

**HEADLINER DROPPING DOWN AND/OR LOOSE AT REAR WINDOW  
GLASS**

TSB 14-0023

**SB-10055022-1618****FORD:**

2011-2014 Taurus

**ISSUE**

Some 2011-2014 Taurus vehicles may exhibit a loose or dropping down of the headliner at the rear window glass, mainly around the High Mounted Stop Lamp area. This may be caused by the headliner mounting brackets separating from the headliner.

**ACTION**

Follow the Service Procedure steps to correct this condition.

**SERVICE PROCEDURE**

1. Remove the headliner from the vehicle. Refer to Workshop Manual (WSM), Section 501-05.
2. Place the headliner on a work table and carefully remove any of the original adhesive from the mounting brackets and headliner surface.
3. Apply Motorcraft® Plastic Bonding Adhesive, to the back of the mounting brackets.
4. Using mild pressure seat the mounting brackets in their original locations and allow the adhesive to cure for 45 minutes.
5. Install the headliner. Refer to WSM, Section 501-05.

PART NUMBER	PART NAME
TA-9	Motorcraft® Plastic Bonding Adhesive

OPERATION	DESCRIPTION	TIME
140023A	2011-2014 Taurus: Reattach Brackets To Headliner Following The Service Procedure Includes Time To Remove And Install Headliner.	4.3 Hrs.
MT140023	Additional Time Remove And Install Equipment That Would Interfere With The Removal Of The Headliner Police Vehicles Only.	Actual Time

**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.

**DEALER CODING**

BASIC PART NO.	CONDITION CODE
5451916	24

NOTE: The information contained 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, Lincoln, or Mercury 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.