

Appendix K – TSB, SSMS, ISM

ArticleType ArticleNumber : 11- Entered Date Times Recommended
: ISM 12-013 : 12/12/2011 : 101

Date is displayed in **MM/DD/CCYY** format

EXPLORER A-PILLAR APPLIQUE WIND NOISE :

SOME 2011 & 2012 EXPLORER VEHICLES MAY EXHIBIT A BUZZING OR RATTLING NOISE COMING FROM THE WINDSHIELD AREA AT HIGHER SPEEDS OR WITH CROSS WINDS. THIS MAY BE DUE TO A LOOSE A-PILLAR APPLIQUE. MASK OFF THE A-PILLAR APPLIQUE WITH PAINTERS TAPE AND RE- EVALUATE THE NOISE. ISOLATE THE TAPE ON THE EXTERIOR OF THE VEHICLE TO THE SEAM BETWEEN THE A-PILLAR APPLIQUE AND WINDSHIELD WEATHER STRIP. DO NOT TAPE OFF THE WEATHER STRIP TO WINDSHIELD SEAM AT THE SAME TIME AS IT MAY LEAD TO MISDIAGNOSIS. IF THE NOISE IS ISOLATED TO THE A-PILLAR APPLIQUE(S), REPLACE THE EFFECTED APPLIQUE PER WORKSHOP MANUAL PROCEDURE. ADD BUTYL TAPE TO THE BACK SIDE OF THE NEW APPLIQUE 1/4" IN FROM THE INNER FACING EDGE (TOWARDS WINDSHIELD) STARTING 1" FROM THE BOTTOM AND STOPPING 1/2" FROM THE TOP. REINSTALL THE A-PILLAR APPLIQUE AND VERIFY THE CONCERN HAS RESOLVED. ENGINEERING IS AWARE OF THIS ISSUE; CONTINUE TO MONITOR OASIS FOR ADDITIONAL UPDATES RELATED TO THIS CONCERN.

Article Number: 21760
Article Type: S
Author: SBUELOW
Global Concern Number: 074-2011-0012

Market(s):

Area Code	Geo Sales Area	Date of Activation	Date of Deactivation
NA	***	03/01/2011	03/28/2012
WD	***	03/01/2011	03/28/2012

Title:

2011 EXPLORER NOISE FROM THE A-PILLAR MOLDINGS

Text:

SOME 2011 EXPLORER VEHICLES BUILT THROUGH 12/17/2010 MAY EXHIBIT A WIND NOISE COMING FROM THE WIND SHIELD AREA AT HIGHWAY SPEEDS. THIS MAY BE DUE TO A LOOSE A-PILLAR APPLIQUE. WINDSHIELD RESEALING/REPLACEMENT IS LIKELY NOT NECESSARY. USETAPE TO TAPE OFF THE A-PILLAR APPLIQUE GAPS AND RETEST. IF THE NOISE IS GONE, VERIFY THAT THE APPLIQUE IS FULLY SEATED TO THE BRACKET. IF FULLY SEATED, FOLLOWNORMAL DIAGNOSTICS TO DETERMINE ROOT CAUSE AND SERVICE APPLIQUE OR ATTACHMENT BRACKET AS NECESSARY.

Vehicles:

2011 EXPLORER 4DR (00134)

Symptom Code:

- 100000 BODY
- 102000 BODY WINDOW/GLASS
- 103000 BODY MIRRORS
- 105000 BODY ROOF OPTIONS
- 108000 BODY EXTERIOR TRIM/ACCESSORIES
- 110000 BODY SEALING
- 111000 BODY PANELS/UNIBODY
- 111AAA BODY PANELS/UNIBODY
- 11AAAA BODY SEALING
- 300000 CHASSIS
- 306000 CHASSIS TIRES/WHEELS
- 400000 ENGINE
- 497000 ENGINE NOISE CONCERNS
- 500000 DRIVELINE
- 597997 DRIVELINE NOISE CONCERNS
- 700000 NOISE AND VIBRATION
- 701000 NVH WINDNOISE
- 702000 NVH OTHER NOISE CONCERNS
- 702100 NVH NOISE CONCERN -- FRONT
- 702300 NVH NOISE CONCERN -- PASSENGER COMPARTMENT

Global Customer Symptom Codes:

