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March 14, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 19N02**
Certain 2015-2018 Model Year F-150 and 2017-2018 Model Year F-250-F550
Vehicles - Post-18N03 Repair Enhancements

REF : **Customer Satisfaction Program 18N03 - Supplement #4**
Certain 2015-2018 Model Year F-150 and 2017-2018 Model Year F-250-F-550
Vehicles - Door Latch Freezing Concerns

PROGRAM TERMS

This is a one-time repair program for vehicles that had Field Service Action (FSA) 18N03 performed prior to supplement #4. Affected vehicles are eligible for this repair through October 31, 2028, regardless of vehicle mileage or warranty start date. Coverage is automatically transferred to subsequent owners. This program will expire October 31, 2028.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2015-2018	Dearborn	March 12, 2014 through April 12, 2018
		Kansas City	August 11, 2014 through April 3, 2018
F-250-F550	2017-2018	Kentucky	October 8, 2015 through April 21, 2018
		Ohio	February 5, 2016 through April 17, 2018

Affected vehicles are identified in OASIS.

NOTE: Additional vehicles with 18N03 supplement #3 and prior repairs will be periodically added to this customer satisfaction program, to ensure all vehicles with pending claims are included.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

A small percentage of vehicles that previously had Customer Satisfaction Program 18N03 completed continue to experience door latch freezing concerns primarily due to water that remained in the door latch cable after the repair. As a result, additional robustness actions were published in supplements to 18N03 to address the new root causes. Ford is offering this no charge, improved repair to customers that had 18N03 supplement #3 or earlier performed.

SERVICE ACTION

If an affected vehicle owner has a door latch freezing concern, after Customer Satisfaction Program 18N03 supplement #3 or earlier was performed, dealers are to follow the technical instructions to perform additional robustness actions on all affected doors. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of April 15, 2019. Dealers should repair any affected vehicles that experience a frozen door latch whether or not the customer has received a letter.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Instructional Video Links
Attachment V: Door Glass Run Funnel Measurement Guide
Owner Notification Letter

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in cursive script that reads "D. Johnson".

David J. Johnson

Customer Satisfaction Program 19N02

Certain 2015-2018 Model Year F-150 and 2017-2018 Model Year F-250-F550 Vehicles
Post-18N03 Repair Enhancements

OASIS ACTIVATION

OASIS will be activated on March 14, 2019.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition, or who want to have the additional robustness actions installed on their vehicle, will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Do not perform this program unless the affected vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

The use of rental vehicles is not approved for this program.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required.
 - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

Customer Satisfaction Program 19N02

Certain 2015-2018 Model Year F-150 and 2017-2018 Model Year F-250-F550 Vehicles
Post-18N03 Repair Enhancements

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number **19N02** is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Provision for Locally Obtained Supplies:** Includes XG-16, TA-30, Cotton Swabs/Q-Tips®, Isopropyl Alcohol, brushes, syringe, eye dropper or a similar applicator and Motorcraft® Premium Windshield Wash Concentrate (ZC-32-B2) or a 99 percent Methyl Hydrate (Methanol) product.

NOTE: The listed chemicals and locally obtained supplies can be used on multiple vehicles.

 - Program Code: **19N02**
 - Misc Expense: OTHER
 - Amount: Actual cost up to \$8.00
- **PROGRAM TERMS:** This program will be in effect through October 31, 2028. There is no mileage limit for this program.

Customer Satisfaction Program 19N02
 Certain 2015-2018 Model Year F-150 and 2017-2018 Model Year F-250-F550 Vehicles
 Post-18N03 Repair Enhancements

LABOR ALLOWANCES

Description		Labor Operation	Labor Time
Perform additional robustness actions on all affected doors, following the dealer bulletin technical instructions.	All Regular and Super Cab	19N02B	1.6 Hours
	All Crew Cab	19N02C	2.8 Hours
Additional time to replace the door glass run funnels, if the funnel inspection fails. Includes time to obtain replacement funnels, and verify replacement funnels are correct. * 19N02D labor operation can be used in combination with the 19N02B or 19N02C operations. ** 19N02E labor operation can only be used in combination with the 19N02C operation.	Replace 2 funnels Regular, Super or Crew Cab	19N02D*	0.5 Hours
	Replace 4 funnels Crew Cab only	19N02E**	1.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order/Claim Quantity
FL3Z-16308-L	Front Doors Foam Kit (F-150 Built Prior to December 2016 *)	As required
FL3Z-16308-P (New Kit) ** FL3Z-16308-M (Old Kit) **	Front Doors Foam Kit (F-150 Built December 2016 or later and All F-Super Duty *)	As required
FL3Z-16308-Q (New Kit) ** FL3Z-16308-N (Old Kit) **	Rear Doors Foam Kit (crew cab only)	As required
LL3Z-15264B28-A ***	Exterior Door Handle Cable Wiper Clip (One Piece per Package)	2 Req. Reg/Sup Cab 4 Req. Crew Cab
XG-16 ****	Motorcraft® Low Temperature Grease	MISC. OTHER
TA-30 ****	Motorcraft® Silicone Sealant	
ZC-32-B2 ****	Motorcraft® Premium Windshield Wash Concentrate, or a 99 percent Methyl Hydrate (Methanol) product	
Obtain Locally ****	Cotton Swabs/Q-Tips®	
	Isopropyl Alcohol	
	Brush	
	Syringe, Eye Dropper or a Similar Applicator	

* Front door foam kit build date usages are approximations.

** Either kit can be used. The new kits have the correct funnels, and old kits require funnel verification.

Customer Satisfaction Program 19N02

Certain 2015-2018 Model Year F-150 and 2017-2018 Model Year F-250-F550 Vehicles
Post-18N03 Repair Enhancements

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

NOTE: Up to one of each of the “old” door foam kits can be claimed with each 19N02 repair, regardless of cab style and vehicle build date. If a door foam kit is found to have incorrect size door glass run funnels the correct size door glass run funnels can be removed from another kit, and that additional kit the door glass run funnels were removed from can be claimed with this repair. All unused parts of the additional kit can be scrapped. The “new” door foam kits always include the correct funnels, and therefore when “new” door foam kits are being used only the prescribed parts based on cab style and build date can be claimed.

*** To ensure an equitable distribution of service parts, **part number LL3Z-15264B28-A** will be seed stocked over the next several weeks, to dealers that have performed at least one previous 18N03 repair. The seed stock quantity shipped to dealers will be proportional to the numbers of VINs on each dealer’s VIN list and the average historical 18N03 repair rate by state. When additional parts are required, submit a VIN-specific Part Order contact via the SSSC Web Contact Site. Open part ordering for part number LL3Z-15264B28-A is expected to begin by late March 2019. Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when LL3Z-15264B28-A open ordering resumes.

****The listed chemicals and locally obtained supplies can be used on multiple vehicles.

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2015-2018 MODEL YEAR F-150 AND 2017-2018 MODEL YEAR F-250-F-550 VEHICLES — POST-18N03 REPAIR ENHANCEMENTS

OVERVIEW

A small percentage of vehicles that previously had Customer Satisfaction Program 18N03 completed continue to experience door latch freezing concerns primarily due to water that remained in the door latch cable after the repair. As a result, additional robustness actions were published in supplements to 18N03 to address the new root causes. Ford is offering this no charge improved repair to customers that had 18N03 supplement #3 or earlier performed. If an affected vehicle owner has a door latch freezing concern, after Customer Satisfaction Program 18N03 supplement #3 or earlier was performed, dealers are to follow the technical instructions to perform additional robustness actions on all affected doors. This service must be performed at no charge to the vehicle owner.

NOTE: Please read this procedure in its entirety, prior to performing repairs. Additionally, instructional videos have been developed to assist with the repair. Please refer to ATTACHMENT IV: Instructional Video Links to view the videos.

NOTE: Some of the door foam kits were packaged with incorrect size door glass run funnels. Prior to starting the repair, please refer to ATTACHMENT V - Door Glass Run Funnel Measurement Guide to ensure the correct funnels are being installed.

SERVICE PROCEDURE

Recommended Tool List:

General Tools	General Equipment
1/4" Drive Ratchet (Power and Hand Tool)	Bungee Cord
1/4" Drive Extension - 6" (152mm)	Q-Tips®
1/4" Driver Bit - T20, T25, T27 and T30 Torx®	Brushes
1/4" Drive Socket - 7mm, 8mm and 10mm	Caulk Gun
1/4" Drive Torque Wrench	Paint Pen
Plastic Trim Removal Tools	Locally Obtained Syringe, Eye Dropper or Similar Applicator
Small Pick	Disposable Gloves
Blowgun	Shop Towel
Tape Measure	Zip Tie
Long Needle Nose Pliers	Flashlight
10mm Wrench	



Front Exterior Door Handle, Cable and Door Glass Run Funnel Service Procedure

Complete Front Door Part Kit - Each Kit Will Include Either Long Door Glass Run Funnels Or Short Door Glass Run Funnels

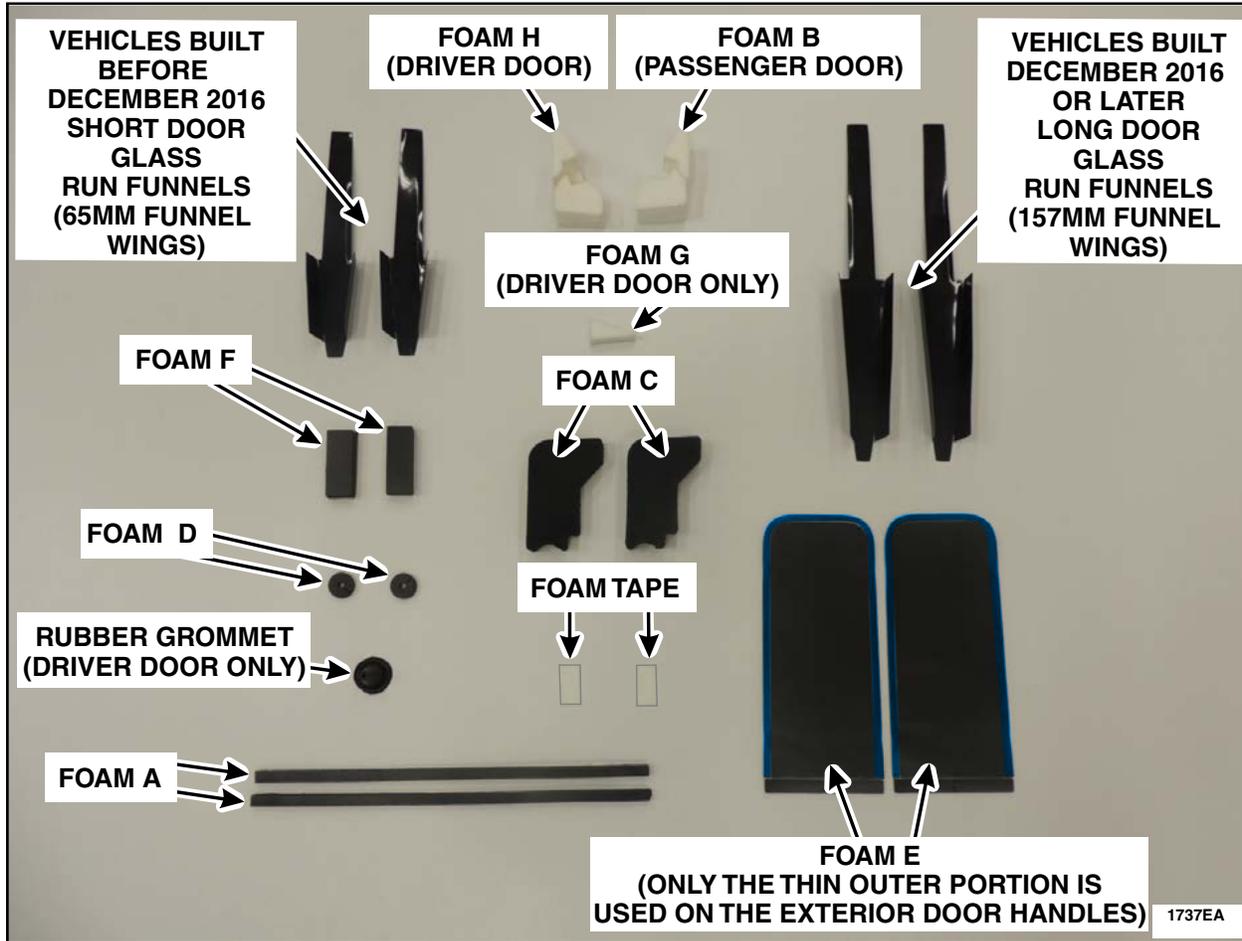


FIGURE 1

NOTE: The parts being installed in this procedure are not labeled. Refer to Figure 1 for component identification. All unused parts of the kit can be scrapped.

NOTICE: Do not allow the door trim panel or exterior door handle to hang by the door handle cables or damage to the cable and door may occur.

NOTE: Procedure to be performed on both front doors.

1. Remove the exterior front door handles. Please follow the Workshop Manual (WSM) procedures in Section 501-14.

NOTE: The interior grab handle cover clips can be reused for this repair. Only replace if damaged.



2. Remove and discard the rubber drain plug and clean any obstructions, debris, foreign material and residual water from all of the door drain holes using compressed air and a tool such as a plastic trim tool or a zip tie. See Figure 2.

NOTE: Front passenger door shown, all doors similar.

