



TECHNICAL SERVICE BULLETIN

Right Rear Door Lock Inoperative - Built On 18-May-2020 And Through 30-Jun-2020

20-2359
13 October 2020

Model:

Ford
2020 F-150
2020 Super Duty

Issue: Some 2020 F-150/F-Super Duty vehicles built on 18-May-2020 and through 30-Jun-2020 may exhibit a concern where the right rear door lock is inoperative but the manual lock rod works. This may be due to stack up tolerances of the handle, cable and latch. To correct the condition, follow the Service Procedure to remove the cable barrel sleeve.

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

- 2020 F-150/F-Super Duty
- Built on 18-May-2020 and through 30-Jun-2020
- Right rear door lock inoperative
- Manual lock rod operates

Parts

Part Number	Description	Quantity
LL3Z-15264B28-A	Exterior Door Handle Cable Wiper Clip	1

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 F-150/F-Super Duty: Remove The Sleeve From The Cable Includes Time To Remove And Install The Exterior Door Handle (Do Not Use With Any Other Labor Operations)	202359A	0.5 Hrs.

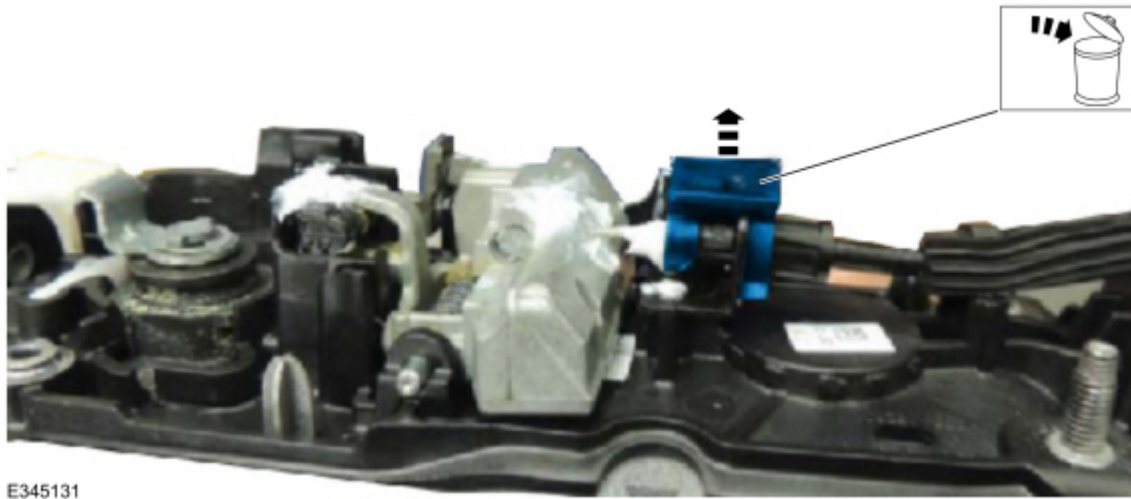
Repair/Claim Coding

Causal Part:	16266A46
Condition Code:	42

Service Procedure

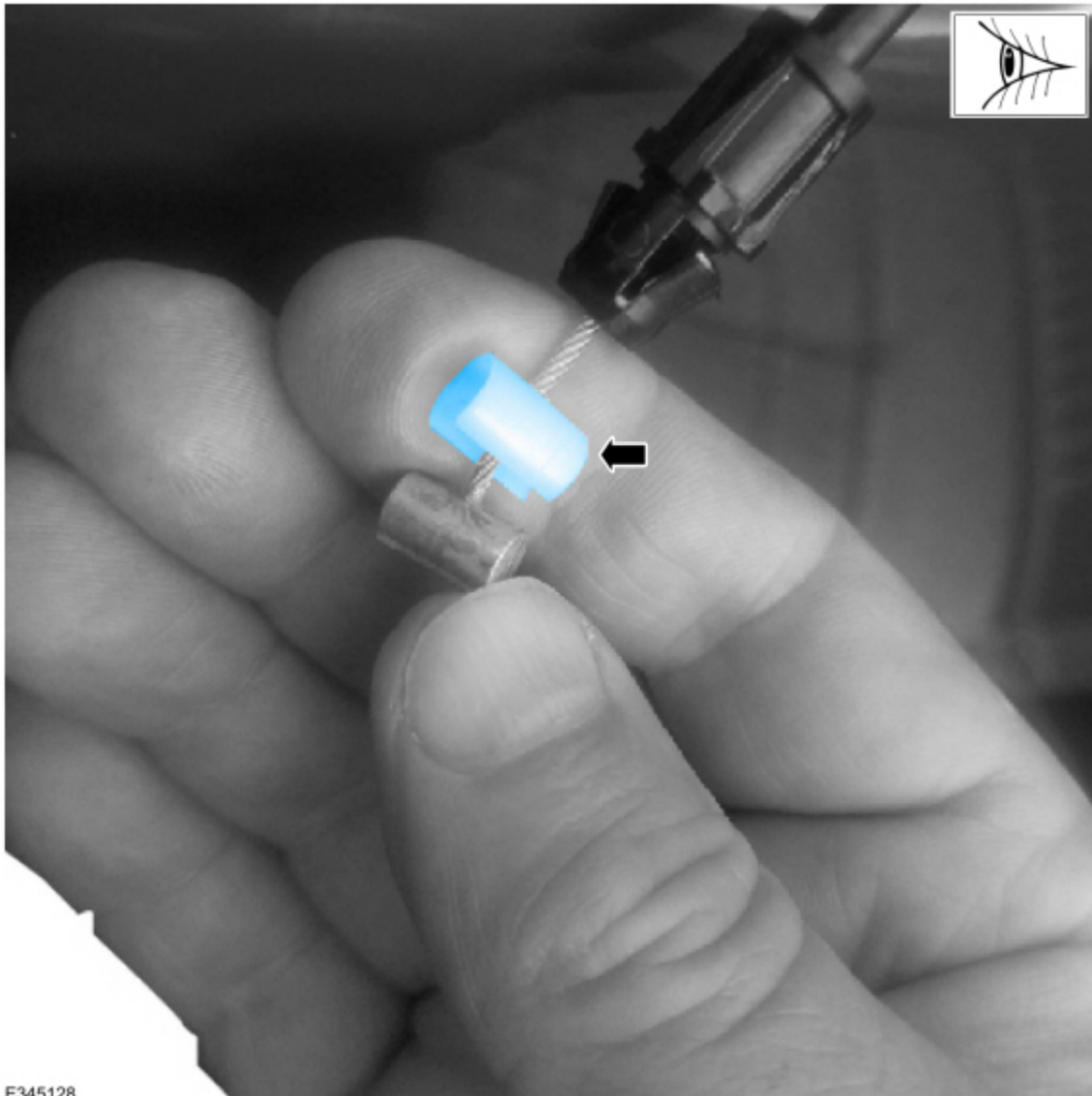
1. Remove the right rear exterior door handle. Refer to Workshop Manual (WSM), Section 501-14. Discard the cable wiper clip. (Figure 1)

