



TECHNICAL SERVICE BULLETIN

Water Leaking On Right Front Floor During Or After A/C Use - Built On 31-Aug-2018 And Through 02-Feb-2020

20-2170
14 May 2020

This bulletin supersedes 19-2345 . Reason for update: Add Production Fix Date

Model:

Ford 2018-2020 Expedition
2018-2020 F-150
2018-2020 F-Super Duty
Lincoln 2018-2020 Navigator

Summary

This article supersedes TSB 19-2345 to update the production fix date.

Issue: Some 2018-2020 F-150/Expedition/Navigator/F-Super Duty vehicles built on 31-Aug-2018 and through 02-Feb-2020 may exhibit a water leak on the right front floor during and/or after the air conditioning (A/C) is used. This may be due to condensation from the evaporator drain tube entering the vehicle through the drain tube seal. To correct the condition, follow the Service Procedure steps to install an elbow on the evaporator drain tube to direct the condensation away from the seal.

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

- 2018-2020 F-150/Expedition/Navigator/F-Super Duty
- Built on 31-Aug-2018 and through 02-Feb-2020
- Water leak on right front floor during and/or after A/C use

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
4M2Z-6A614-AA	Elbow	1
Obtain Locally	Nashua® 324A or 3M™ 3340 Foil Tape	As Needed
Obtain Locally	Isopropyl Alcohol Or Equivalent	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	Time

	Operation No.	
2018-2020 Expedition/Navigator/F-150: Remove The Metal Shield From The Evaporator Drain, Includes Time To Install Elbow, Heat Shield Tape And Inspect Carpet For Dampness (Do Not Use With Any Other Labor Operations)	202170A	0.6 Hrs.
2018-2020 F-Super Duty: Remove The Metal Shield From The Evaporator Drain, Includes Time To Install Elbow, Heat Shield Tape And Inspect Carpet For Dampness (Do Not Use With Any Other Labor Operations)	202170B	0.8 Hrs.
Additional Time To Service Carpet For Dampness And/Or Odor (Can Be Claimed With Operations A Or B) MT192345 Actual Time	MT202170	Actual Time

Repair/Claim Coding

Causal Part:	19B739
Condition Code:	42

Service Procedure

 **WARNING: The vehicle should be cool enough to touch before performing this procedure.**

1. Raise the vehicle and remove the right front tire.
2. Remove the right front fender splash shield. Refer to the Workshop Manual (WSM), Section 501-02.
3. Using needle nose pliers or equivalent, remove and discard the metal shield from the evaporator drain tube by bending the tabs away from the tube. (Figures 1-3)

Figure 1



Figure 2

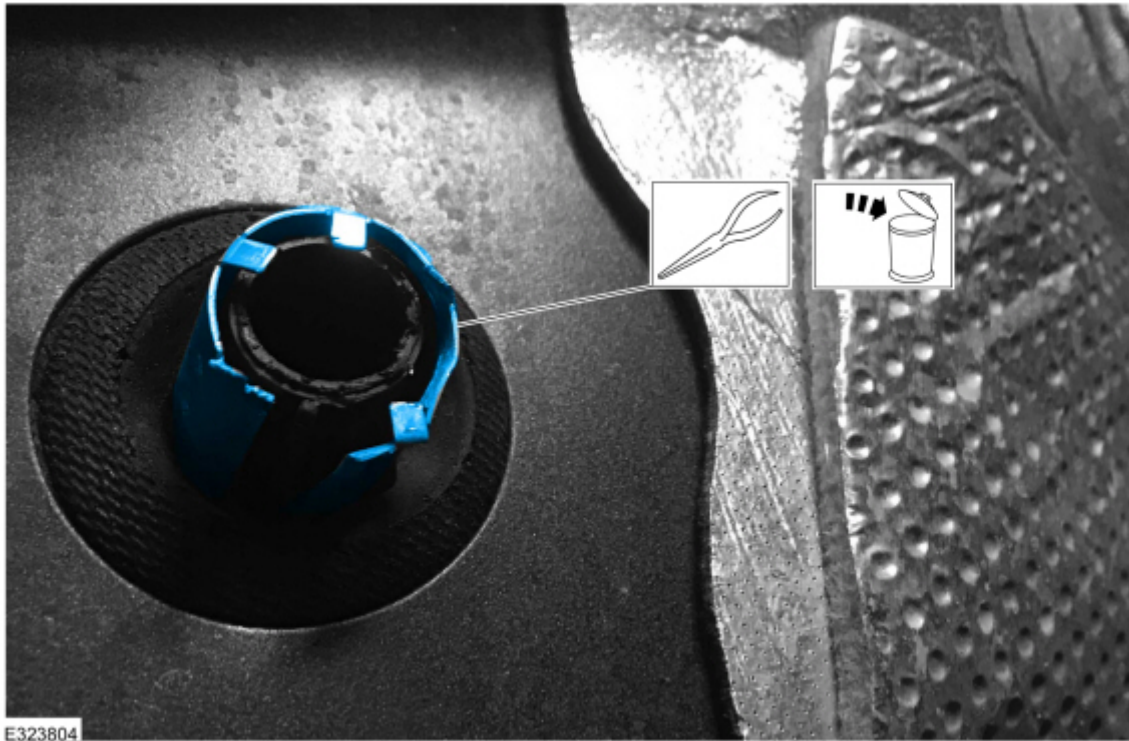
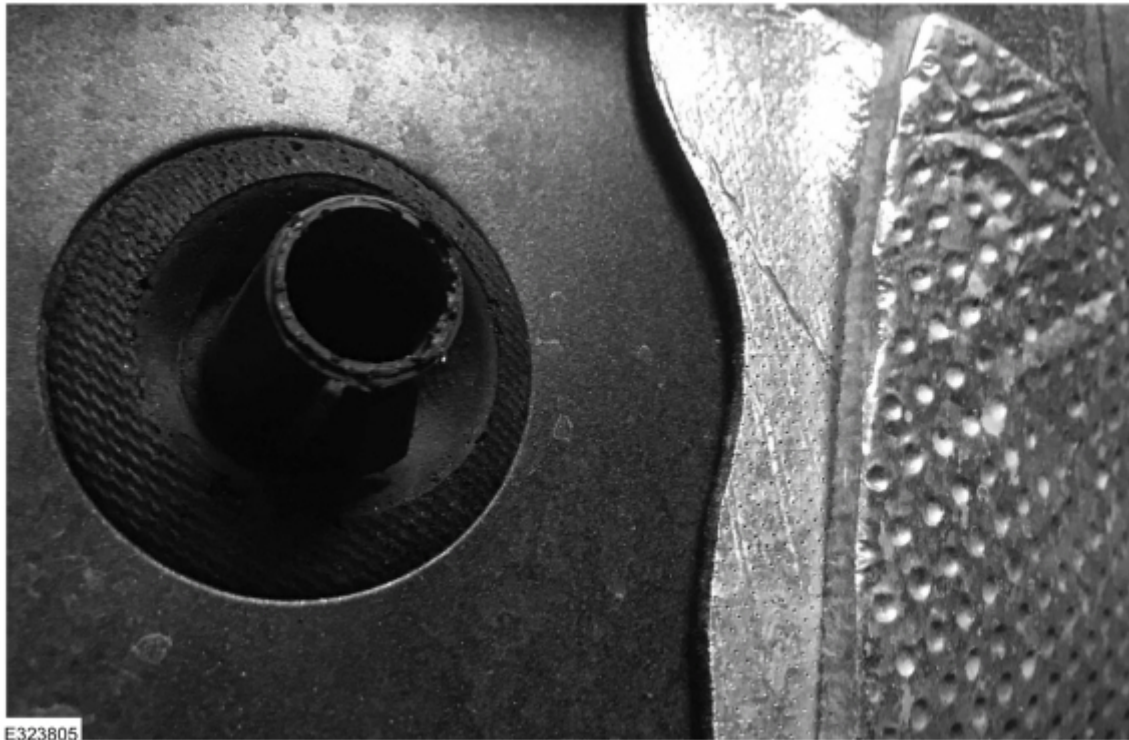