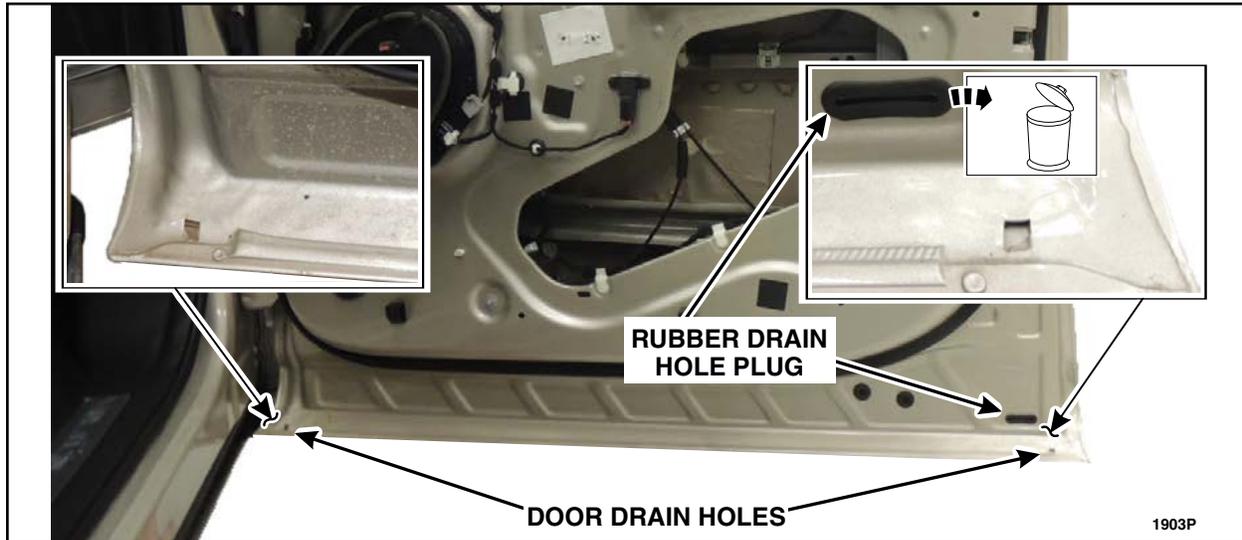


FIGURE 2



3. Proceed to the next step according to the vehicle build date below:

- Vehicles built December 2016 or later proceed to Step 4.
- Vehicles built before December 2016 proceed to Step 14.

4. Measure the door glass run funnel inboard wing for proper length (157mm). See Figure 3.
Refer to ATTACHMENT V - Door Glass Run Funnel Measurement Guide for additional information.

- From the exterior door handle opening locate the door glass run funnel.
- Extend the tape measure up and hook the top of the inboard wing of the door glass run funnel.
- Measure to the bottom of the inboard wing of the door glass run funnel. See Figure 3.
Proceed to Step 5.

NOTE: Passenger door shown, Driver door similar.

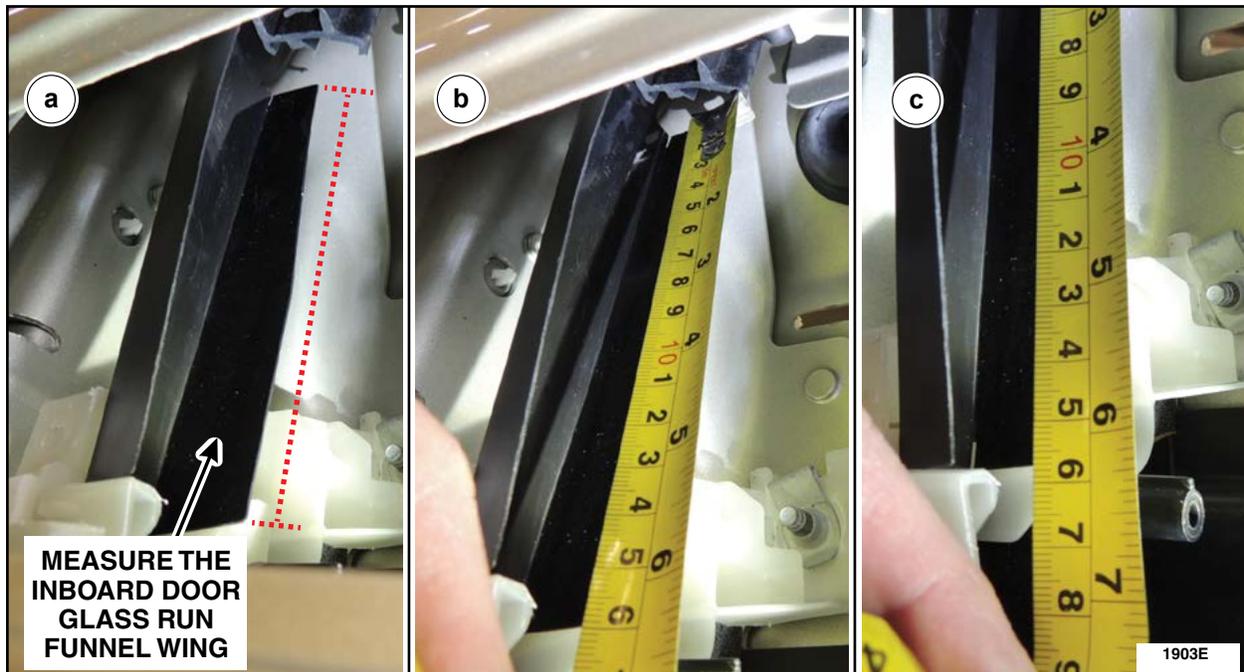


FIGURE 3



5. Are the door glass run funnels the correct length (157mm)?

Yes - Door glass run funnel inspection complete. Proceed to Step 14.

No - Install a *new* door glass run funnel. Proceed to Step 6.

6. Position the window to the open (down) position.

7. Remove the inner belt moulding and position aside the latch side of the door glass top run.
See Figure 4.



FIGURE 4

8. Remove and discard the incorrect length door glass run funnel from the latch side glass run channel.
See Figure 5.

NOTE: Funnel on vehicle built before December 2016 shown, all others similar.



FIGURE 5



9. A piece of Foam Tape held the door glass run funnel to the door glass run, if not removed with the door glass run funnel, remove and discard the piece of Foam Tape from the top of the door glass run as shown in Figure 6.

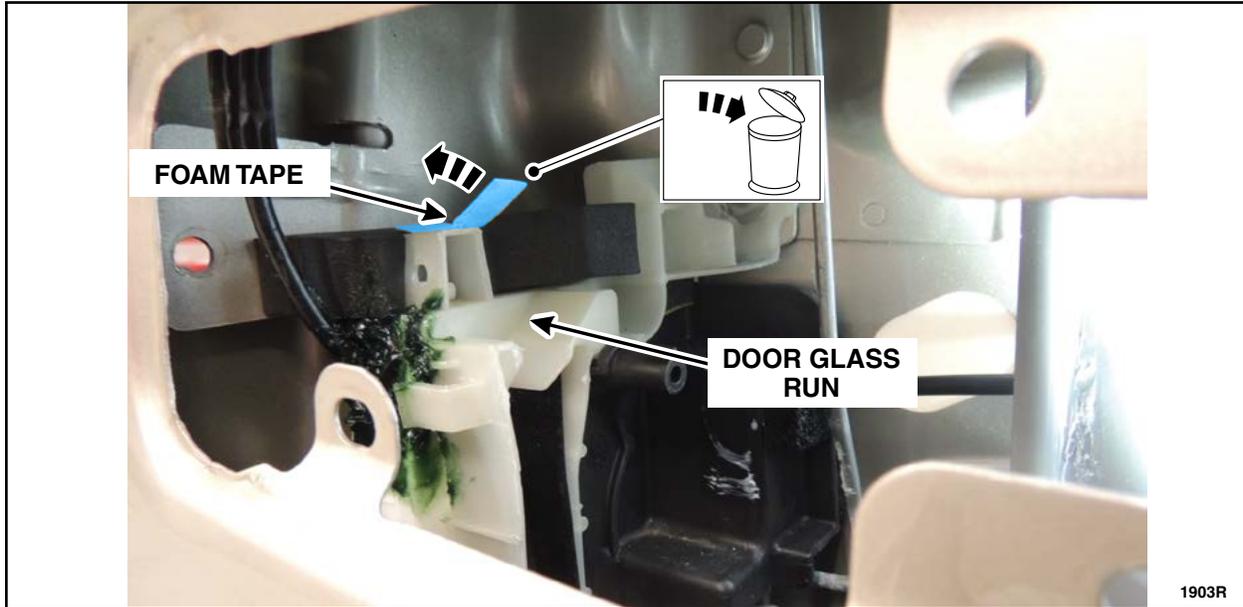


FIGURE 6



10. Install the appropriate length door glass run funnel (157mm funnel wings), ensuring that the lower tab is situated in the door glass run and the funnel wings sit at a 90° angle above the door glass run. See Figure 7.

NOTE: Ensure the funnel sides are at a 90° angle upon installation. It may be necessary to bend the sides of the funnel back to a 90° angle before installation.

NOTE: Funnel on vehicle built before December 2016 shown, all others similar.

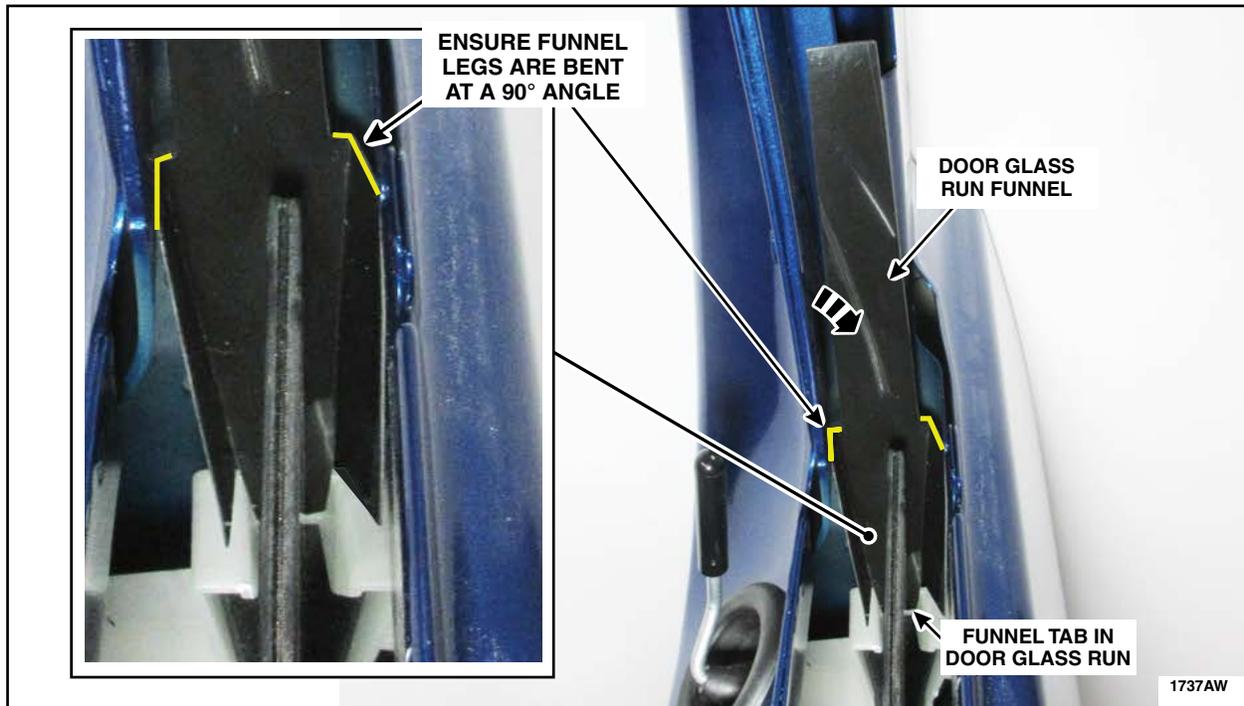


FIGURE 7



11. Reinstall the latch side of the front door glass top run and the inner belt moulding. See Figure 4.

NOTICE: It will be necessary to hold the upper portion of the funnel when installing the door glass top run. Care must be taken to not bend or damage the door glass run funnel. Check through the exterior door handle opening to verify that the funnel is positioned correctly.

12. Position the window to the closed (up) position.

13. Install the Foam Tape on the top of the door glass run and on the back of the door glass run funnel as shown in Figure 8.

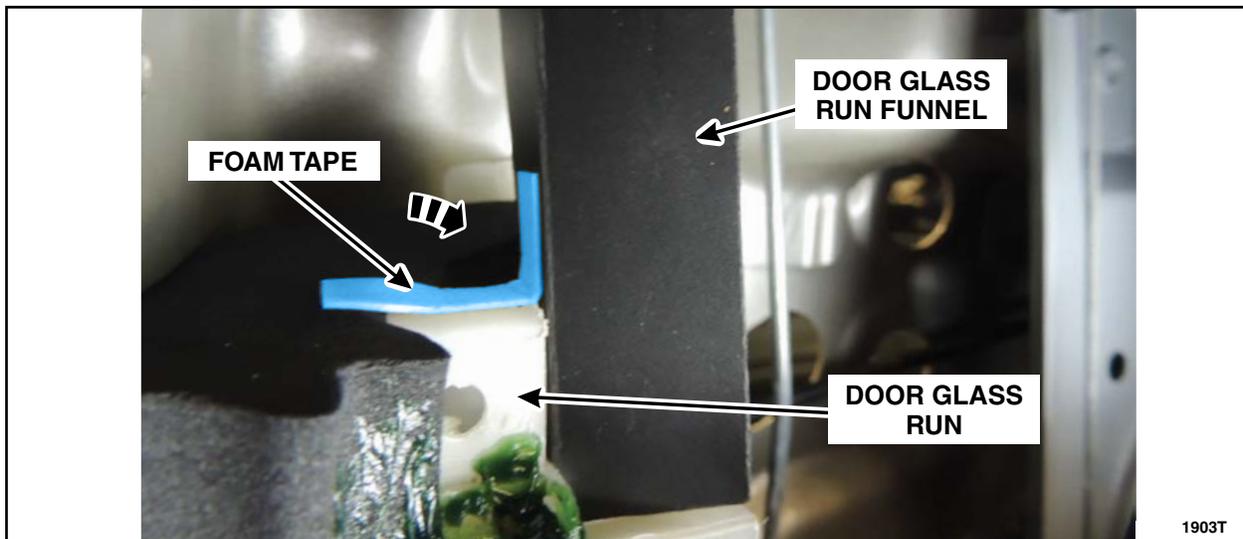


FIGURE 8



NOTE: The use of disposable gloves is required.

