



TECHNICAL SERVICE BULLETIN

Water Leak In Rear Of Vehicle And/Or Spare Tire Area

20-2425
14 December 2020

This bulletin supersedes 20-2075. Reason for update: Concern Carryover to New Model

Model:

Ford 2020-2021 Explorer
Lincoln 2020-2021 Aviator

Summary

This article supersedes TSB 20-2075 to update the vehicle model years affected.

Issue: Some 2020-2021 Explorer/Aviator vehicle may exhibit a water leak in the rear liftgate area and/or exhibit water in the spare tire area. To correct the condition, follow the Service Procedure steps to identify the leak path.

Action: Follow the Service Procedure steps to identify the leak path on vehicles that meet all of the following criteria:

- 2020-2021 Explorer/Aviator
- Water in the rear liftgate area and/or water in the spare tire area

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
Diagnose And Repair Water Leak In The Spare Tire Well Area	MT202425	Actual Time

Repair/Claim Coding

Causal Part:	5827840
Condition Code:	12

Service Procedure

1. Is this vehicle an Explorer or Aviator?

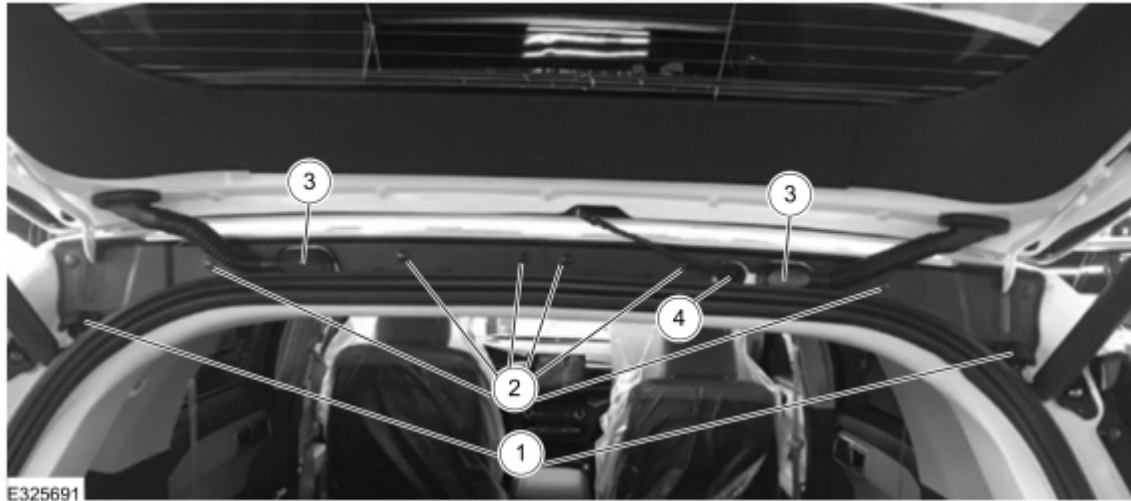
- (1). Explorer - proceed to the Explorer Vehicle Inspection procedure.
- (2). Aviator - proceed to the Aviator Vehicle Inspection procedure.

Explorer Vehicle Inspection

1. Open the rear liftgate.
2. Inspect the following for being loose, disconnected or missing:
 - (1). Power liftgate grommet (if equipped). (Figure 1 Callout 1, Figure 2)

- (2). Margin seal and margin seal pushpins. (Figure 1 Callout 2, Figure 3 Callout 2)
- (3). Electrical wiring grommet. (Figure 1 Callout 3, Figure 3 Callout 3)
- (4). Rear washer hose. (Figure 1 Callout 4, Figure 3 Callout 4)

Figure 1



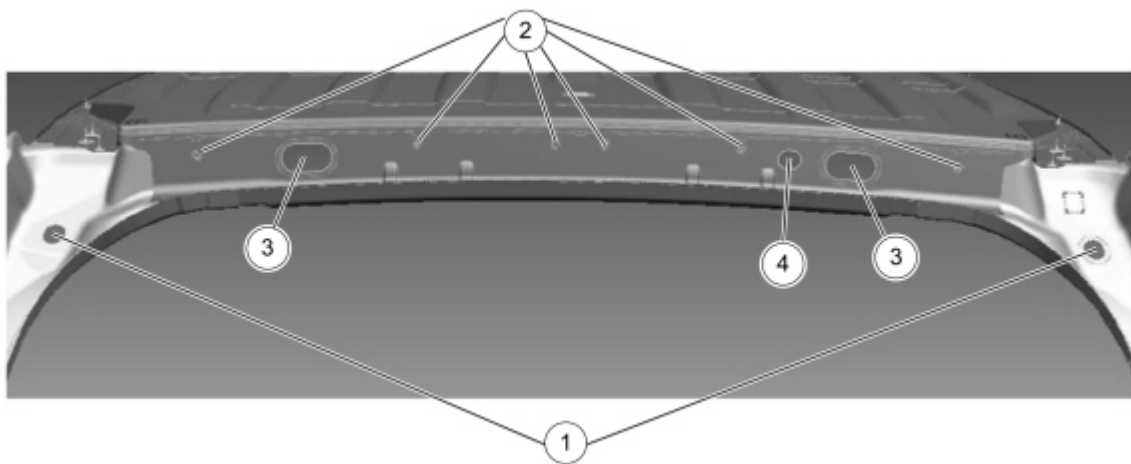
Item	Description
1	Power liftgate grommet (if equipped)
2	Margin seal and margin seal pushpins
3	Electrical wiring grommet
4	Rear washer hose

