

WIND NOISE FROM WINDSHIELD COWL PANEL GRILLE**TSB 15-0111****FORD:**

2015 Explorer

ISSUE

Some 2015 Explorer vehicles may exhibit a wind noise at higher speeds coming from the windshield cowl panel grille area. This may be due to the cowl panel grille not fitting flush against the windshield.

ACTION

Follow Service Procedure steps to correct the condition.

SERVICE PROCEDURE

1. Inspect the fit between the cowl panel grille and the windshield glass. There should be a slight interference fit and no air gaps.
2. Does the cowl panel grille fit properly with no air gaps?
 - a. No - proceed to Step 4.
 - b. Yes - verify the noise is from the cowl panel grille by taping off the seam between the cowl panel grille and the windshield glass.
3. Did the wind noise go away after taping the cowl panel grille to windshield glass?
 - a. No - this article does not apply. Refer to Workshop Manual (WSM), Section 501-00 for normal diagnosis.
 - b. Yes - proceed to Step 4.
4. Replace the cowl panel grille. Refer to WSM, Section 501-02.
 - a. Take special note of the grille clip installation sequence. The grille clip installation sequence must be followed for proper installation.
 - b. When removing the wiper pivot arm, be sure to use a suitable 2 jaw puller to prevent damage to the wiper pivot.

PART NUMBER	PART NAME
BB5Z-78022A68-AA	Grille - Cowl Panel

OPERATION	DESCRIPTION	TIME
150111A	2015 Explorer: Diagnose And Replace The Cowl Panel Grille (Do Not Use With Any Other Labor Operations)	0.8 Hr.

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
78022A68	07

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.