14. Remove the grease from the exterior door handle cable end and towel dry the cable to absorb any residual moisture. Using a bungee cord or other similar device secure the exterior door handle cable to the door in an upward position as shown in Figure 9, to allow the undiluted Motorcraft® Premium Windshield Wash Concentrate (ZC-32-B2) or a 99 percent methyl hydrate (methanol) product time to run down into the cable, until the exterior door handle cable is reinstalled later in this procedure.
15. Using a locally obtained syringe, eye dropper or a similar applicator draw 10 ml of the undiluted Motorcraft® ZC-32-B2 Concentrate or a 99 percent methyl hydrate (methanol) product into the applicator. With the cable pulled out and the tip of the applicator positioned inside the arrowhead cable end fitting inject 2 ml between the cable shield and the cable then cycle the cable 5 times in and out of the cable shield. Repeat injecting fluid and cycling the cable a total of 5 times.

NOTICE: Place a shop towel around the exterior door handle cable, while performing this procedure, to prevent dripping onto the vehicle which could cause paint damage.

NOTE: Do not use a product that contains isopropyl alcohol. Only use a product containing methanol or a mix of methanol and ethylene glycol.

NOTE: Rear door shown, front door similar.

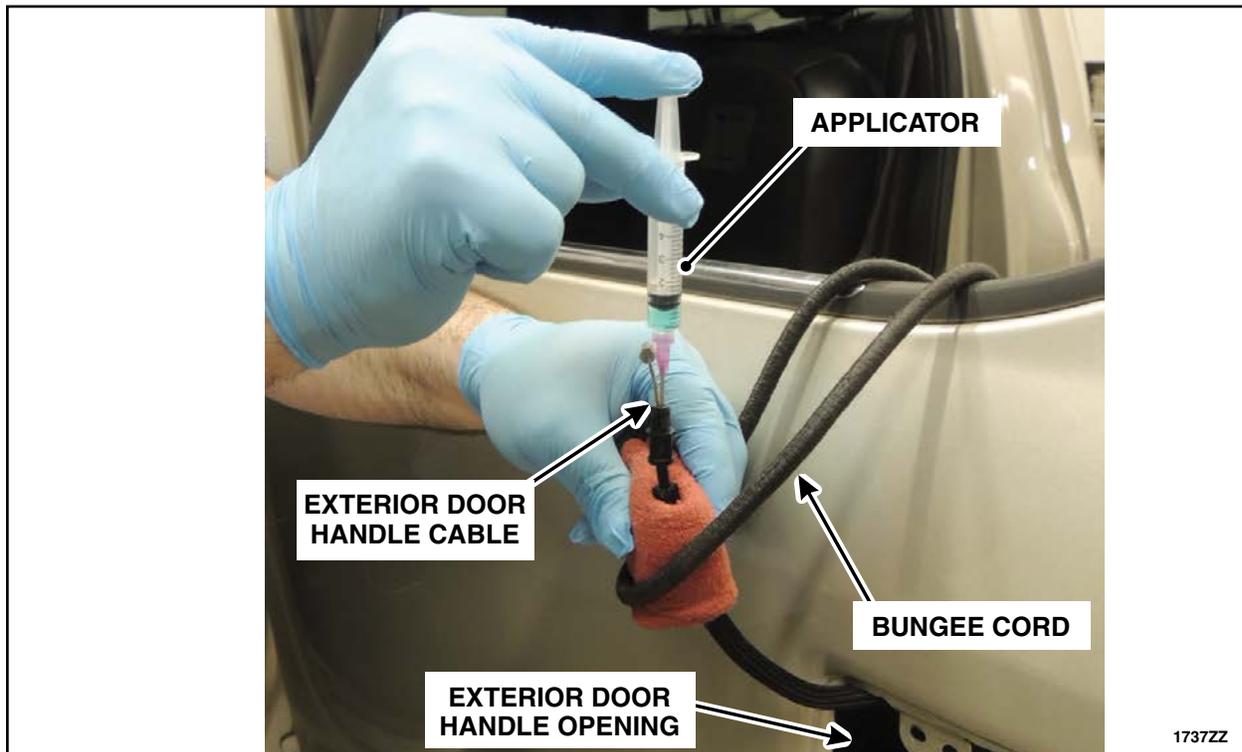


FIGURE 9



16. Thoroughly remove the existing Foam Tape E and the TA-30 silicone sealant from the latch side area of the front door exterior handle. Using a clean shop cloth and isopropyl alcohol, clean the highlighted mating surface area of the exterior front door handle. See Figure 10.

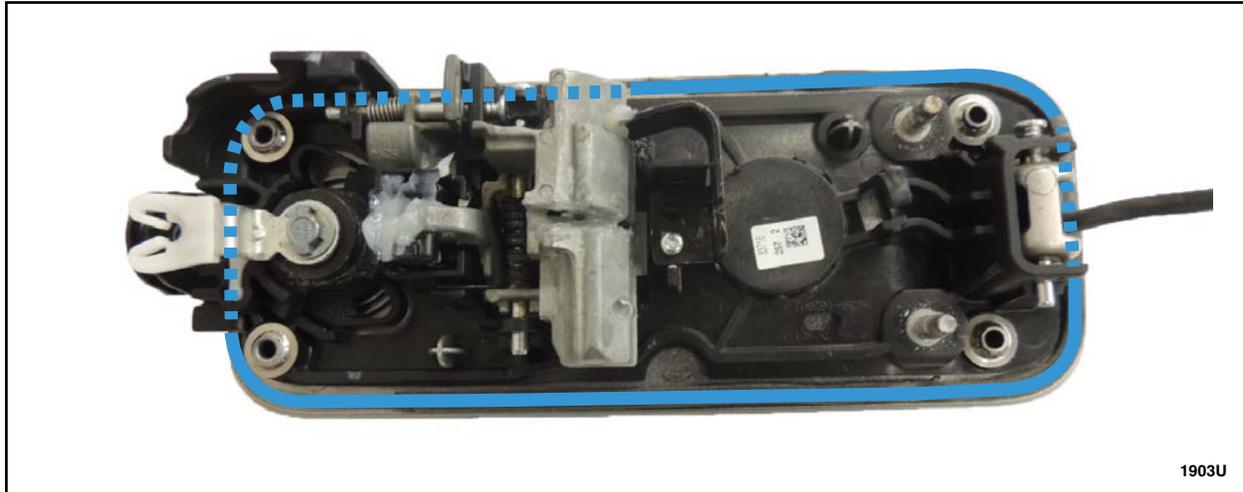


FIGURE 10

17. Thoroughly remove the existing TA-30 silicone sealant then using a clean shop cloth and isopropyl alcohol clean inside the dotted lines on the mating surface area of the front exterior door handle openings. See Figure 11.

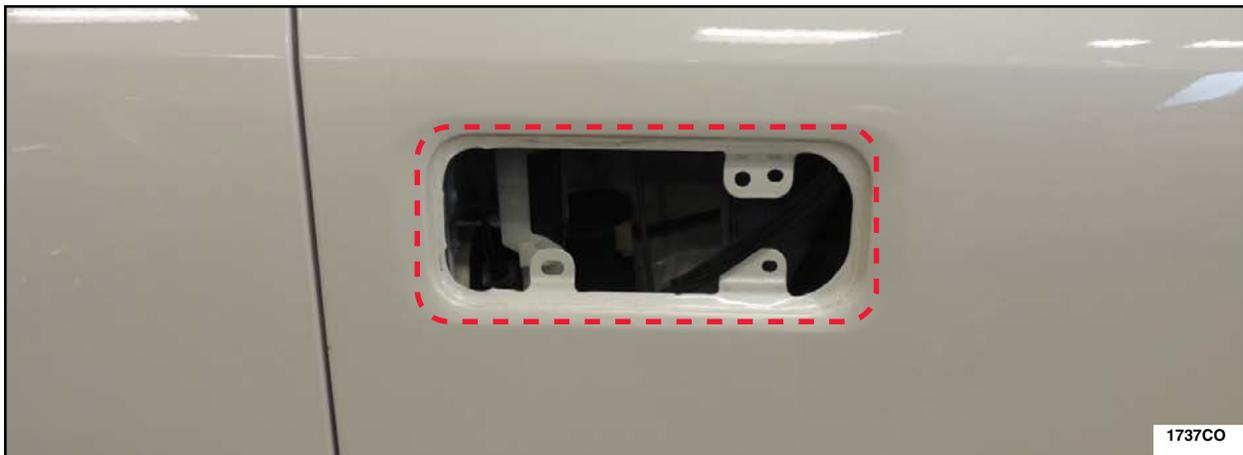


FIGURE 11



18. Using a clean shop cloth and isopropyl alcohol, clean the XG-13 grease from the handle plunger and the three areas highlighted on the exterior door handle. See Figures 12 and 13.

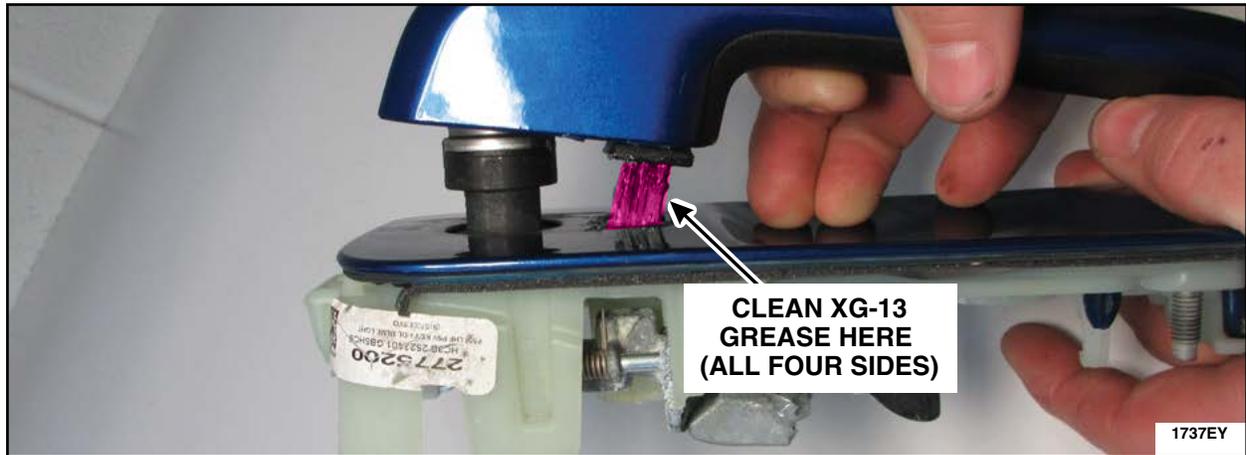


FIGURE 12

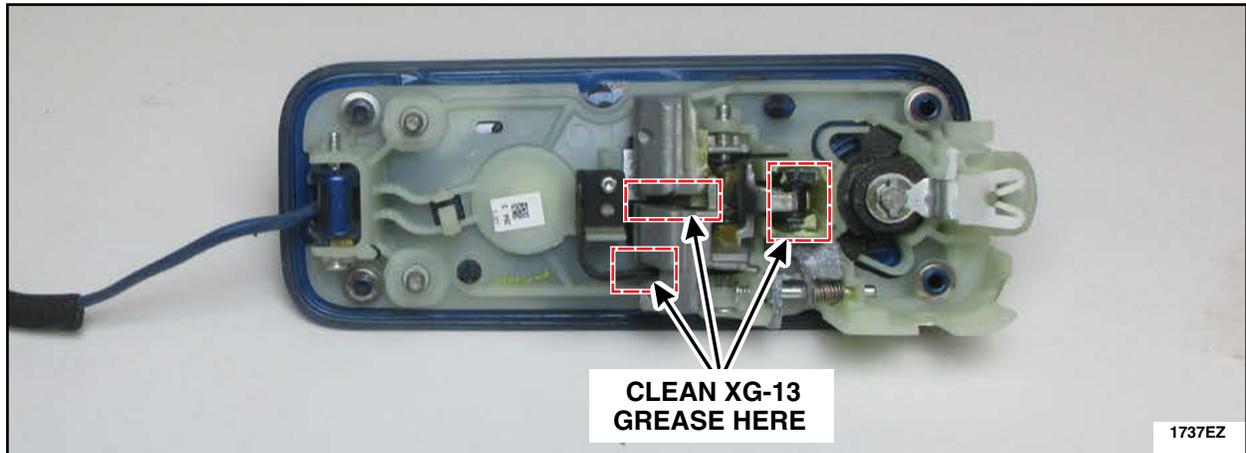


FIGURE 13



19. Reinstall a *new* Foam E around the perimeter of the exterior door handle on top of the existing factory seal.

NOTE: Foam E will not wrap around the entire perimeter of the exterior door handle.

NOTE: Proper placement of Foam E is crucial for proper sealing and to avoid appearance concerns.

- A. Lay out Foam E on the exterior door handle and mark center as shown in Figure 14.
- B. Remove Foam E from the door handle and remove the back center portion of the adhesive backing then cut the protective backing in half. See Figure 14.
- C. Align the marks made on the Foam E and exterior door handle and adhere the back center portion to the exterior door handle as shown in Figure 15.
- D. Lay one side of Foam E down on the exterior door handle and without stretching the foam pull off the adhesive backing as you adhere Foam E to the exterior door handle as shown in Figure 15.
- E. Remove the protective backing from the other side of Foam E as shown in Figure 15.
- F. Without stretching the foam adhere it to the exterior door handle ensuring that both sides of Foam E are of equal length once secured. See Figure 16.