Figure 2



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Figure 3



E325693

Item	Description
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2	Margin seal and margin seal pushpins
3	Electrical wiring grommet
4	Rear washer hose

3. Raise the vehicle on a hoist.

4. Inspect the right side rear corner area under the rear bumper cover for the following loose, disconnected, or missing items:

- (1). Visually inspect for delete tape completely covering the body hole. (Figures 4-6 Callout 1)
- (2). Press down on the blind spot information system (BLIS) module to make sure the BLIS module is fully seated into the body. (Figures 4-6 Callout 2)
- (3). Visually inspect the BLIS module harness wire grommet is seated. (Figures 4-6 Callout 3)

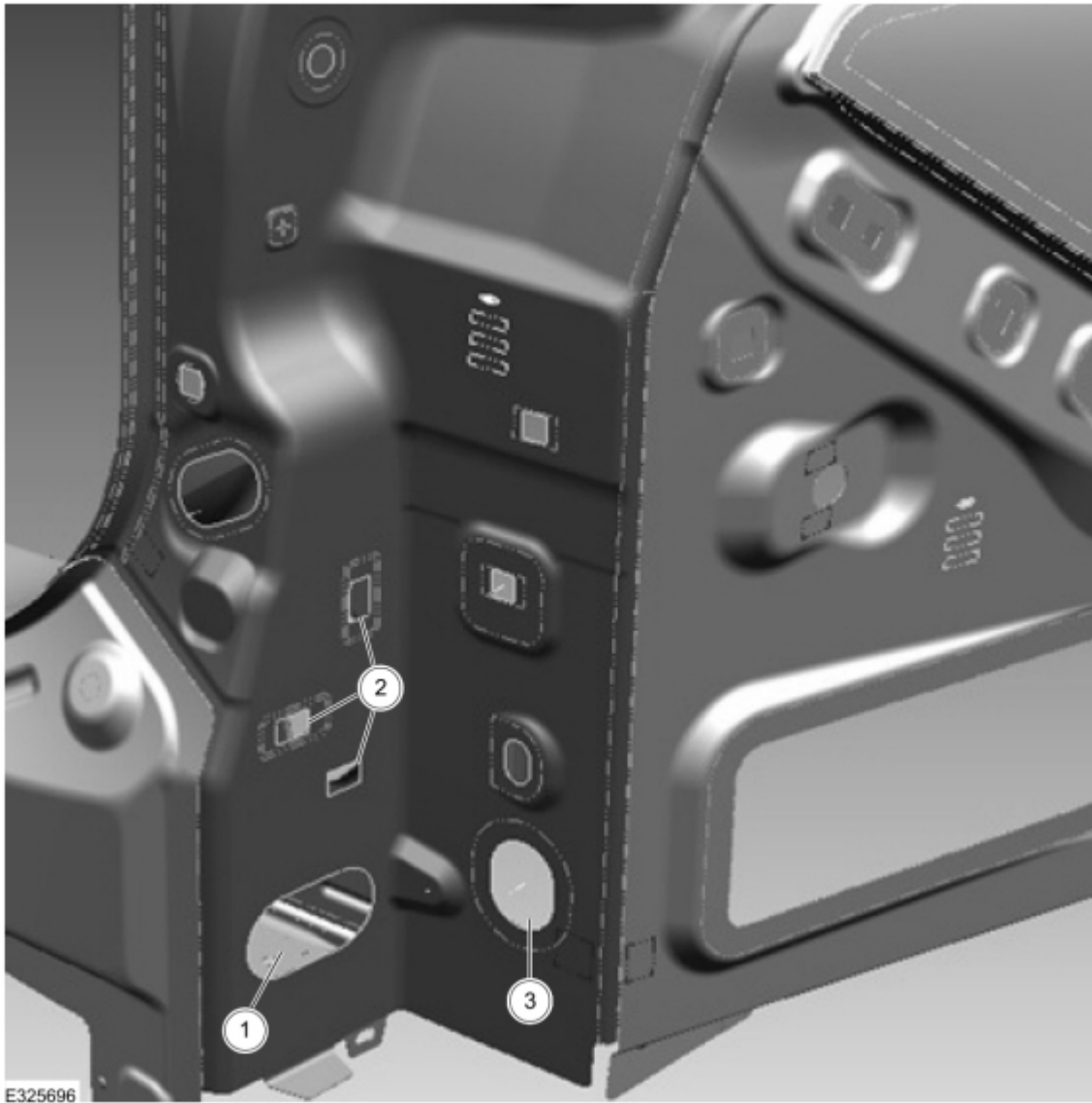
Figure 4



Figure 5



Figure 6



5. Inspect the left side rear corner area under the rear bumper cover for the following loose, disconnected, or missing items:

