



## TECHNICAL SERVICE BULLETIN

### 2016-2019 Explorer - Roof Rail Covers Loose

**20-2154**

06 May 2020

This bulletin supersedes 19-2364. Reason for update: Incorrect Procedure

#### Model:

Ford  
2016-2019 Explorer

#### Summary

This article supersedes TSB 19-2364 to update the Service Procedure and Parts List.

**Issue:** Some 2016-2019 Explorer vehicles may exhibit roof rail covers that become loose or partially detached. This may be caused by a lack of retention of the clips securing the roof rail covers. To correct the condition, follow the Service Procedure to replace the retaining clips and apply adhesive to the roof rail covers.

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

- 2016-2019 Explorer
- Roof rail covers are loose

**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

Part Number		Description	Quantity
FB5Z-7851050-A	Package Contains 1 Piece, 7 Pieces Required Per Side	Retaining clips	7 Per Side
Obtain Locally	-	3M™ Super Fast Repair Adhesive 04747	As Needed
Obtain Locally	38191 For A 12 Pack, 38193 For A 50 Pack	3M™ Mixing Nozzles	As Needed
Obtain Locally	-	Masking Tape	As Needed

**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
2016-2019 Explorer: Secure Both (2) Roof Rail Covers Following The Service Procedure (Do Not Use With Any Other Labor Operations)	202154A	0.6 Hrs.

## Repair/Claim Coding

Causal Part:	78551A46
Condition Code:	33

## Service Procedure

1. Remove the roof rail cover. Refer to Workshop Manual (WSM), Section 501-08.
2. Replace the roof rail retaining clips.
3. With retaining clips installed in the roof rail cover, apply a 5 mm (0.20 in.) bead of 3M™ Super-Fast Repair Adhesive 04747 or equivalent on each contact patch of the roof rail cover and roof rail base assembly. (Figure 1)

**NOTE: The 3M™ adhesive used in this procedure will clog the mixing nozzle within approximately 15 seconds after use. Additional nozzles may be required. Use protective gloves to prevent glue from skin contact.**

Figure 1



4. Install the roof rail cover. Refer to WSM, Section 501-08
5. Secure the roof rail cover to the roof rail base assembly with masking tape. Allow to cure for 6 hours. If outside temperature is not between 15.5°C-26.7°C (60°F-80°F) and/or conditions are not dry, the vehicle should remain indoors to cure.
6. Remove the masking tape.

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.