Figure 1



2. Remove the plastic sleeve from the barrel end of the cable and slide away from the barrel. (Figure 2)

Figure 2



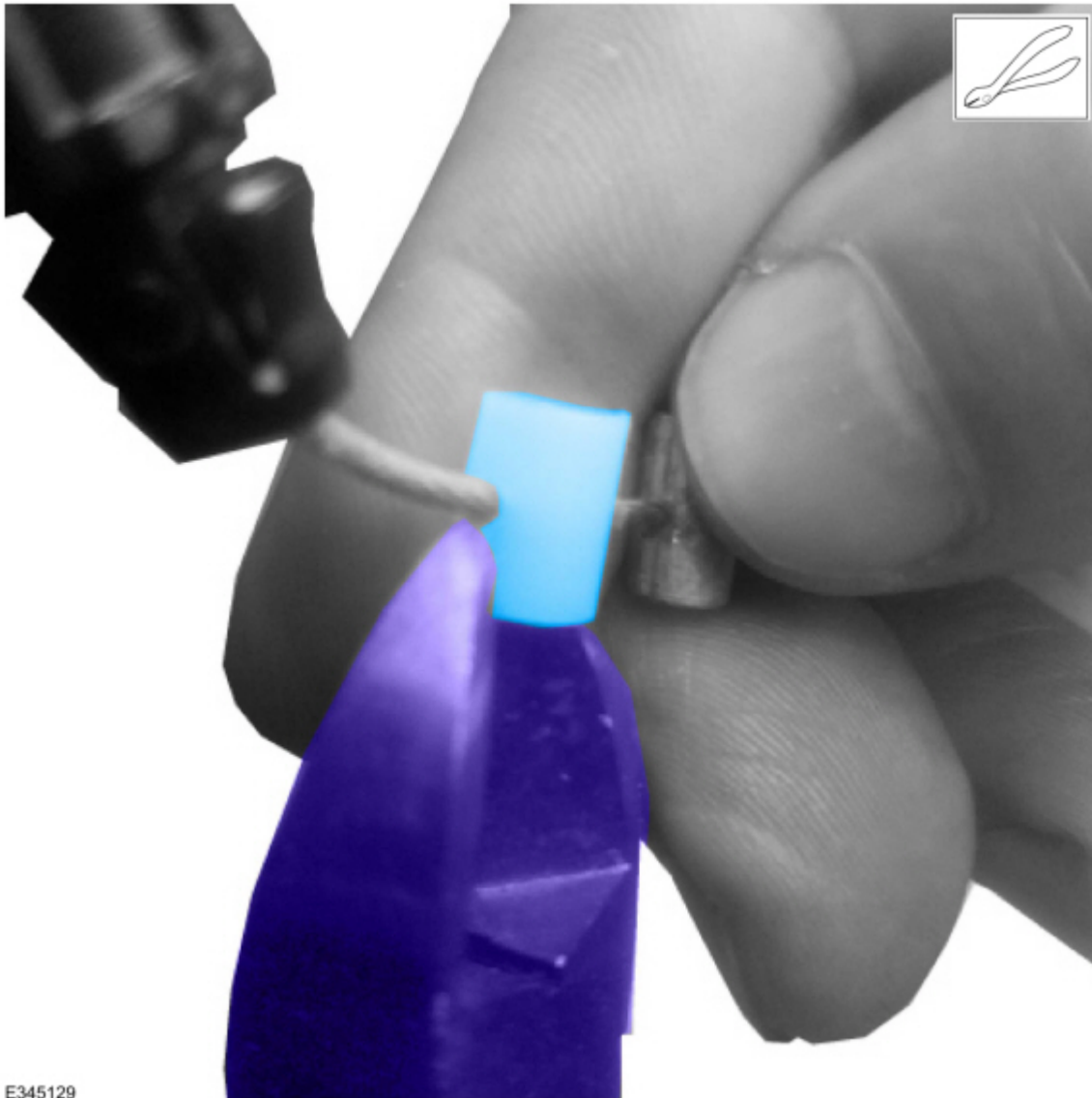
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CAUTION: Use caution to prevent damage to the cable in Step 3.