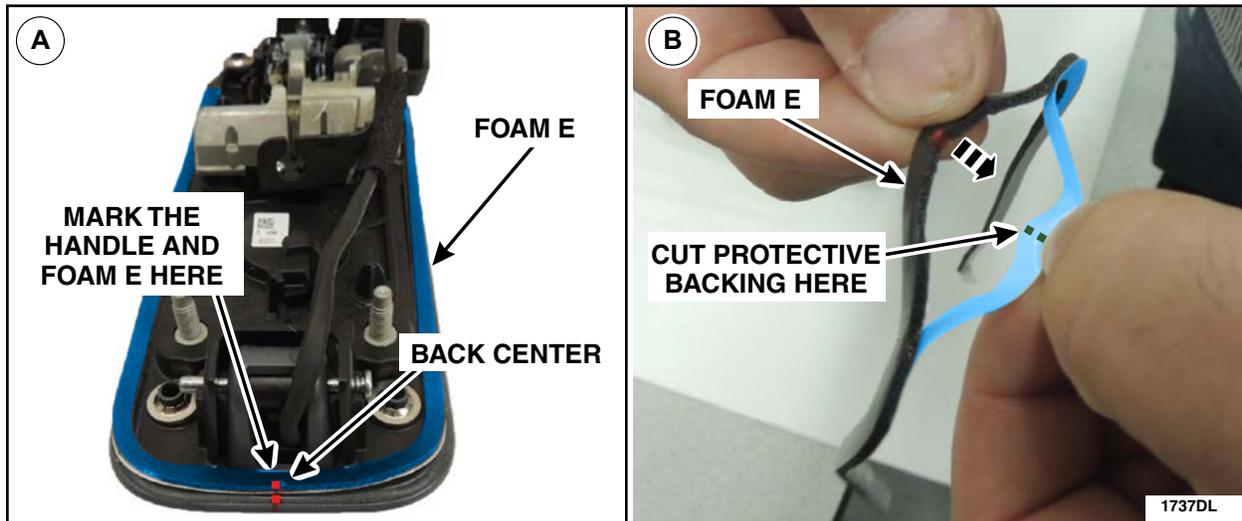


FIGURE 14



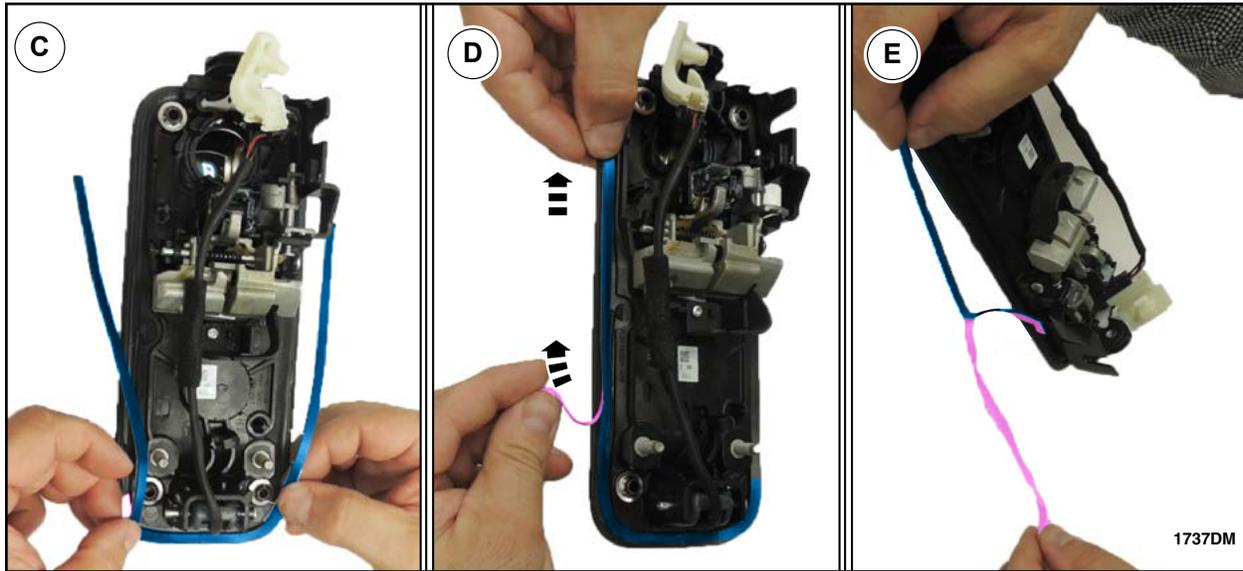


FIGURE 15

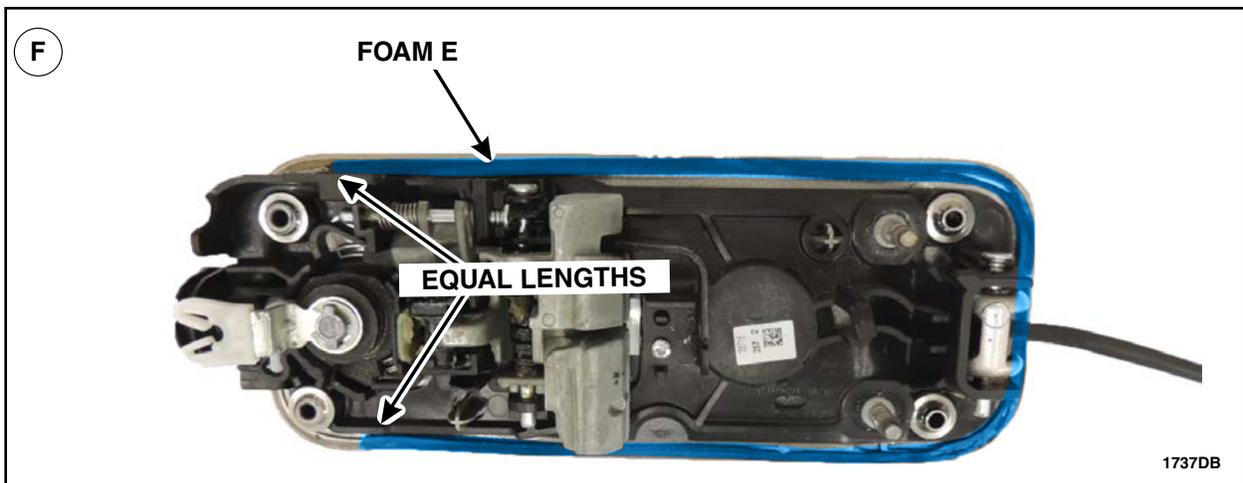


FIGURE 16



20. Using a brush, apply a light film of Motorcraft® XG-16 grease to all four sides of the exterior door handle plunger and to the mechanisms in the areas shown in Figures 17 and 18.

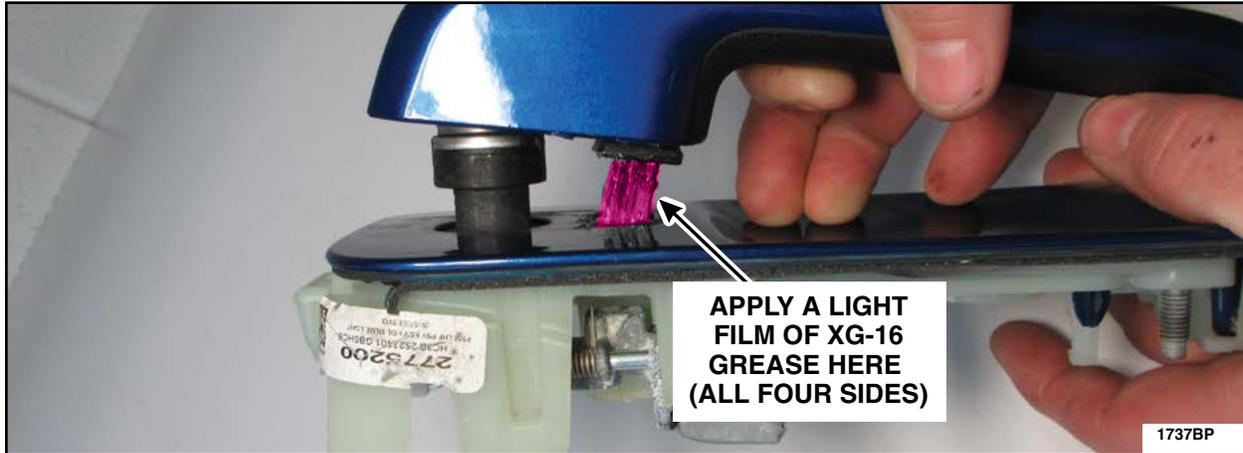


FIGURE 17

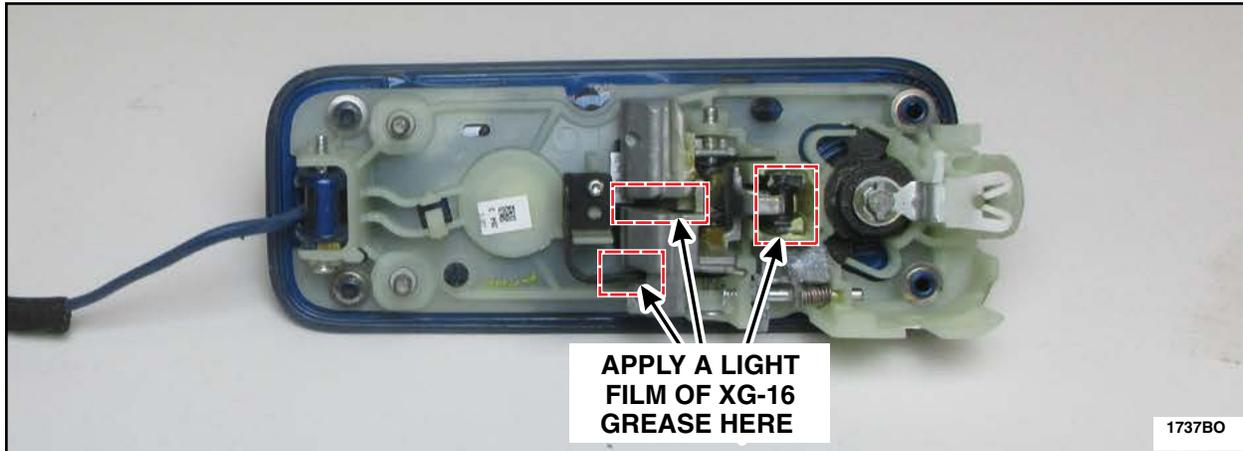


FIGURE 18



21. Reapply a bead of Motorcraft® TA-30 silicone sealant to the latch side area of the front door exterior handle opening making sure that the sealant will overlap with the Foam E on the exterior door handle. See Figure 19.

NOTE: Proper placement of the Motorcraft® TA-30 silicone sealant is crucial for proper sealing and to avoid appearance concerns.

NOTE: Driver door shown, passenger door similar.

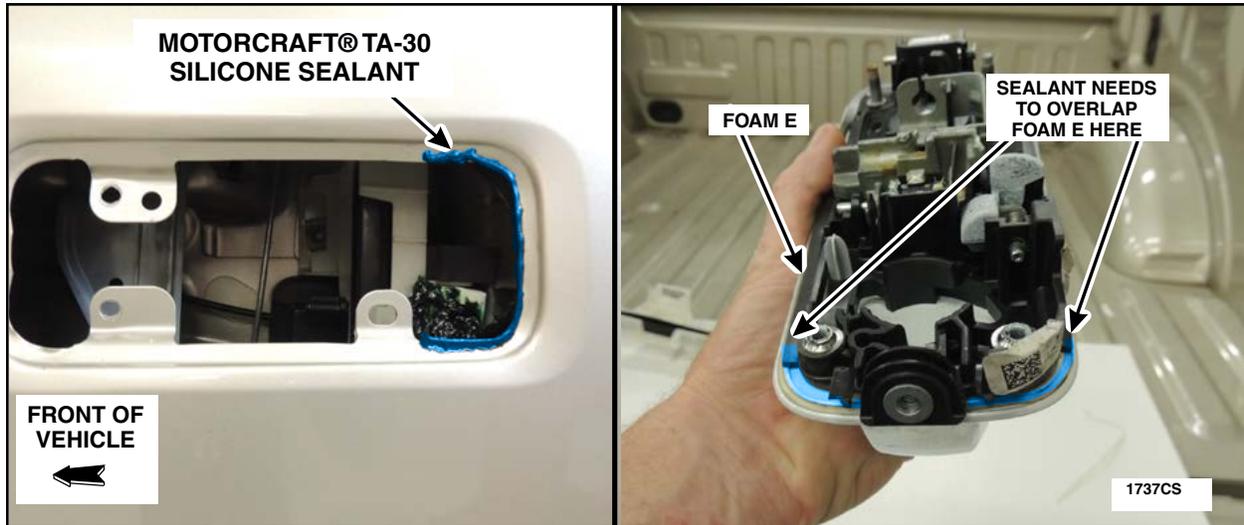


FIGURE 19

22. Remove the bungee cord used to hold the exterior door handle cable up.

23. Reconnect the exterior door handle cable to the door handle, then lubricate the door handle cable end with Motorcraft® XG-16 grease, as shown in Figure 20.



FIGURE 20



24. Install the *new* handle cable wiper clip on the exterior door handle cable end. See Figure 21.

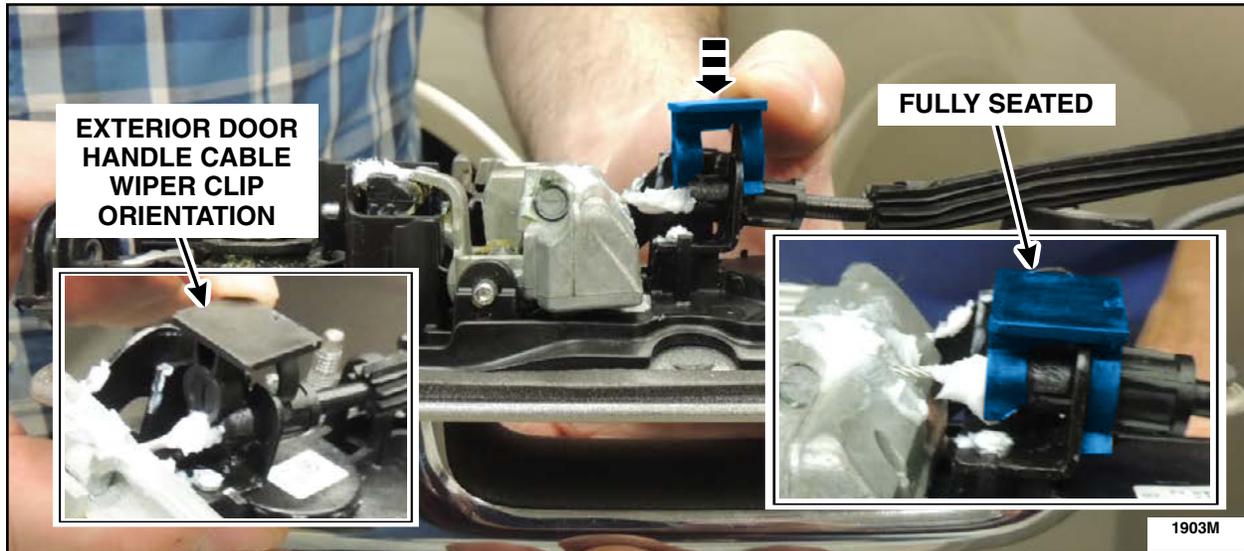


FIGURE 21

25. Reinstall the front exterior door handles. Please follow the WSM procedures in Section 501-14.

NOTICE: Reinstall the exterior door handle cable and retaining clips in the original factory position.