Category	Q1	Q2	Q3	Full Code
Fit/Finish/Body				3*****
Fit/Finish/Body	Exterior Trim			333***
Fit/Finish/Body	Exterior Trim	Body Side Molding		3332**
Fit/Finish/Body	Exterior Trim	Body Side Molding	Loose/Attachment	333242
Fit/Finish/Body	Noise			338***
Fit/Finish/Body	Noise	Wind		3388**
Fit/Finish/Body	Noise	Wind	Intermittent	338839
Start/Run/Move				4*****
Start/Run/Move	Noise			448***
Start/Run/Move	Noise	Moving/Driving		4482**
Start/Run/Move	Noise	Moving/Driving	Intermittent	448239
Lighting/Glass/Vision				7*****
Lighting/Glass/Vision	Noise			778***

Lighting/Glass/Vision	Noise	Window		7782**
Lighting/Glass/Vision	Noise	Window	Intermittent	778239

Audit Comments:

Area Code	Geo Sales Area	Comment	Old Date of Deactivation	New Date of Deactivation	CDSID
NA	***	SUPERSCEDDED BY TSB PER VINCE JANIUNAS	03/01/2015	03/28/2012	GSMITH
WD	***	SUPERSCEDDED BY TSB PER VINCE JANIUNAS	03/01/2015	03/28/2012	GSMITH

A-PILLAR TRIM RATTLE AND/OR BUZZ—BUILT ON OR BEFORE 11/21/2011

TSB 12-1-11

FORD:

2011-2012 Explorer

ISSUE

Some 2011-2012 Explorer vehicles built on or before 11/21/2011 may exhibit a buzzing, howling, or rattle noise at higher vehicle speeds and/or cross winds, from the windshield A-pillar appliques.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Remove and discard A-pillar appliques, refer to Workshop Manual (WSM), Section 501-08.
2. Check old applique for any clips that may have come out of the bracket and if necessary remove and reattach to bracket as necessary. Refer to WSM, Section 501-08.
3. Wipe the lower rubber gasket with a damp rag (no chemicals) to clean the butyl contacting surface.
 - a. The lower rubber gasket is located on the windshield side of the bracket.
4. Remove protective film from the butyl tape on the new applique.
5. Install new applique, refer to WSM, Section 501-08.
 - a. The applique has an alignment features at the top and bottom of the applique that must be aligned before snapping the middle clips into place.

PART NUMBER	PART NAME
BB5Z-7803136-AB	Moulding (Right Hand)
BB5Z-7803137-AB	Moulding (Left Hand)

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage. Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

OPERATION	DESCRIPTION	TIME
120111A	2011-2012 Explorer: Replace Both (2) Windshield Appliques (Do Not Use With Any Other Labor Operations)	0.3 Hr.

DEALER CODING

BASIC PART NO.	CONDITION CODE
7803136	33

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 supercede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.

WINDSHIELD APPLIQUE TRIM RATTLE/BUZZ—BUILT ON OR BEFORE 11/21/2011

TSB 12-9-3

FORD:
2011-2012 Explorer

This article supersedes TSB **12-1-11** to update the Service Procedure and Part List.

ISSUE

Some 2011-2012 Explorer vehicles built on or before 11/21/2011 may exhibit a buzzing, howling, or rattle type noise at higher vehicle speeds and/or cross winds coming from the windshield appliques.

ACTION

Follow the Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Remove and discard windshield appliques, refer to Workshop Manual (WSM), Section 501-08.
2. Remove and discard retention clips that retain windshield applique as necessary. Using pliers, disengage the clips from the slotted retaining feature of the mounting bracket.
3. Wipe the lower rubber gasket with Isoropyl alcohol or 3M Specialty Adhesive Remover to clean the butyl contacting surface.
 - a. The lower rubber gasket is located on the windshield side of the bracket.
4. Remove protective film from the butyl tape on the new applique.
5. Install new applique, refer to WSM, Section 501-08.
 - a. The applique has alignment features at the top and bottom of the applique that must be aligned before snapping the middle clips into place.

6. Place a clean shop towel between the palm of you're hand and the applique, apply slight pressure the length of the applique to full seat the butyl.

Obtain Locally	
Part Number	Part Description
38984	Isopropyl alcohol 3M Specialty Adhesive Remover

PART NUMBER	PART NAME
BB5Z-7803144-CA	Windshield Applique Kit

WARRANTY STATUS: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage
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Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

OPERATION	DESCRIPTION	TIME
120903A	2011-2012 Explorer: Replace Both (2) Windshield Appliques (Do Not Use With Any Other Labor Operations)	0.3 Hr.

DEALER CODING

BASIC PART NO.	CONDITION CODE
7803136	33

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