- (1). Visually inspect for delete tape completely covering the body hole. (Figures 7-9 Callout 1)
- (2). Press down on the BLIS module to make sure the BLIS module is fully seated into the body. (Figures 7-9 Callout 2)
- (3). Visually inspect the BLIS module wire harness grommet is seated. (Figures 7-9 Callout 3)

Figure 7

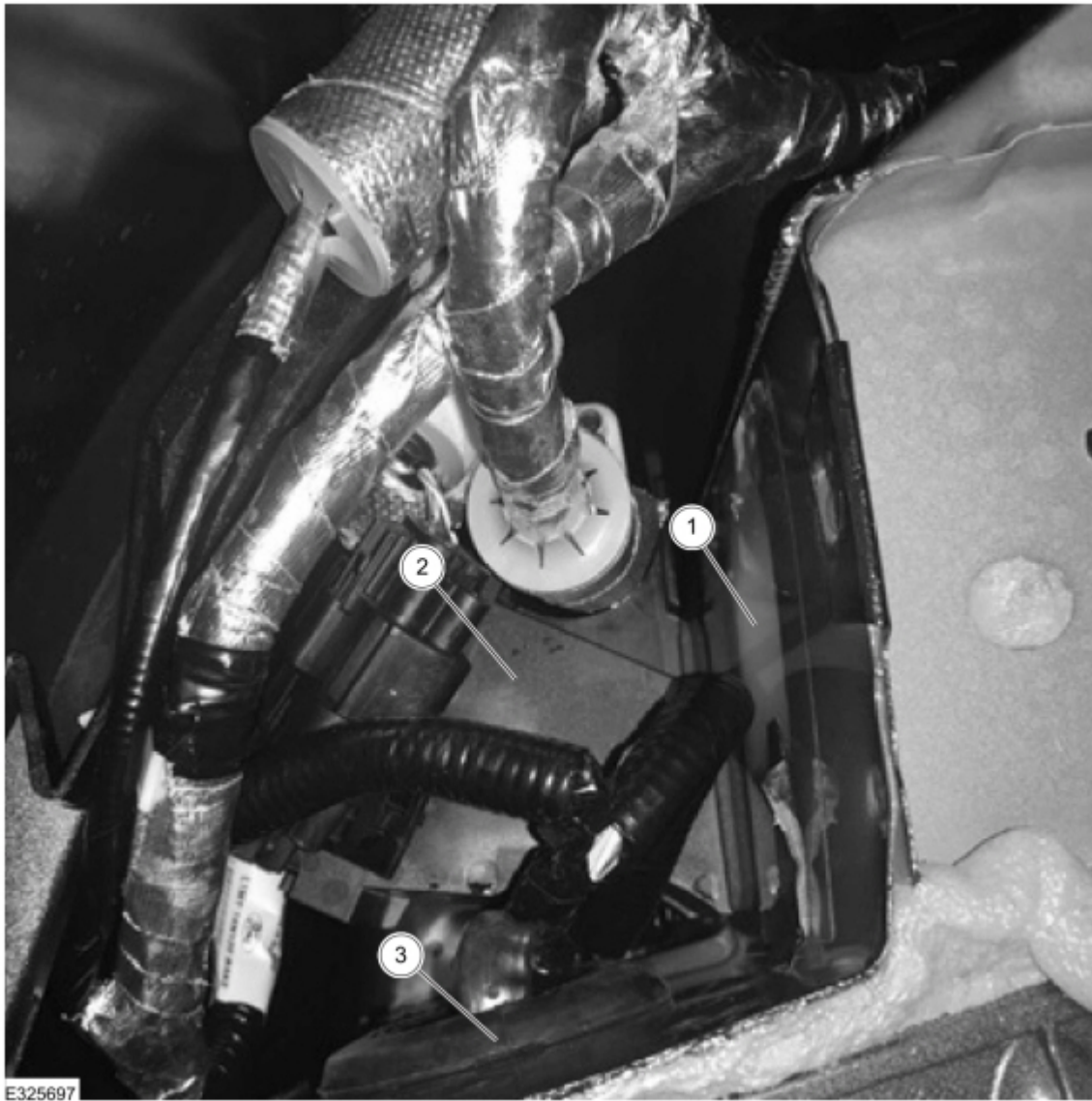
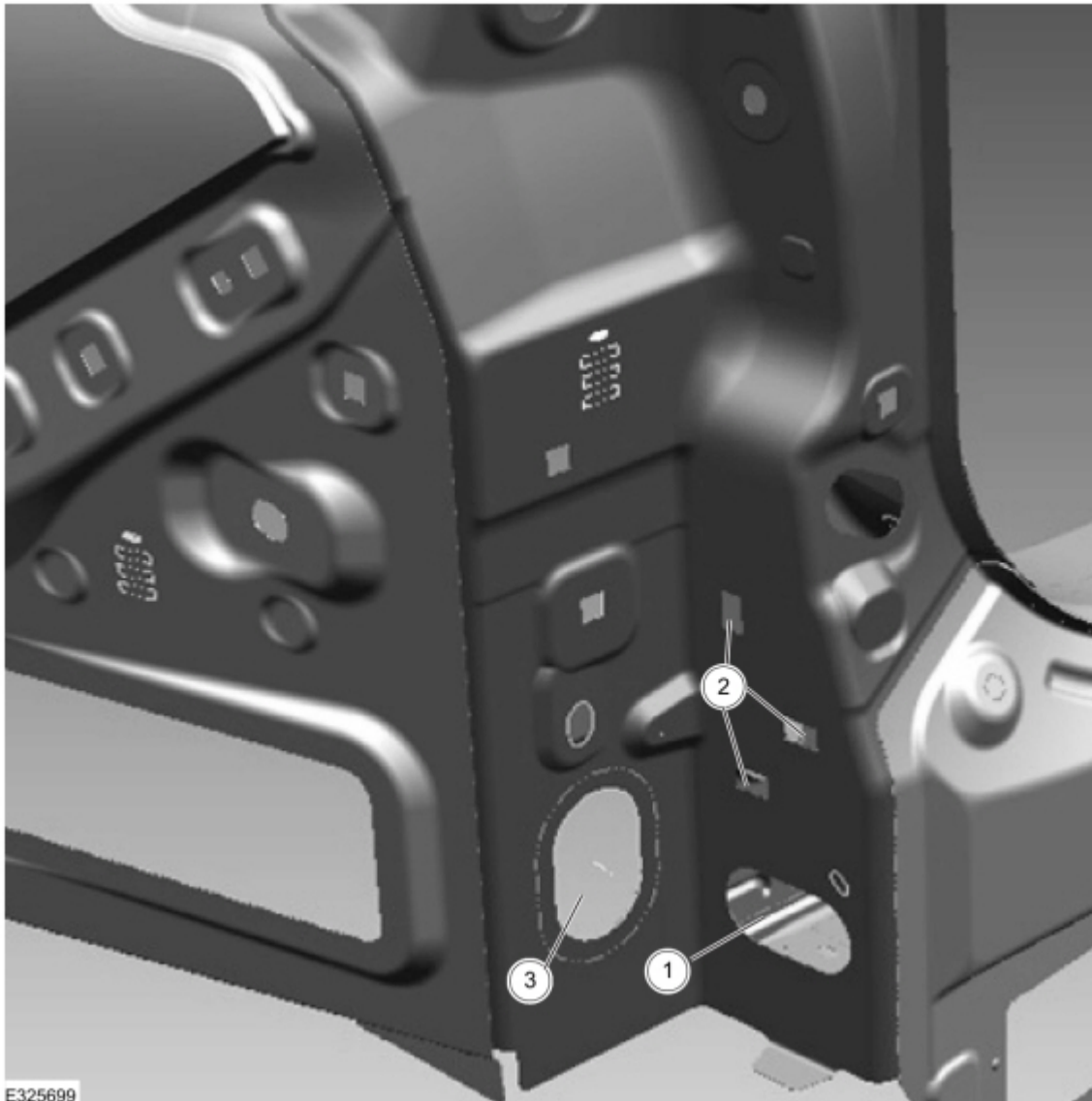