26. Clean any excessive silicone around the exterior door handle perimeter with isopropyl alcohol, Q-tips® and a clean shop cloth to avoid appearance concerns.

27. Determine next steps based on vehicle and cab configuration.

- For all Regular Cab and Super Cab vehicles, the repair is complete.
- For all Crew Cab vehicles, proceed to the Rear Exterior Door Handle Cable Service Procedure (Crew Cab Vehicles) on page 17.



Rear Exterior Door Handle Cable, and Door Glass Run Funnel Service Procedure (Crew Cab Vehicles)

Complete Rear Door Part Kit

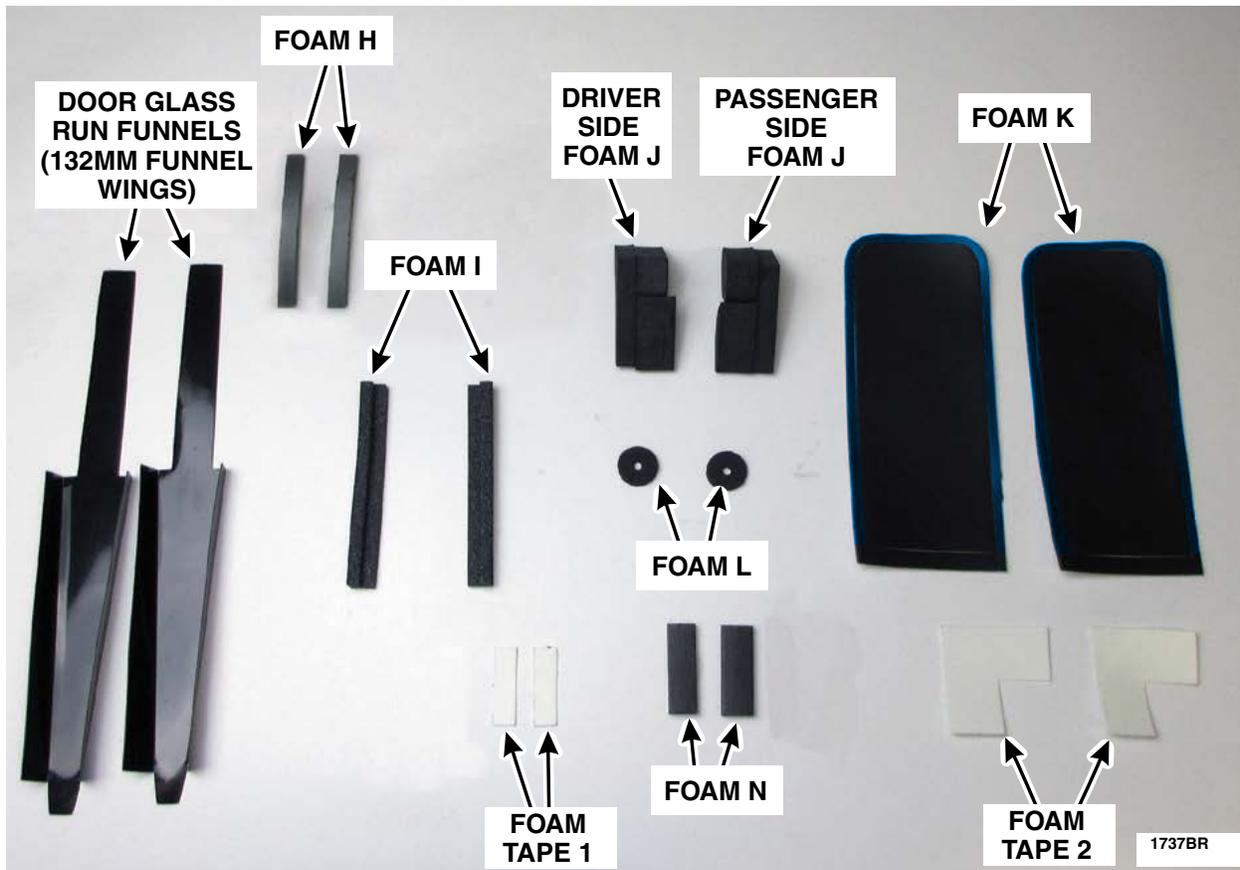


FIGURE 22

NOTE: The parts being installed in this procedure are not labeled. Refer to Figure 22 for component identification. All unused parts of the kit can be scrapped.

NOTICE: Do not allow the door trim panel or exterior door handle to hang by the door handle cables or damage to the cable and door may occur.

NOTE: Procedure to be performed on both rear doors.

1. Remove the exterior rear door handles. Please follow the WSM procedures in Section 501-14.

NOTE: The interior grab handle cover clips can be reused for this repair. Only replace if damaged.



2. Remove and discard the rubber drain plug and clean any obstructions, debris, foreign material and residual water from all of the door drain holes using compressed air and a tool such as a plastic trim tool or a zip tie. See Figure 23.

NOTE: Front passenger door shown, all doors similar.

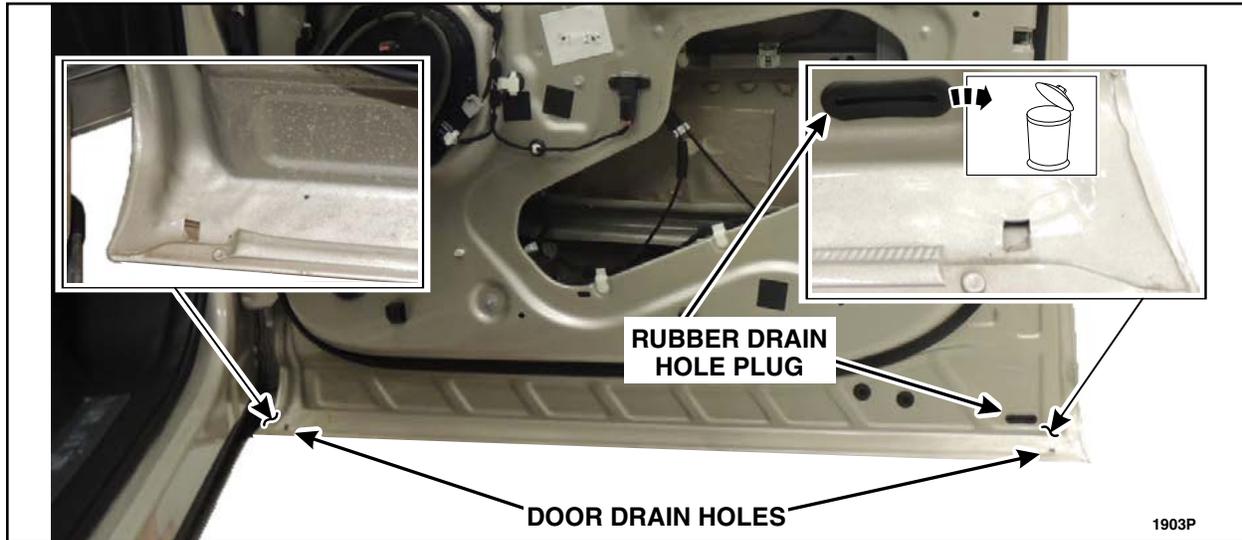


FIGURE 23



3. Measure the door glass run funnel wing for proper length (132mm). See Figure 24.
Refer to ATTACHMENT V - Door Glass Run Funnel Measurement Guide for additional information.
 - a. From the exterior door handle opening locate the door glass run funnel.
 - b. Extend the tape measure up and hook the top of the inboard wing of the door glass run funnel.
 - c. Measure to the bottom of the inboard wing of the door glass run funnel. See Figure 24.
Proceed to Step 4.

NOTE: Passenger door shown, driver door similar.

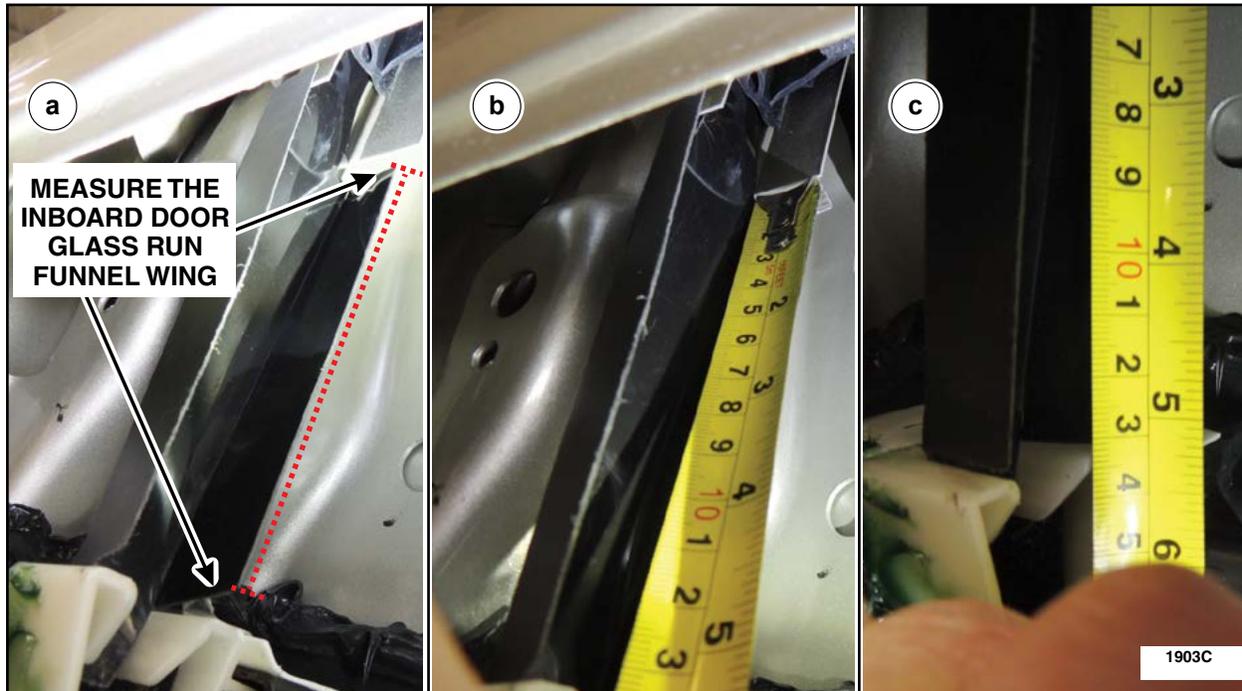


FIGURE 24

4. Are the door glass run funnels the correct length (132mm)?
 - Yes - Door glass run funnel inspection complete. Proceed to Step 12.
 - No - Install a *new* door glass run funnel. Proceed to Step 5.
5. Position the window to the open (down) position.



6. Remove the inner belt moulding and position aside the latch side of the door glass top run.
See Figure 25.

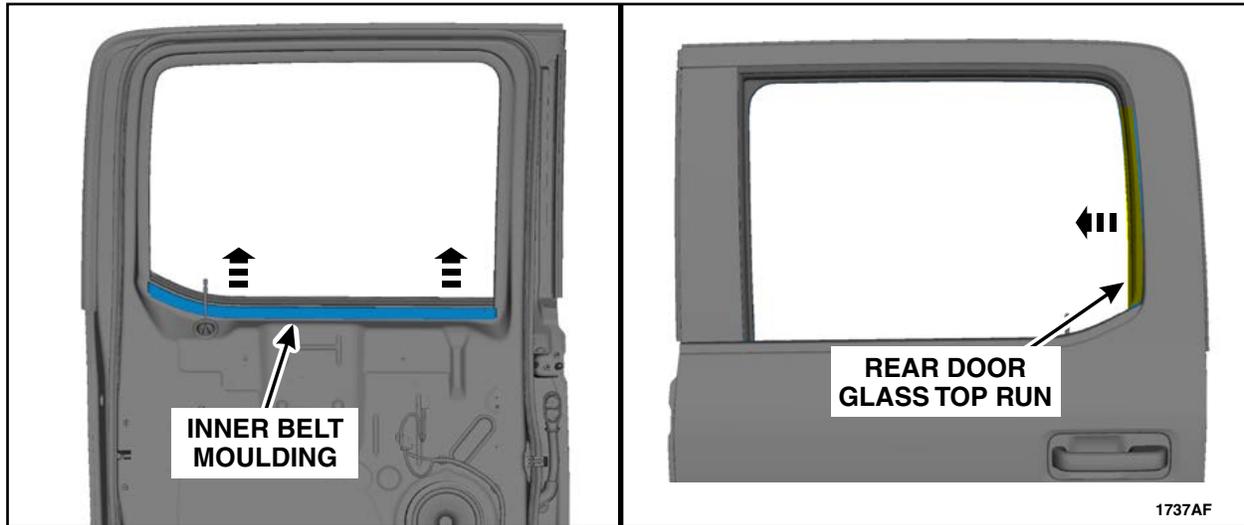


FIGURE 25

7. Remove and discard the incorrect length door glass run funnel from the latch side glass run channel.
See Figure 26.

NOTE: Front door funnel on a vehicle built before December 2016 shown, all others similar.



