect against sheet metal edges.
8. Apply liberal amounts of GOO GONE® spray gel adhesive remover or equivalent to the black nylon material adhered to the ballistic panel.
9. Remove the black nylon material by peeling at the upper edge of the panel and pulling the material downward.

10. Clean off residual adhesive and Goo Gone with Motorcraft® Metal Brake Part Cleaner or equivalent.
11. Attach the ballistic information label to lower-left area of ballistic panel. Label may be discarded if damaged or illegible.
12. Reverse the procedure to assemble the vehicle.

Obtain Part Locally
Part Name
GOO GONE® Spray Gel (Citrus Power) Masking Tape

PART NUMBER	PART NAME
PM-4-A	Motorcraft® Metal Brake Parts Cleaner
ZC-23	Motorcraft® Ultra-Clear Spray Glass Cleaner

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.

OPERATION	DESCRIPTION	TIME
130611A	2013 Explorer Utility Interceptor: Follow Service Procedure To Remove Black Nylon Material From The Inner Side Of the Ballistic Panel (Do Not Use With Any Other Labor Operations) One (1) Front Door	1.8 Hrs.

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.

TSB 13-6-11 (Continued)

130611A	2013 Taurus Sedan Interceptor: Follow Service Procedure To Remove Black Nylon Material From The Inner Side Of the Ballistic Panel (Do Not Use With Any Other Labor Operations) One (1) Front Door	2.1 Hrs.	130611B	2013 Explorer Utility Interceptor: Follow Service Procedure To Remove Black Nylon Material From The Inner Side Of the Ballistic Panel (Do Not Use With Any Other Labor Operations) Both (2) Front Doors	3.1 Hrs.
130611B	2013 Taurus Sedan Interceptor: Follow Service Procedure To Remove Black Nylon Material From The Inner Side Of the Ballistic Panel (Do Not Use With Any Other Labor Operations) Both (2) Front Doors	4.1 Hrs.	DEALER CODING BASIC PART NO. 78201B69	CONDITION CODE D4	