Figure 8



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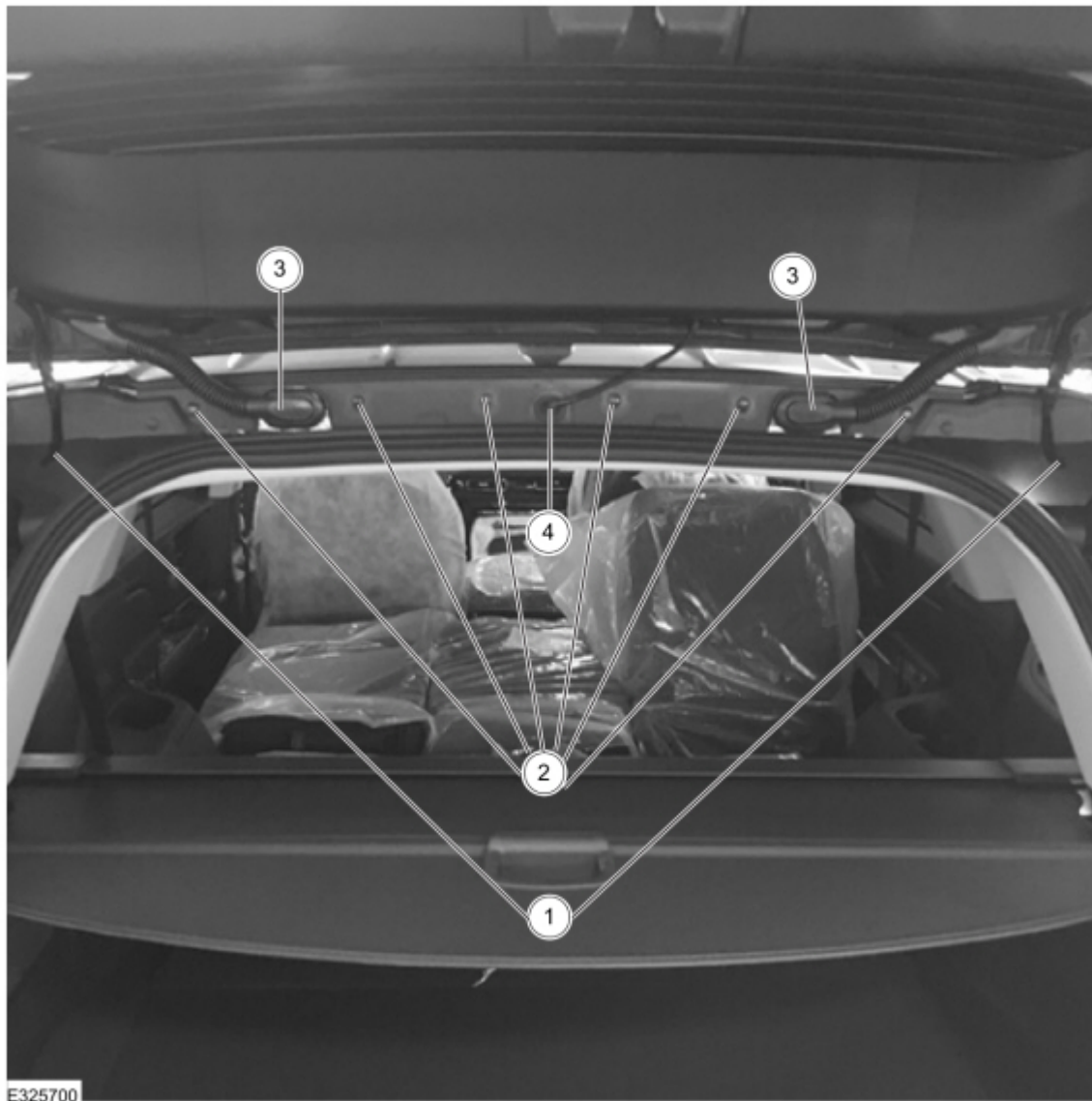
Figure 9



Aviator Vehicle Inspection

1. Open the rear liftgate.
2. Inspect the following for being loose, disconnected or missing:
 - (1). Power liftgate grommet. (Figure 10 Callout 1, Figure 11)
 - (2). Margin seal and margin seal pushpins. (Figure 10 Callout 2)
 - (3). Electrical wiring grommet. (Figure 10 Callout 3)
 - (4). Rear washer hose. (Figure 10 Callout 4)

Figure 10



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Item	Description
1	Power liftgate grommet
2	Margin seal and margin seal pushpins
3	Electrical wiring grommet
4	Rear washer hose

Figure 11



3. Raise the vehicle on a hoist.
4. Inspect the right side rear corner area under the rear bumper cover for the following loose, disconnected or missing items:
 - (1). Visually inspect for delete tape completely covering the body hole. (Figures 12-14 Callout 1)
 - (2). Press down on the BLIS module to make sure the BLIS module is fully seated into the body. (Figures 12-14 Callout 2)
 - (3). Visually inspect the BLIS module wire harness grommet is seated. (Figures 12-14 Callout 3)
 - (4). Make sure the wire harness grommet for the phone as a key feature is seated or the delete tape is completely covering the body hole. (Figures 12-14 Callout 4)
 - (5). BLIS grommet to module wire. (Figures 12-14 Callout 5)