FIGURE 26



8. A piece of Foam Tape held the door glass run funnel to the door glass run, if not removed with the door glass run funnel, remove and discard the piece of Foam Tape from the top of the door glass run as shown in Figure 27.

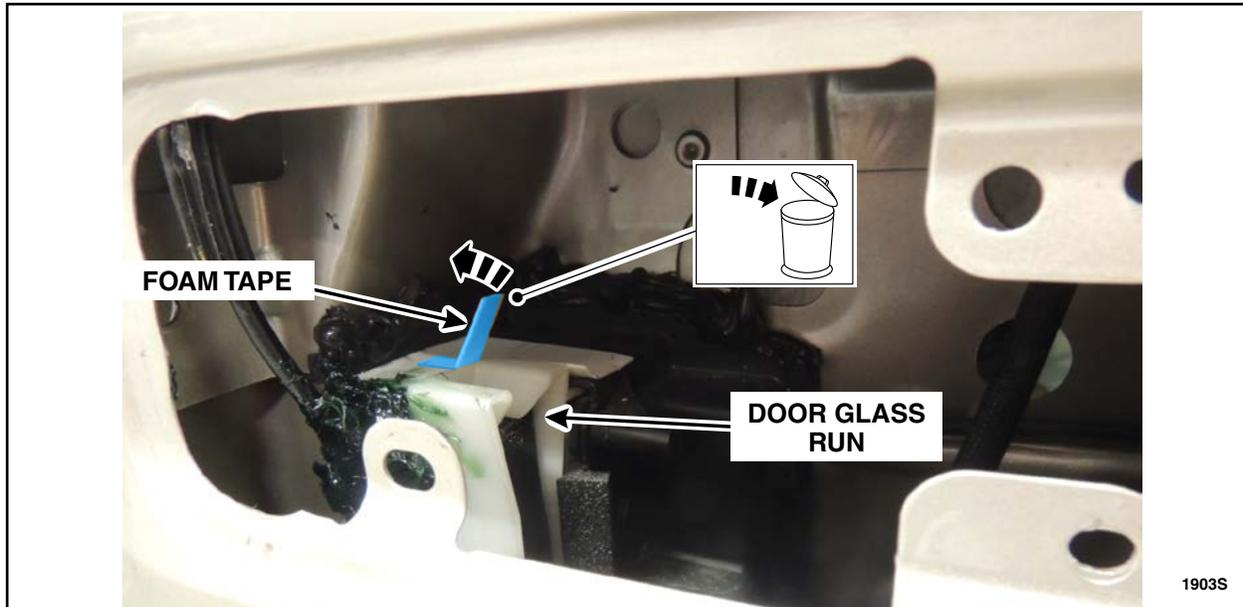


FIGURE 27



9. Install the door glass run funnel (132mm funnel wings), ensuring the lower tab is situated in the door glass run and the funnel sides sit at a 90° angle above the door glass run. See Figure 28.

NOTE: Verify the sides of the funnel are bent to 90° prior to installation.

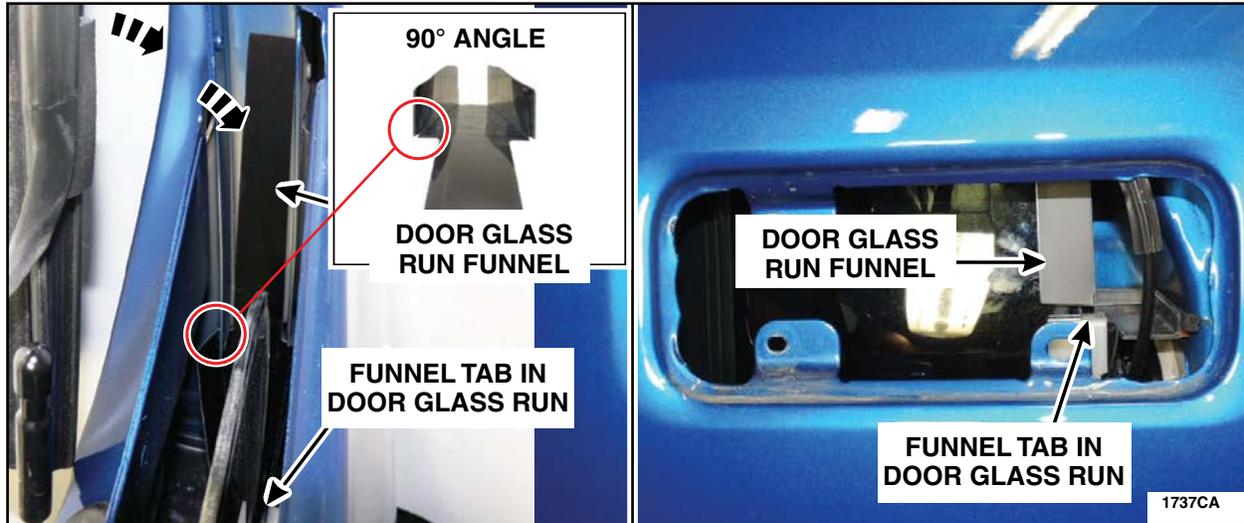


FIGURE 28

10. Reinstall the latch side of the rear door glass top run and the inner belt moulding. See Figure 25.

NOTICE: It will be necessary to hold the upper portion of the funnel when installing the door glass top run. Care must be taken to not bend or damage the door glass run funnel. Check through the exterior door handle opening to verify that the funnel is positioned correctly.

11. Install Foam Tape 1 in the location shown to hold the funnel in place. See Figure 29.

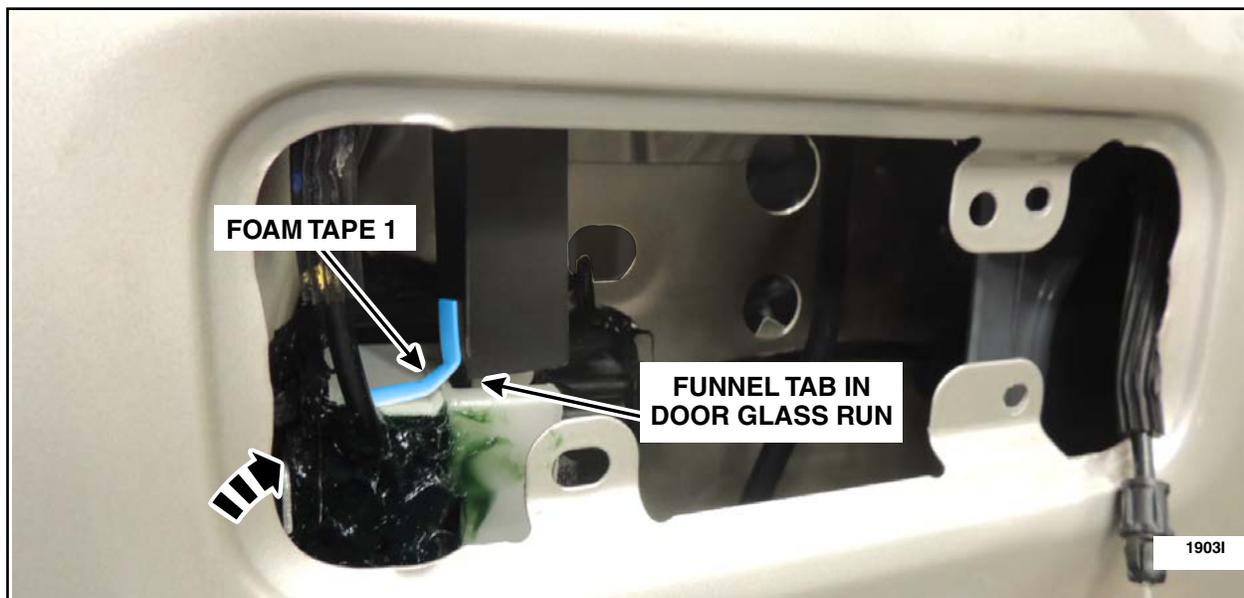


FIGURE 29



NOTE: The use of disposable gloves is required.

12. Remove the grease from the exterior door handle cable end and towel dry the cable to absorb any residual moisture. Using a bungee cord or other similar device secure the exterior door handle cable to the door in an upward position as shown in Figure 30, to allow the undiluted Motorcraft® Premium Windshield Wash Concentrate (ZC-32-B2) or a 99 percent methyl hydrate (methanol) product time to run down into the cable, until the exterior door handle cable is reinstalled later in this procedure.
13. Using a locally obtained syringe, eye dropper or a similar applicator draw 10 ml of the undiluted Motorcraft® ZC-32-B2 Concentrate or a 99 percent methyl hydrate (methanol) product into the applicator. With the cable pulled out and the tip of the applicator positioned inside the arrowhead cable end fitting inject 2 ml between the cable shield and the cable then cycle the cable 5 times in and out of the cable shield. Repeat injecting fluid and cycling the cable a total of 5 times.

NOTICE: Place a shop towel around the exterior door handle cable, while performing this procedure, to prevent dripping onto the vehicle which could cause paint damage.

NOTE: Do not use a product that contains isopropyl alcohol. Only use a product containing methanol or a mix of methanol and ethylene glycol.

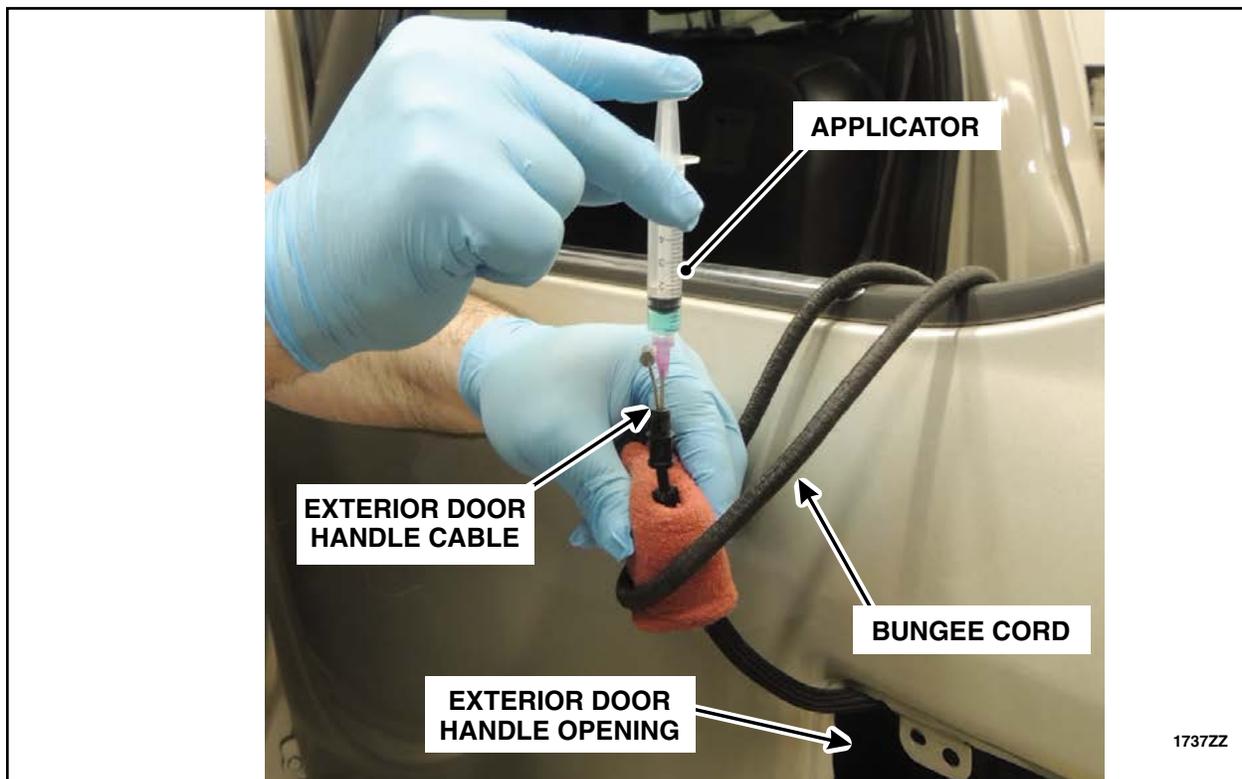


FIGURE 30



14. Thoroughly remove the existing Foam Tape K and the TA-30 silicone sealant from the latch side area of the rear door exterior handle. Using a clean shop cloth and isopropyl alcohol, clean the highlighted mating surface area of the exterior door handle. See Figure 31.

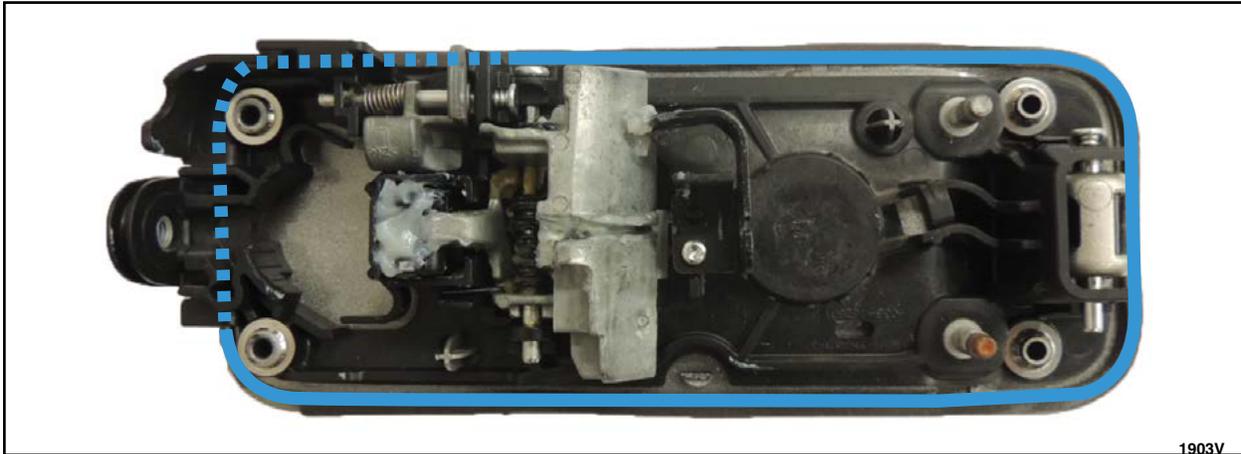


FIGURE 31

15. Thoroughly remove the existing TA-30 silicone sealant then using a clean shop cloth and isopropyl alcohol clean inside the dotted lines on the mating surface area of the rear exterior door handle openings. See Figure 32.

