



## TECHNICAL SERVICE BULLETIN

### Factory Keyless Entry Keypad - Driver Side B-Pillar Front Door Trim Panel Loose

**20-2427**  
21 December 2020

#### Model:

<b>Ford</b> 2016-2019 Flex
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**Issue:** Some 2016-2019 Flex vehicles equipped with a factory keyless entry keypad may exhibit a loose driver side B-pillar front door upper moulding. This may be caused by a lack of adhesion of the front door upper moulding to the door. To correct the condition, follow the Service Procedure steps to reapply adhesive tape to the front door trim panel.

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

- 2016-2019 Flex
- Equipped with factory keyless entry keypad
- Left side front door trim panel is 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
W790514-S900	Package Contains 4 Pieces, 2 Pieces Required	Front Door Trim Panel Retaining Clips	1
Obtain Locally	-	3M™ 38583 Adhesive Tape	As Needed
Obtain Locally	-	Isopropyl Alcohol	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 Flex: Remove Clean And Reinstall The Front Door Rear Applique, Following The Service Procedure (Do Not Use With Any Other Labor Operations)	202427A	0.8 Hrs.

#### Repair/Claim Coding

Causal Part:	7820555
Condition Code:	07

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## Service Procedure

 **CAUTION: Do not use adhesive solvent for this procedure as it will degrade the front door trim panel.**

1. Remove the front door rear applique. Refer to Workshop Manual (WSM), Section 501-08.

**NOTE: Do not discard the applique after removal unless the applique is damaged.**

2. Place the front door trim panel on a non-marring surface and remove the two-sided adhesive tape with a razor blade or knife. Be careful not to damage the wiring for the keyless entry keypad.

3. Remove and discard the foam ring on the locator tab and the foam strip at the top of the front door trim panel. (Figure 1)

