



TECHNICAL SERVICE BULLETIN

Manual Rear Door Lock Inoperative - Built On Or Before 21-Apr-2020

20-2245
28 July 2020

Model:

Ford 2020 Explorer

Issue: Some 2020 Police Interceptor Utility vehicles built on or before 21-Apr-2020 may exhibit inoperative manual rear door locks. This may be due to the manual rear door lock cable becoming dislodged from the rear door. To correct the condition, follow the Service Procedure steps to apply adhesive to the manual rear door lock cable.

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

- 2020 Police Interceptor Utility
- Built on or before 21-Apr-2020
- Inoperative manual rear door locks

Parts

Part Number	Description	Quantity
Obtain Locally	Loctite® SF 770 Surface Primer Or Equivalent	As Needed
Obtain Locally	Loctite® Instant Adhesive 401 Or Equivalent	As Needed
Obtain Locally	Masking Tape	As Needed
Obtain Locally	200 Grit Sandpaper	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
2020 Explorer Interceptor Utility: Apply Adhesive Around The Manual Rear Door Lock Cable Grommet One Or Both Rear Doors Following The Service Procedure (Do Not Use With Any Other Labor Operations)	MT202245	Actual Time

Repair/Claim Coding

Causal Part:	78264A27
Condition Code:	33

Service Procedure

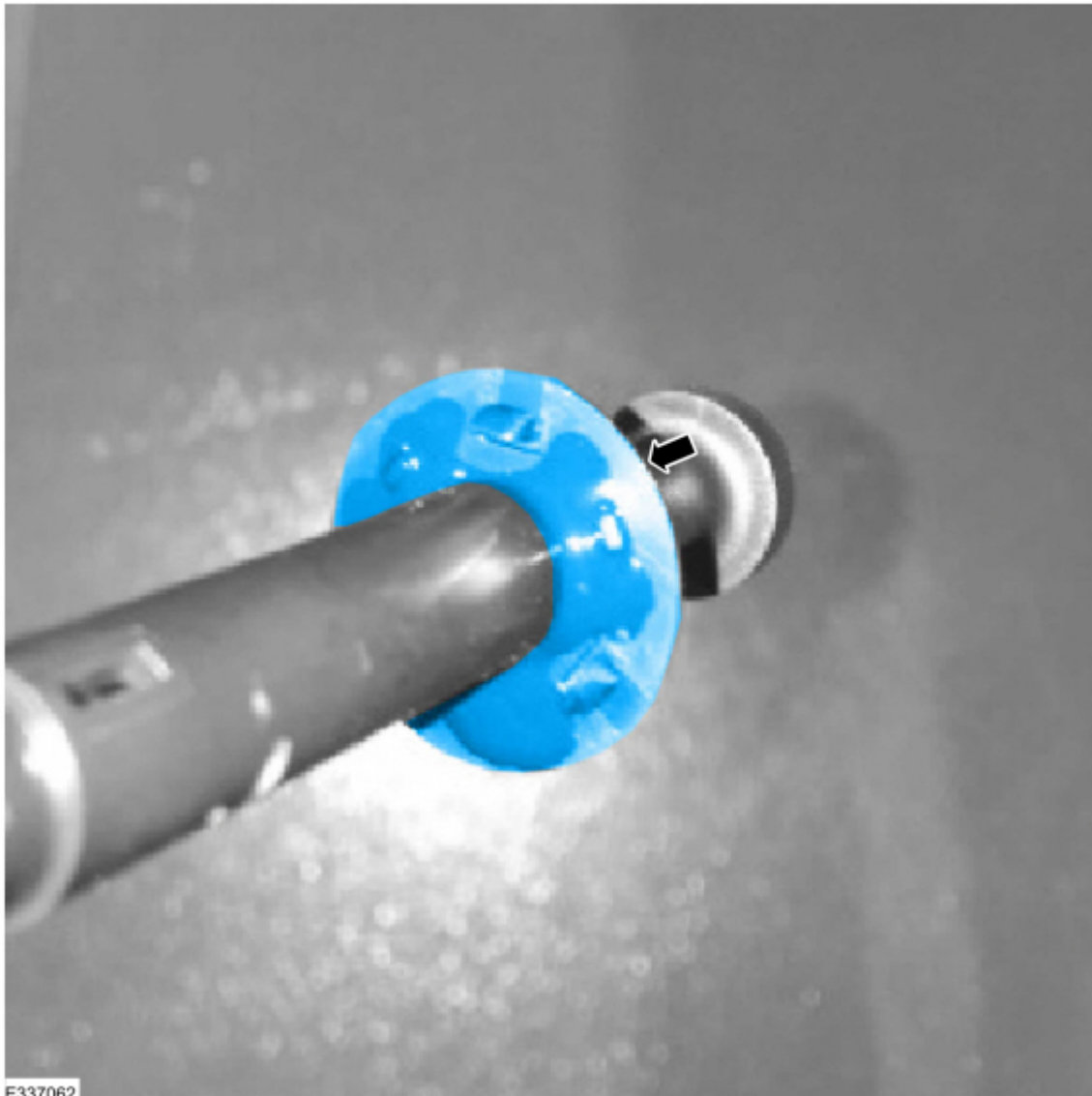
1. Remove the interior rear door handle and rear door window control switch covers by removing the 8 Torx® fasteners.
2. Remove the rear door window regulator and motor. Refer to Workshop Manual (WSM), Section 501-11, Steps 1-6.
3. Push the manual rear door lock cable to extend the grommet approximately 25.4 mm (1 inch) from the rear door surface. (Figure 1)

Figure 1



4. Lightly sand the contact area of the manual rear door lock cable grommet and the door surface around the cable. (Figure 2)

Figure 2



5. Apply surface primer to the manual rear door lock cable grommet and on the door surface around the cable.
6. Apply a 3 mm (1/8 in) bead of adhesive around the manual rear door lock cable grommet and on the door surface around the cable.
7. Install the manual rear door lock cable in the door.
8. Liberally apply adhesive to the back of the contact patch from inside the rear door. (Figure 3)

Figure 3



9. Cure for 4 minutes with masking tape holding the manual rear door lock cable in the depressed position. Allow to cure for 24 hours before operating.
10. Install the rear door window regulator and motor. Refer to Workshop Manual (WSM), Section 501-11.
11. Install the interior rear door handle and rear door window control switch covers. Tighten to 1.9 Nm (17 lb-in).

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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.