Figure 12

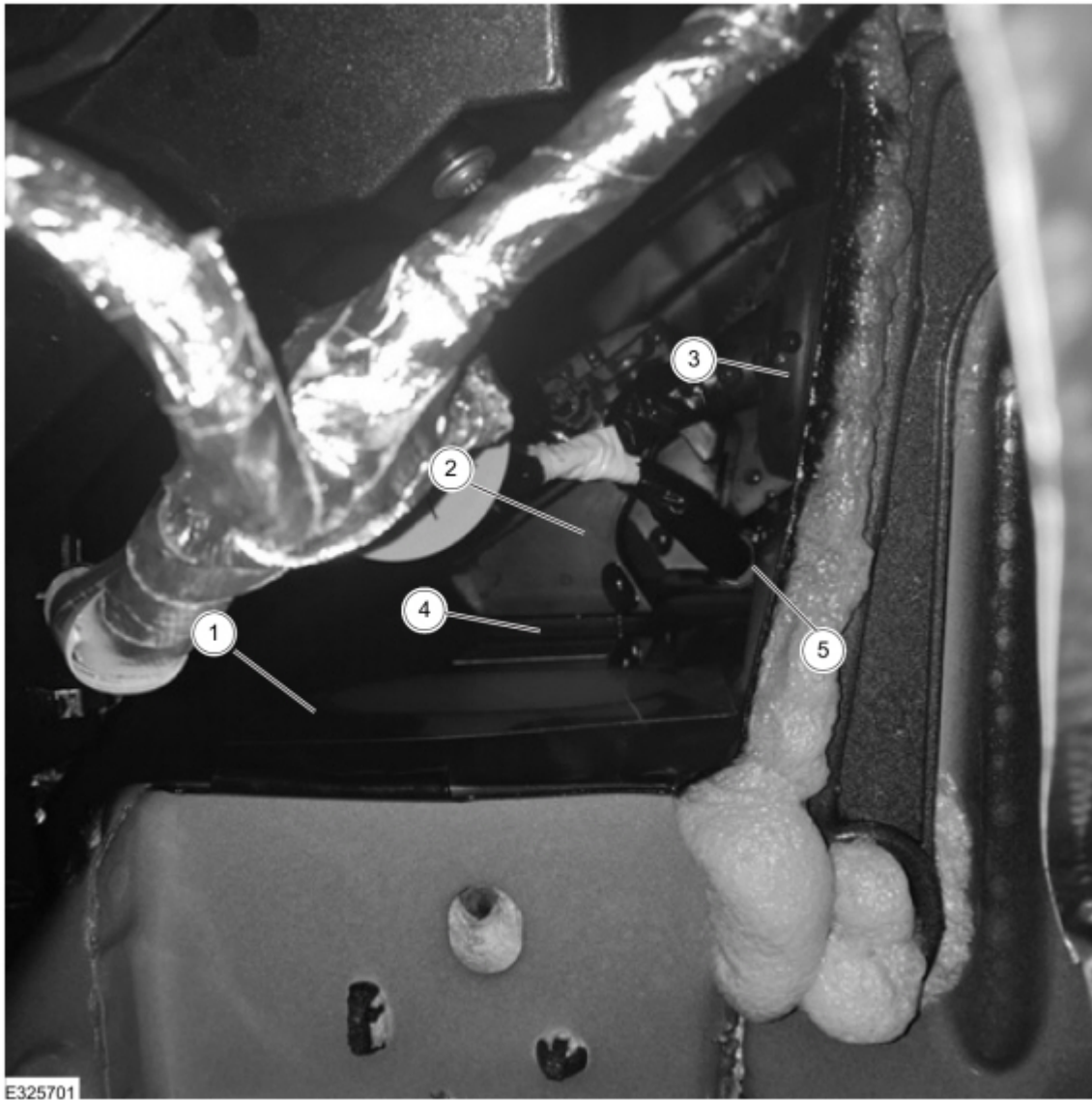
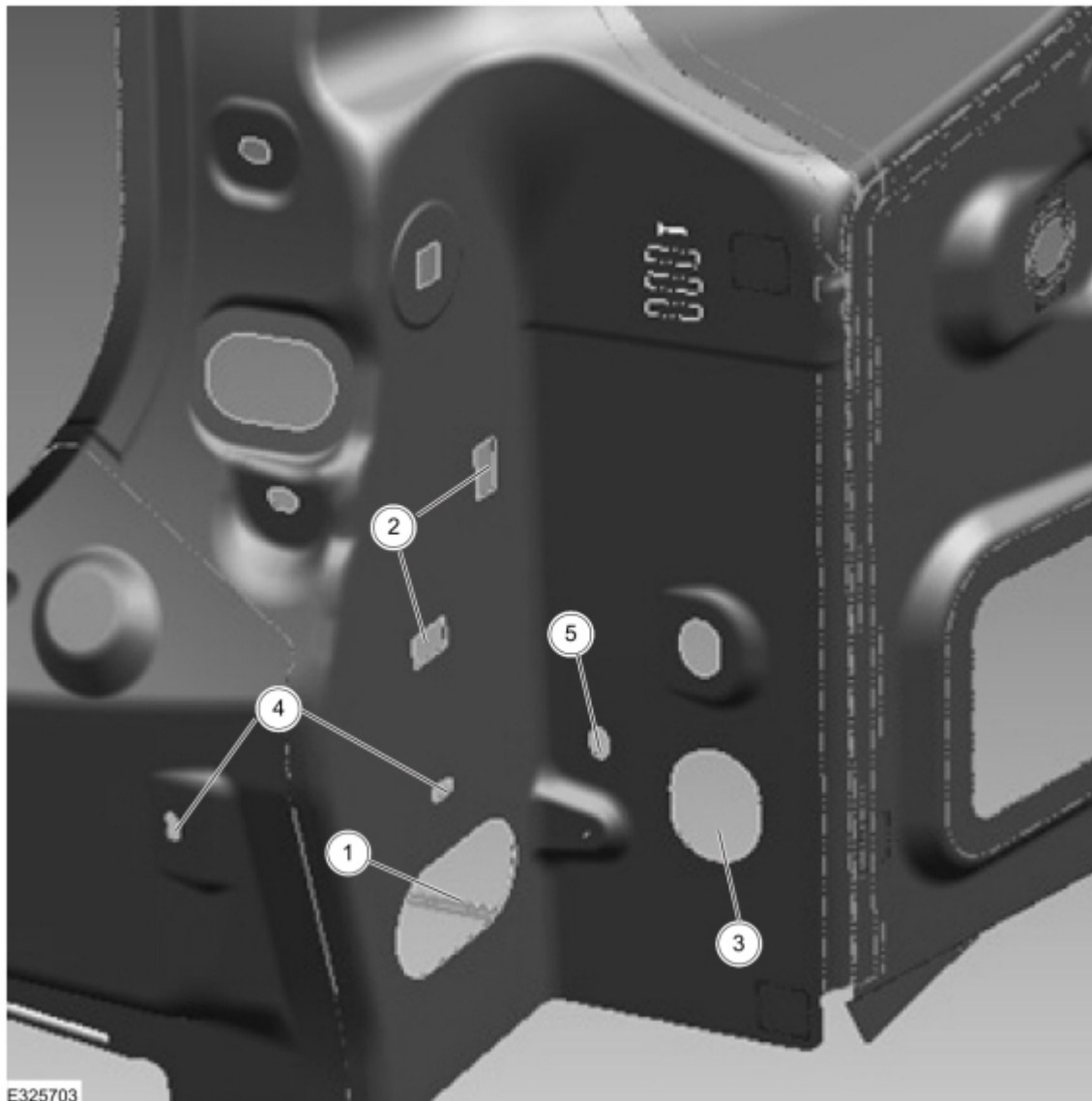