 **CAUTION: Using any type of alcohol or solvent will damage the front door trim panel surface.**

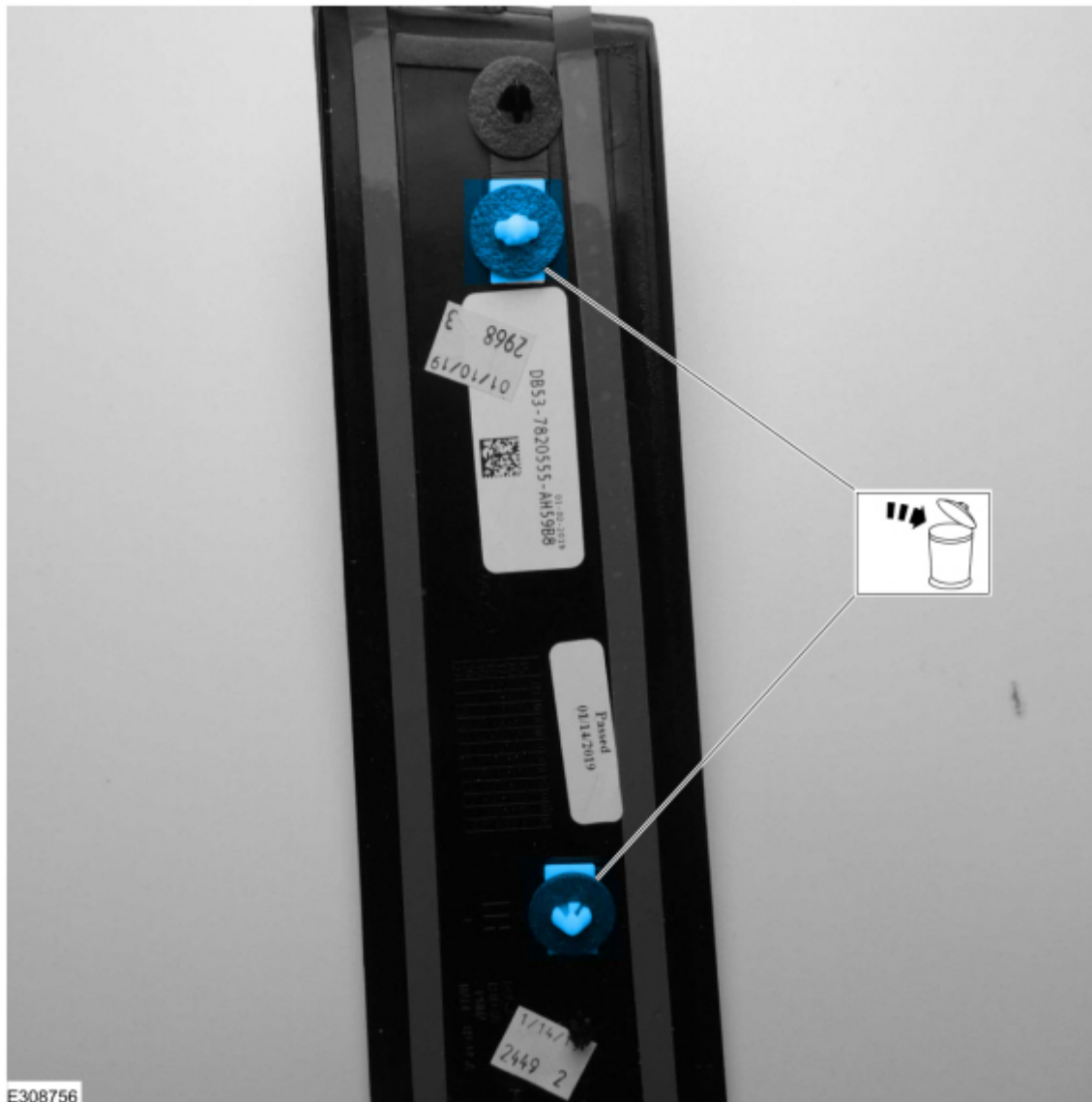
Figure 1



4. Remove any dust or dirt from the front door trim panel using a clean damp cotton cloth.

**5. Remove and discard the 2 retaining clips. (Figure 2)**

Figure 2



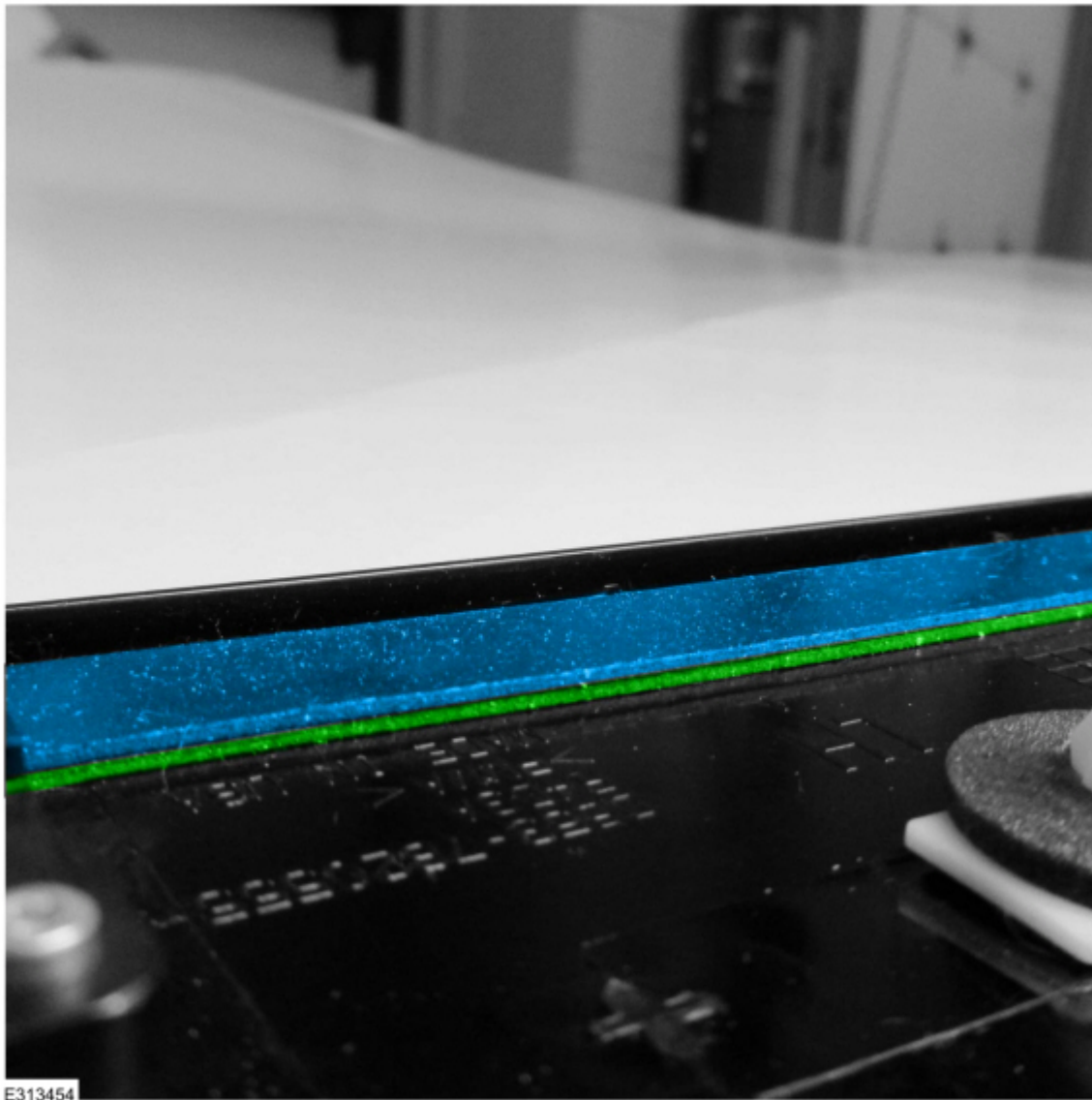
**6. Install the adhesive tape to the front door trim panel.**

- (1). Cut four 406 mm (15.98 in.) strips of 3M™ 38583 adhesive tape.
- (2). Apply one strip on each side of the front door trim panel in the scribed boxes. (Figure 3)
- (3). Place a second layer of adhesive tape overtop of the first layer. (Figure 4)
- (4). Apply firm pressure to each layer to confirm proper adhesion.

Figure 3



Figure 4



**CAUTION: Do not allow alcohol to contact the keyless entry keypad or rear door trim panel to avoid damaging the plastic.**

7. Clean the door sheet metal with a 50% water/isopropyl alcohol solution (or equivalent).
8. Install the front door trim panel. Refer to WSM, Section 501-08.

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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.