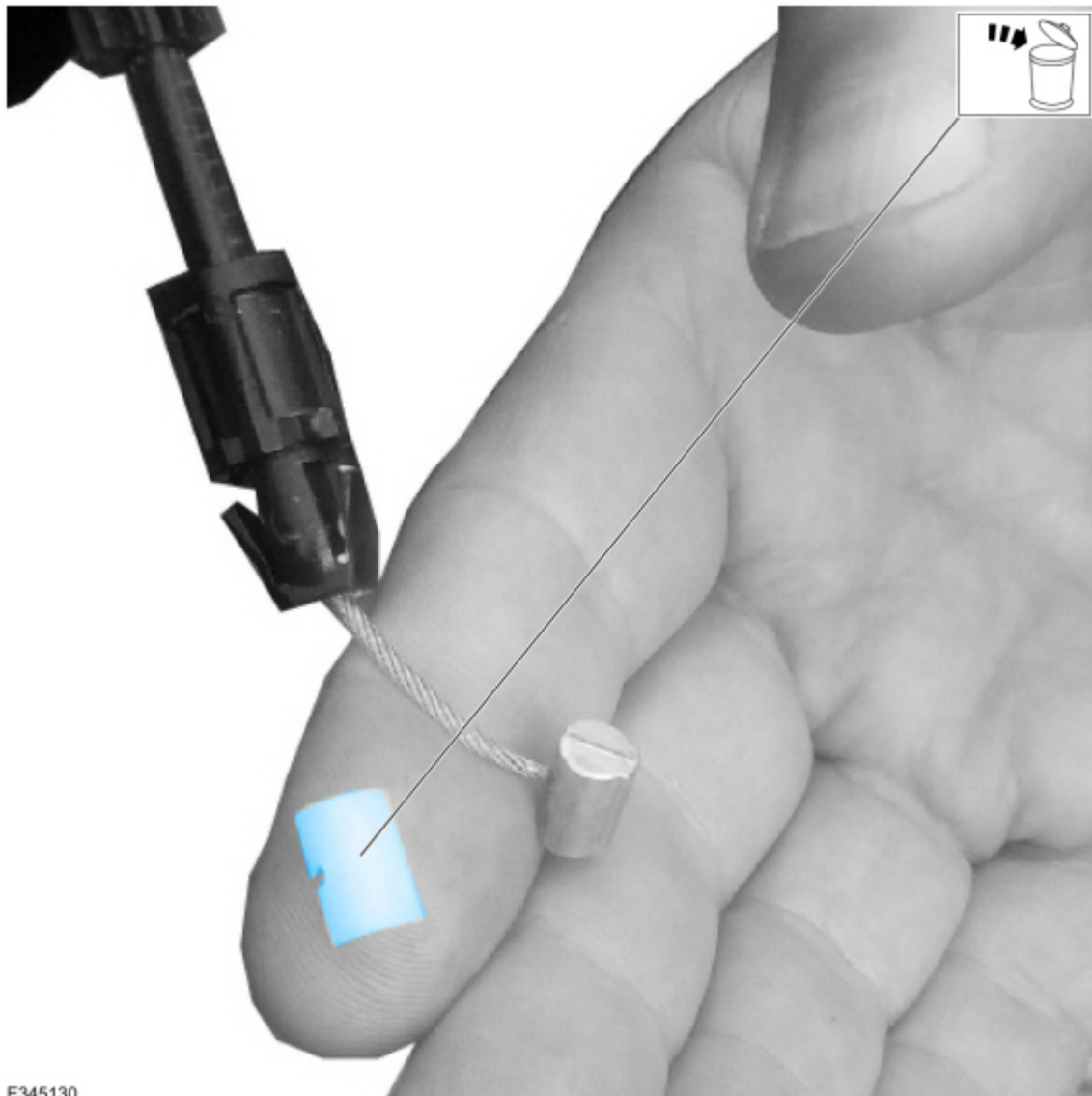
3. Clip/cut the sleeve from the cable and discard the sleeve. (Figures 3-4)

Figure 3



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Figure 4



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4. Reinstall the exterior door handle including the new exterior door handle cable wiper clip. Refer to WSM, Section 501-14. (Figure 5)

Figure 5



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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.