Figure 3



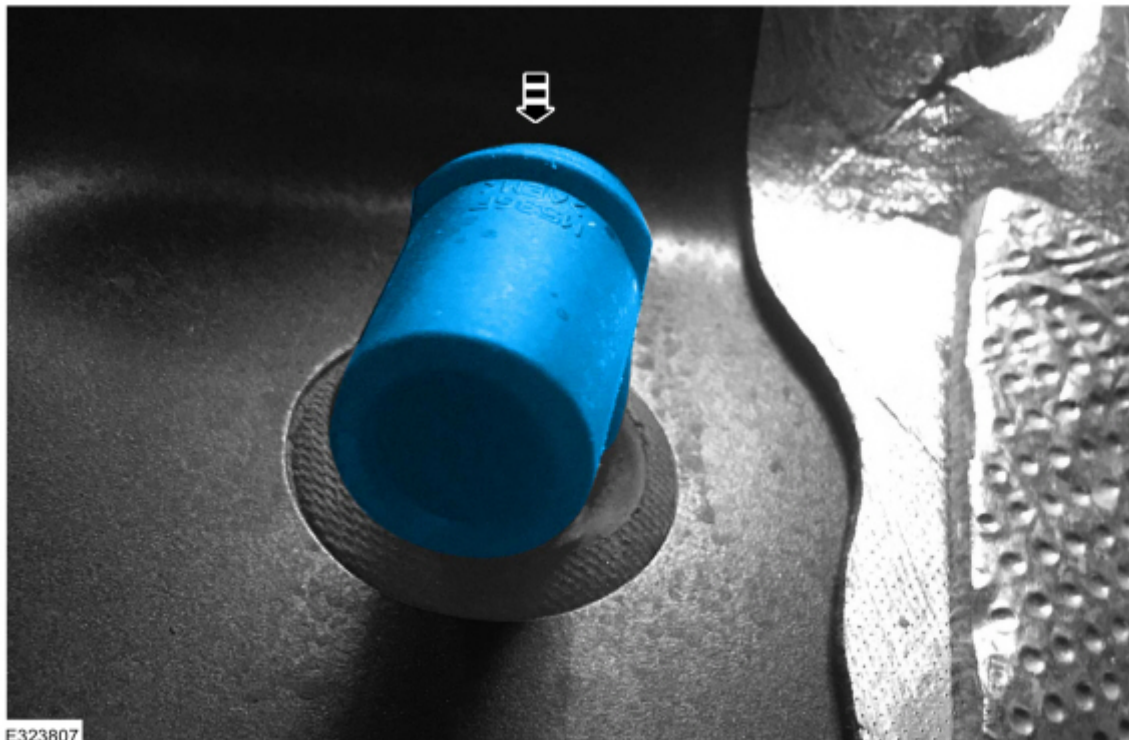
4. Lubricate the inside of the elbow with water. Install the short end of the elbow onto the drain tube. (Figures 4-5)

Figure 4



E323806

Figure 5



5. Clean the surface of the elbow, drain seal, and surrounding sheet metal with isopropyl alcohol or equivalent.

6. Apply heat shield tape over the elbow as shown in Figure 6.

Figure 6



7. Reinstall the right front fender splash shield and right front tire and lower the vehicle. Refer to the WSM, Section 501-02.

NOTE: Make sure to inspect the carpet for dampness and/or odor and service as necessary.

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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.