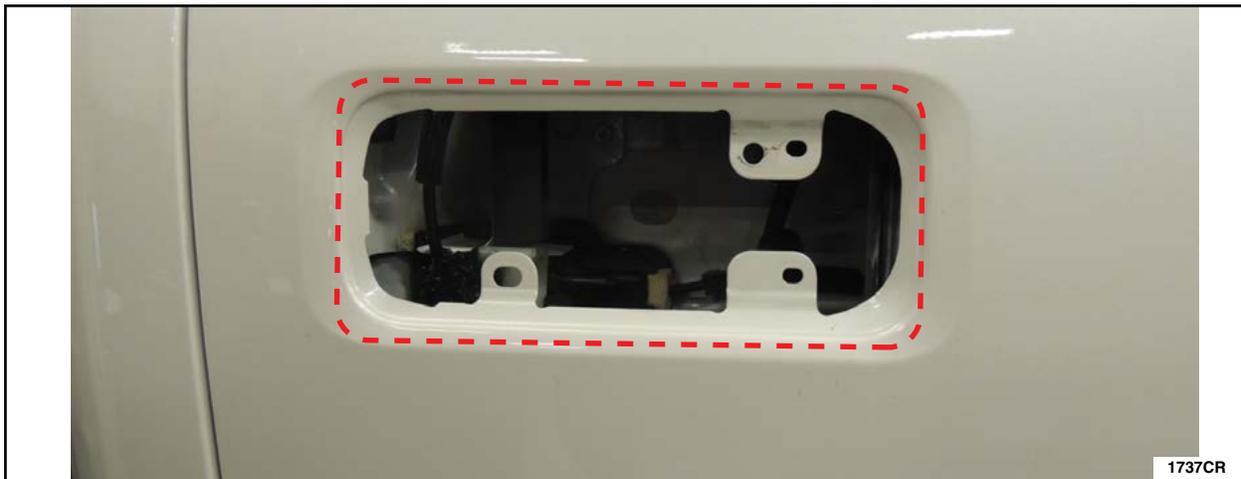


FIGURE 32



16. Using a clean shop cloth and isopropyl alcohol, clean the XG-13 grease from the handle plunger and the three areas highlighted on the exterior door handle. See Figures 33 and 34.

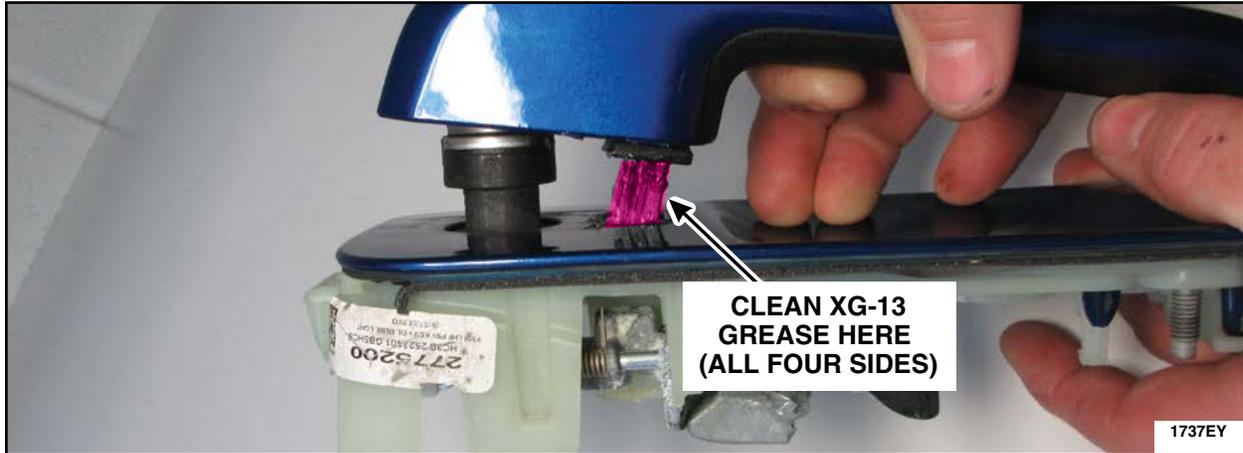


FIGURE 33

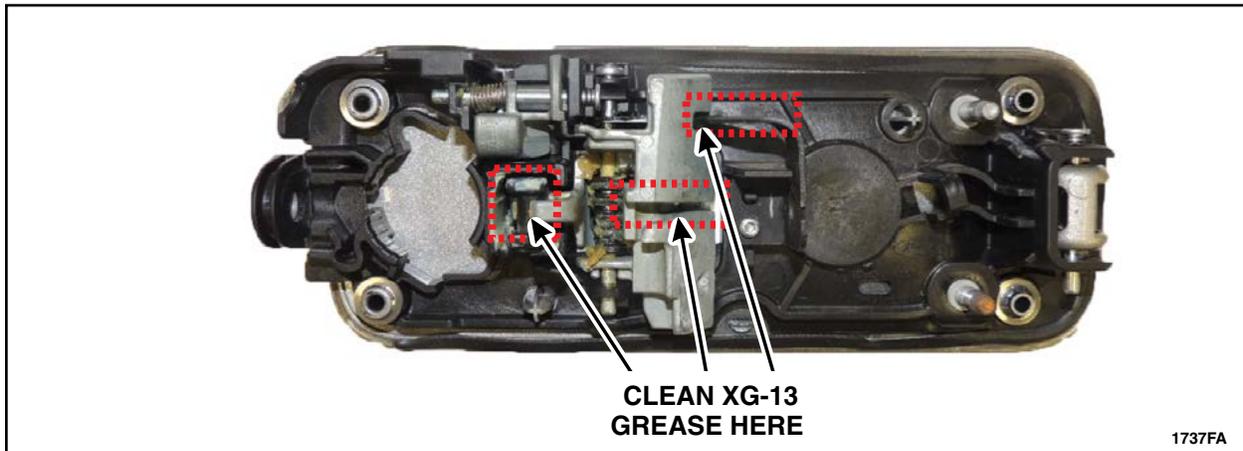


FIGURE 34



17. Reinstall a *new* Foam K around the perimeter of the exterior door handle on top of the existing factory seal.

NOTE: Foam K will not wrap around the entire perimeter of the exterior door handle.

NOTE: Proper placement of Foam K is crucial for proper sealing and to avoid appearance concerns.

- A. Lay out Foam K on the exterior door handle and mark center as shown in Figure 35.
- B. Remove Foam K from the door handle and remove the back center portion of the adhesive backing then cut the protective backing in half. See Figure 35.
- C. Align the marks made on the Foam K and exterior door handle and adhere the back center portion to the exterior door handle as shown in Figure 36.
- D. Lay one side of Foam K down on the exterior door handle and without stretching the foam pull off the adhesive backing as you adhere Foam K to the exterior door handle as shown in Figure 36.
- E. Remove the protective backing from the other side leg of Foam K as shown in Figure 36.
- F. Without stretching the foam adhere it to the exterior door handle ensuring that both sides of Foam K are of equal length once secured. See Figure 37.

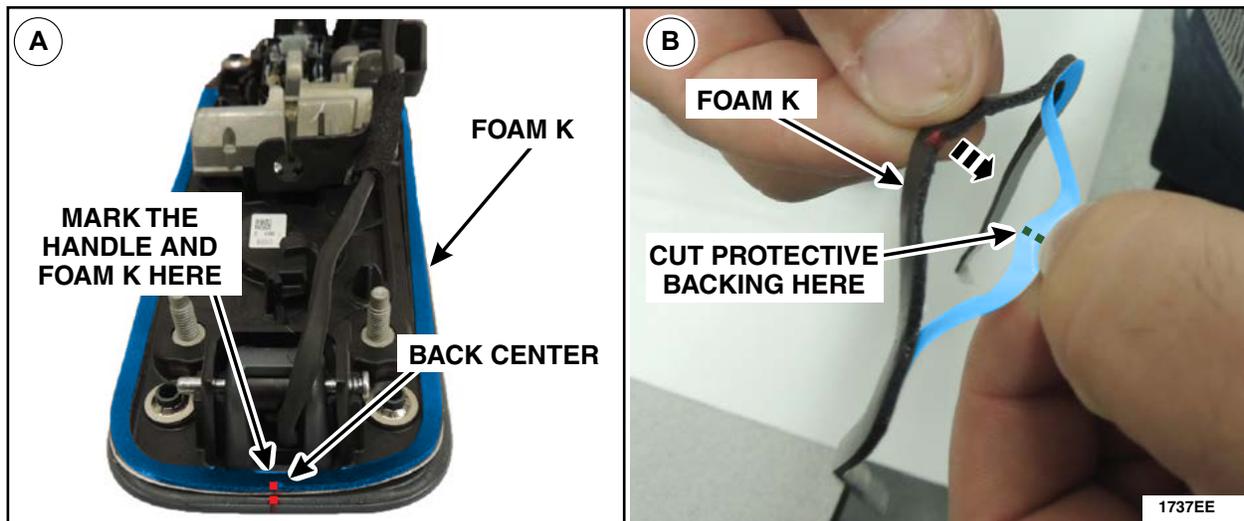


FIGURE 35



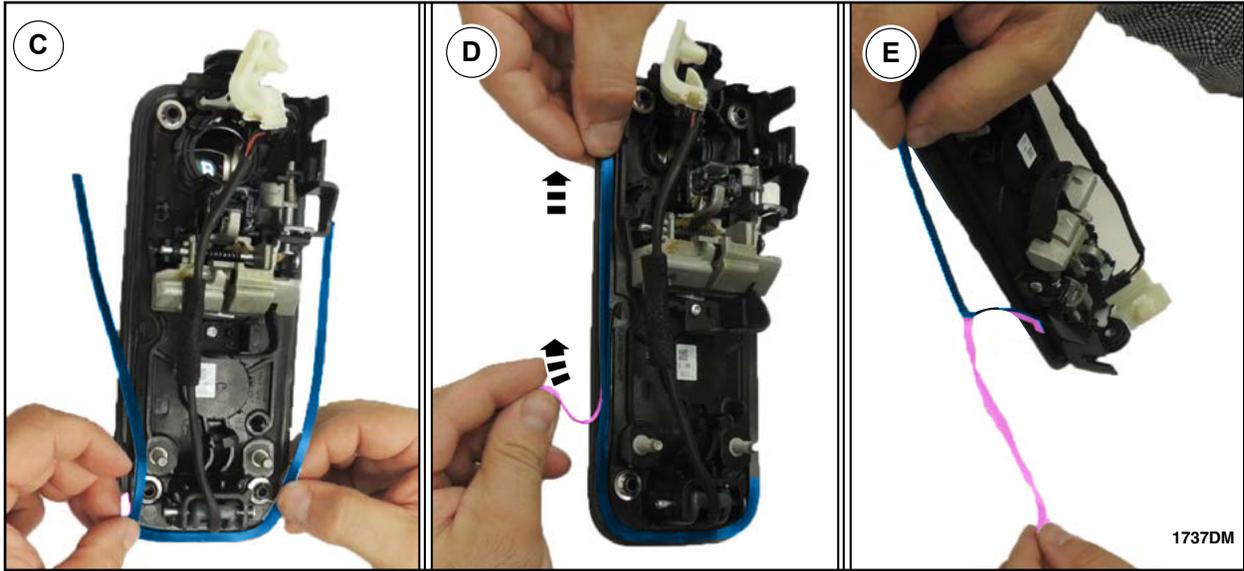


FIGURE 36

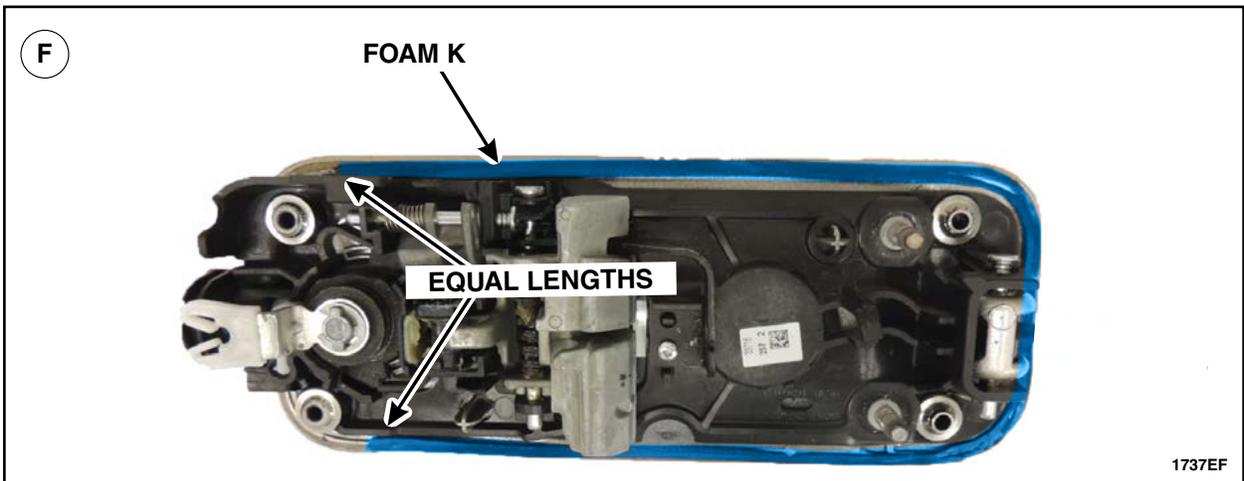


FIGURE 37



18. Using a brush, apply a light film of Motorcraft® XG-16 grease to all four sides of the exterior door handle plunger and to the mechanisms in the areas shown in Figures 38 and 39.