Figure 13



Figure 14



5. Inspect the left side rear corner area under the rear bumper cover for the following loose, disconnected or missing items:

- (1). Visually inspect for delete tape completely covering the body hole. (Figures 15-17 Callout 1)
- (2). Press down on the BLIS module to make sure the BLIS module is fully seated into the body. (Figures 15-17 Callout 2)
- (3). Visually inspect the BLIS module wire harness grommet is seated. (Figures 15-17 Callout 3)
- (4). Make sure the wire harness grommet for the phone as a key feature is seated or the delete tape is completely covering the body hole. (Figures 15-17 Callout 4)
- (5). Rear fascia wire. (Figures 15-17 Callout 5)

Figure 15

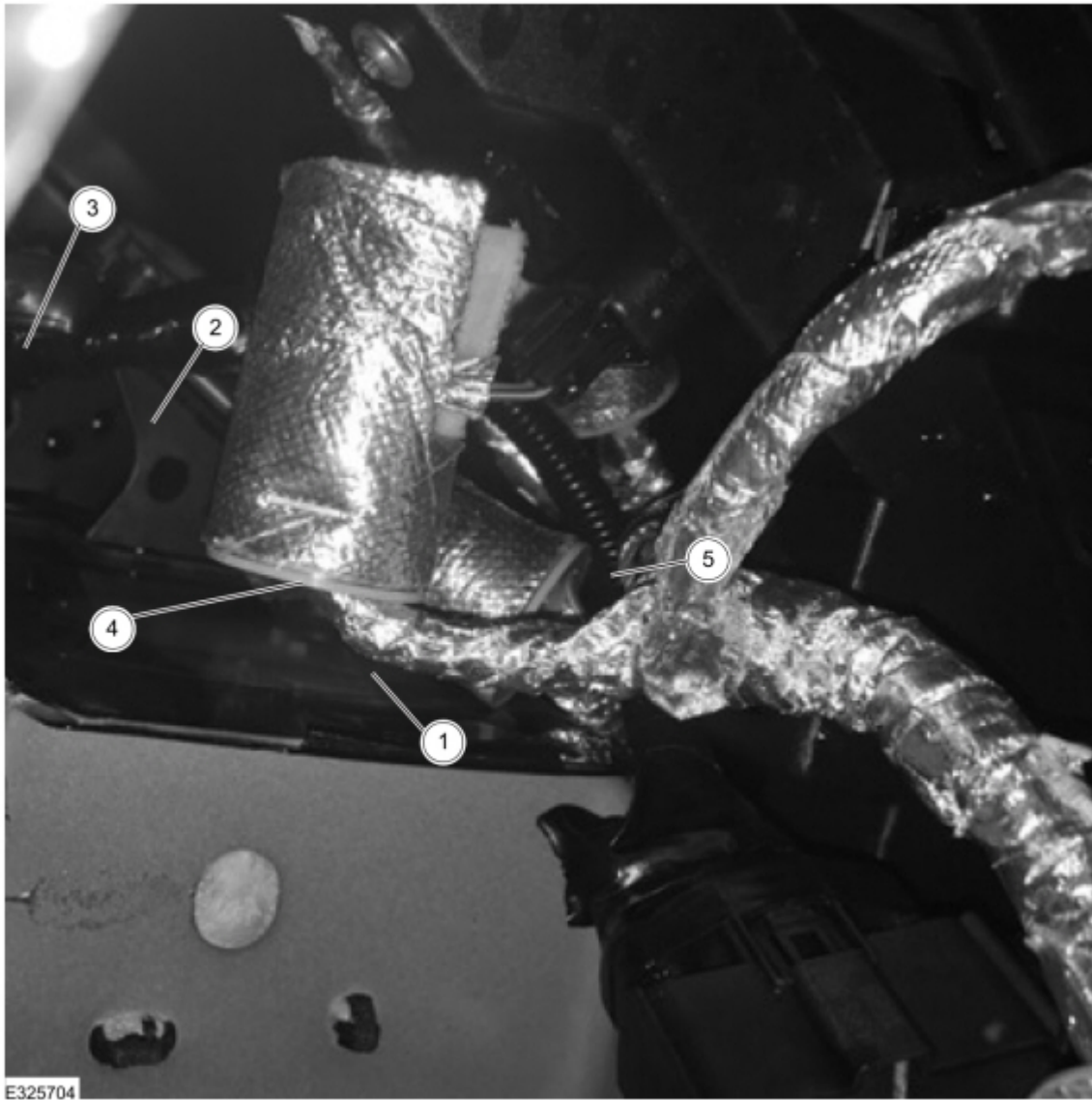
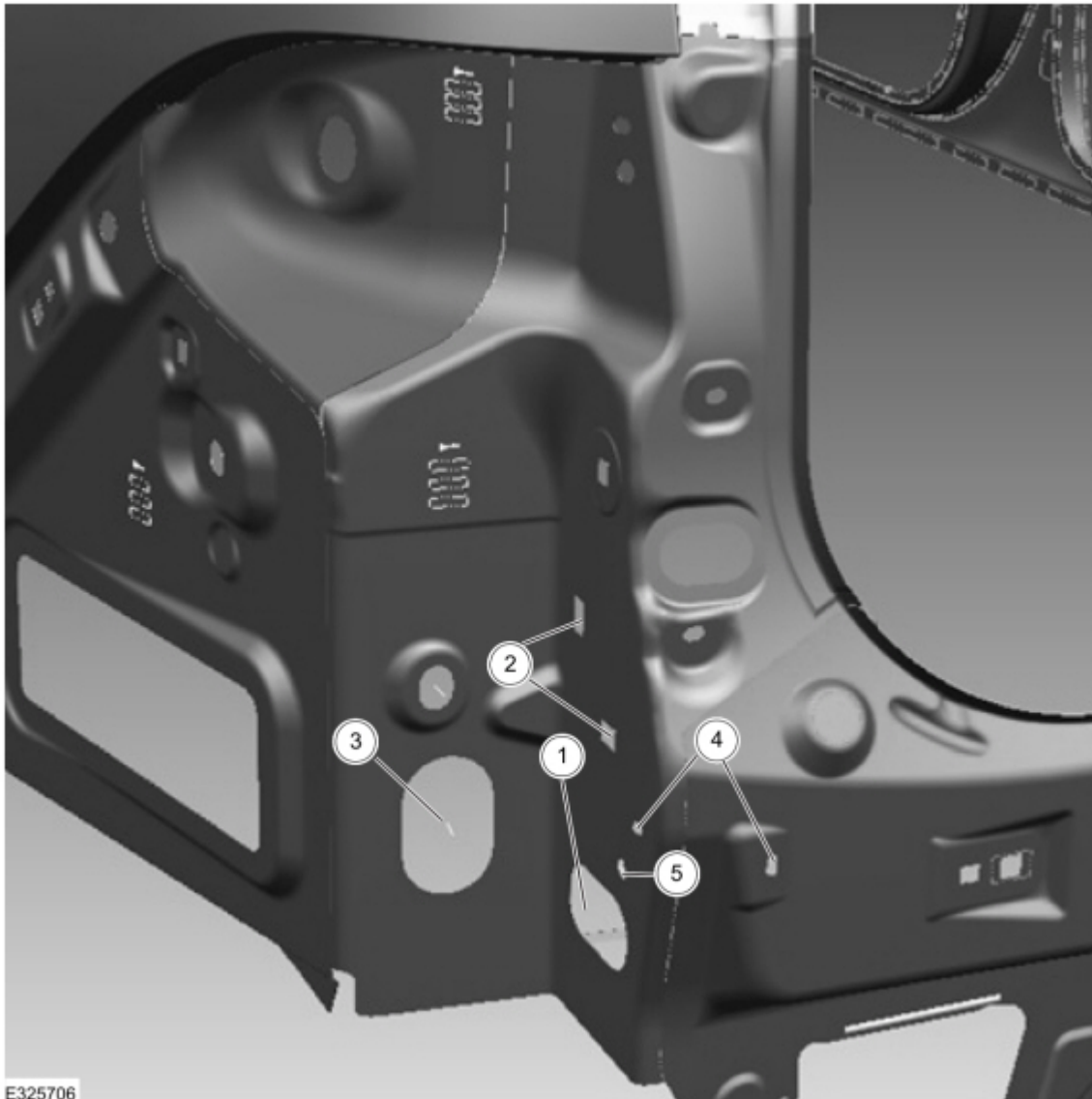


Figure 16



Figure 17



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