FIGURE 38

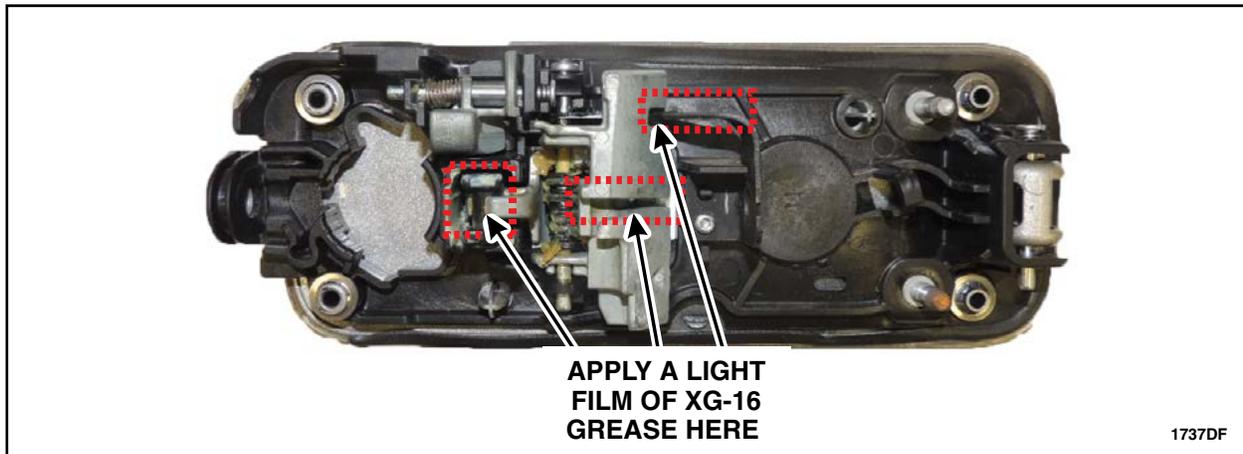


FIGURE 39



19. Reapply a bead of Motorcraft® TA-30 silicone sealant to the latch side area of the rear door exterior handle opening making sure that the sealant will overlap with the Foam K on the exterior door handle. See Figure 40.

NOTE: Proper placement of the Motorcraft® TA-30 silicone sealant is crucial to ensure proper sealing and avoid appearance concerns.

NOTE: Driver door shown, passenger door similar.

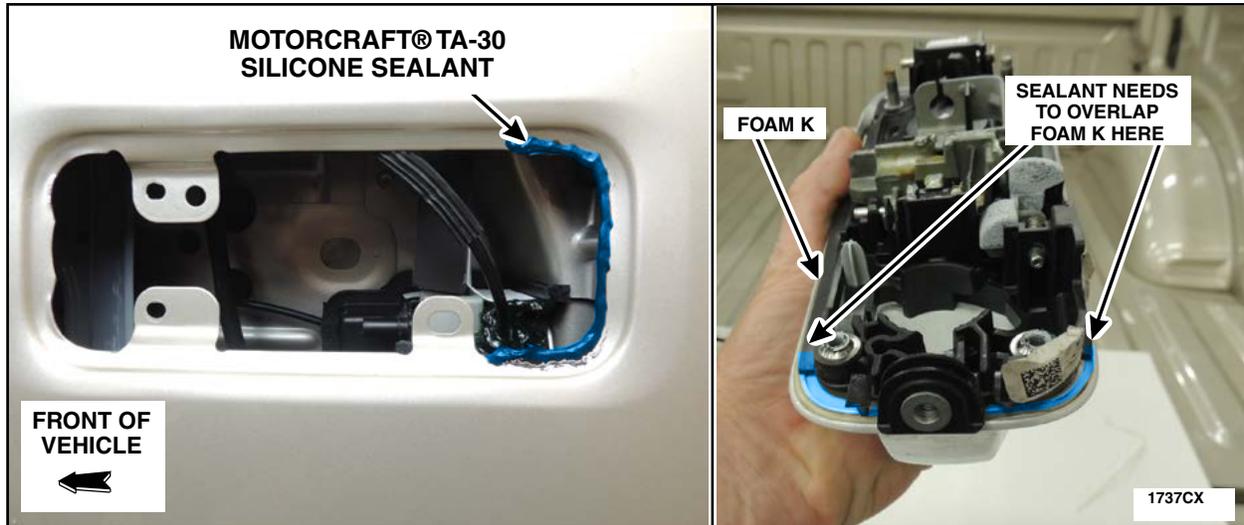


FIGURE 40

20. Remove the bungee cord used to hold the exterior door handle cable up.

21. Reconnect the exterior door handle cable to the door handle, then lubricate the door handle cable end with Motorcraft® XG-16 grease, as shown in Figure 41.

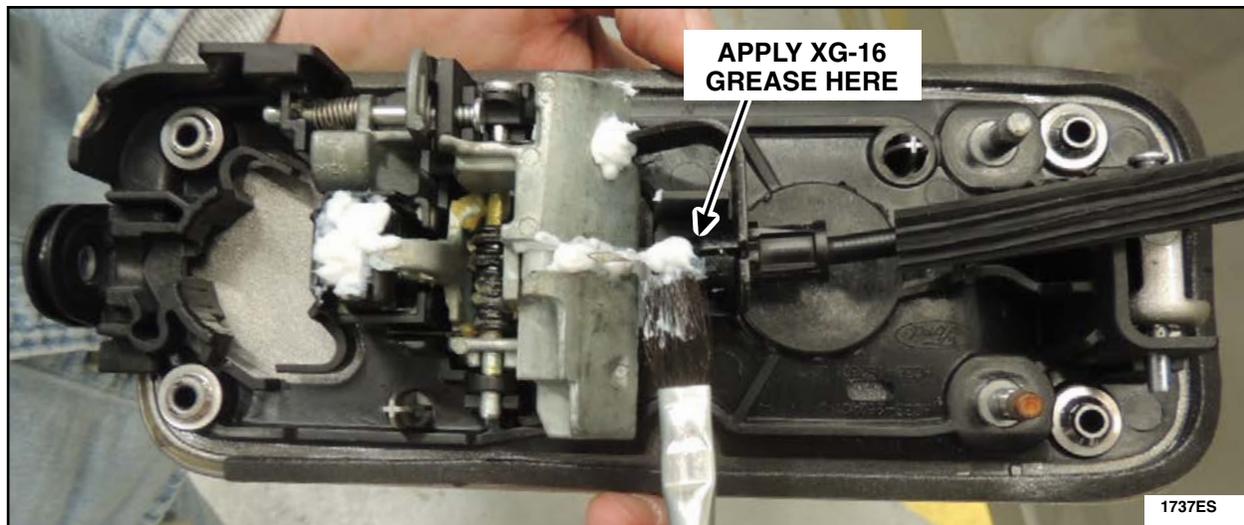


FIGURE 41



22. Install the *new* handle cable wiper clip on the exterior door handle cable end. See Figure 42.

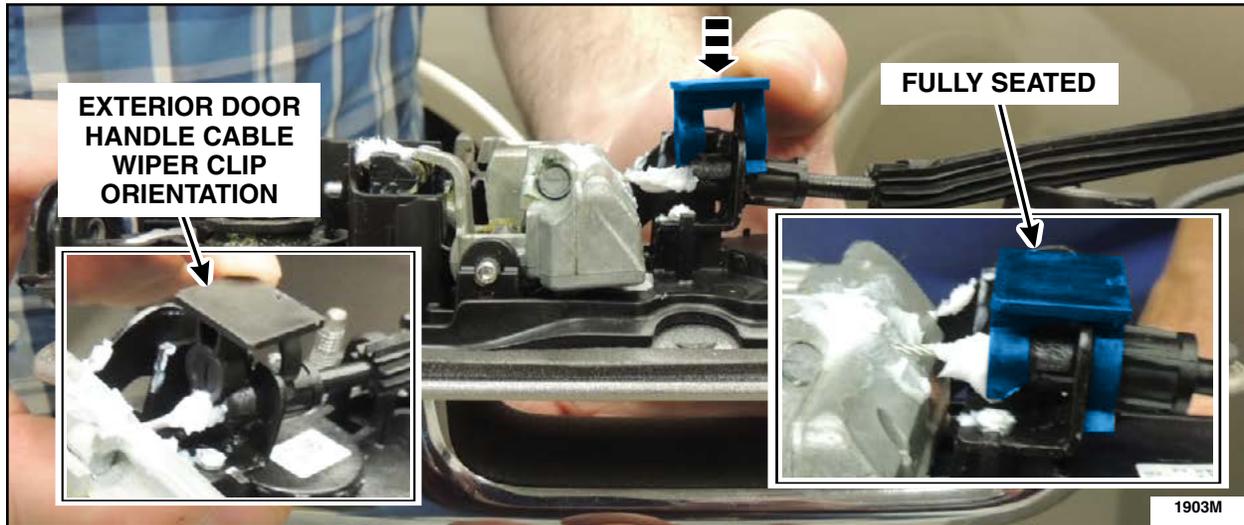


FIGURE 42

23. Reinstall the rear exterior door handles. Please follow the WSM procedures in Section 501-14.

NOTICE: Reinstall the exterior door handle cable and retaining clips in the original factory position.

24. Clean any excessive silicone around the exterior door handle perimeter with isopropyl alcohol, Q-tips and a clean shop cloth to avoid appearance concerns.

Crew Cab vehicle repair is complete.



Customer Satisfaction Program 19N02

Certain 2015-2018 Model Year F-150 and 2017-2018 Model Year F-250-F-550 Vehicles
Post-18N03 Repair Enhancements

INSTRUCTIONAL VIDEO LINKS

Video Links: F-150 shown, F-250-F-550 is similar.

IMPORTANT: Always refer to the dealer bulletin and the technical information for latest parts requirements and repair procedures.

NOTE: The color of the grease used in the videos below may not reflect the color of the grease being used in the actual repair, as the required grease has been changed from XG-13 to XG-16 in most locations.

Video 1: [Door Glass Run Funnel And Door Glass Top Run Installation Procedure](#) - Rear Door Shown, Front Door Similar

Video 2: [Exterior Door Handle Sealing Procedure](#) - Rear Door Shown, Front Door Similar

CERTAIN 2015-2018 MODEL YEAR F-150 AND 2017-2018 MODEL YEAR F-250-F-550 VEHICLES — POST-18N03 REPAIR ENHANCEMENTS

OVERVIEW

Some of the door foam kits were packaged with incorrect size door glass run funnels. Dealers are to measure the door glass run funnel wings using the measurement guide below. If a door foam kit is found to have incorrect size door glass run funnels the correct size door glass run funnels can be removed from another kit, and that additional kit the door glass run funnels were removed from can also be claimed with this repair. All unused parts from the additional kit can be scrapped.

NOTE: This packaging error caused rear doors foam kit FL3Z-16308-N to be incorrectly packaged with door glass run funnels from front doors foam kits FL3Z-16308-M. Conversely, the front doors foam kits FL3Z-16308-M were also incorrectly packaged with door glass run funnels from rear doors foam kit FL3Z-16308-N. If foam kits FL3Z-16308-M or FL3Z-16308-N are found to have incorrect funnels the correct funnels can likely be found in the other kit.

NOTE: This packaging error was corrected in December 2018.

SERVICE PROCEDURE - Door Glass Run Funnel Measurement Guide

Recommended Tool List:

General Tools	Tape Measure
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1. Verify the correct door glass funnels are being installed by measuring the funnel wings as shown in Figure 1.

NOTE: Funnel modification is not advised.

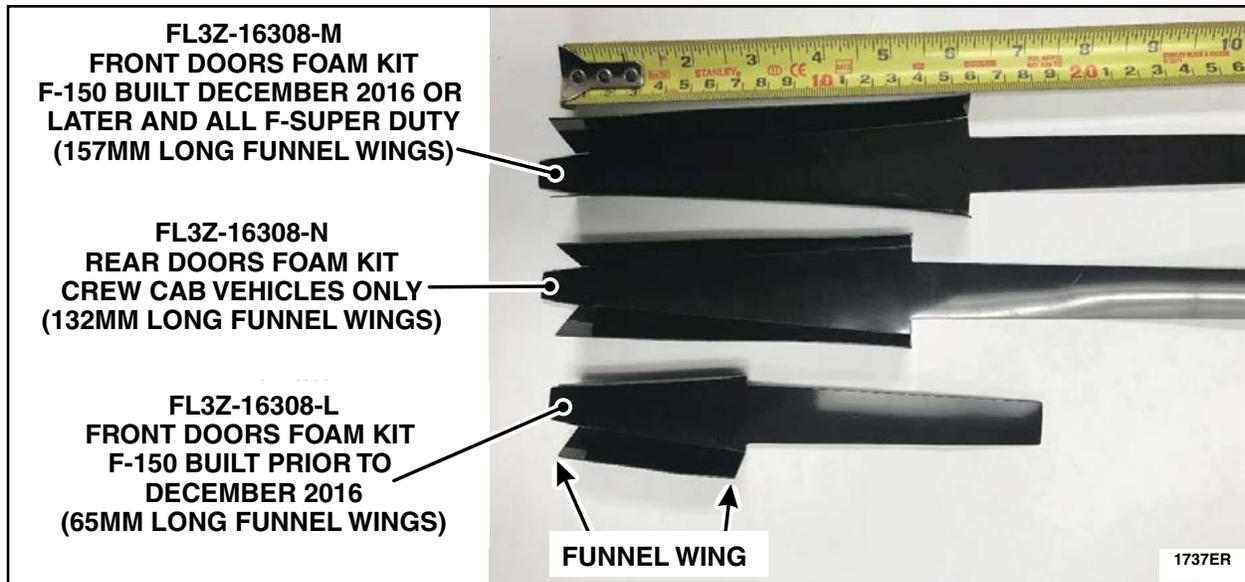


FIGURE 1

