



TECHNICAL SERVICE BULLETIN

Factory Keyless Entry Keypad - Driver Side B-Pillar Front Door Upper Moulding Loose

19-2150

03 July 2019

Model:

Ford 2011-2019 Explorer

Issue: Some 2011-2019 Explorer 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 resolve the condition, follow the Service Procedure steps to reapply adhesive tape to the front door upper moulding.

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

- 2011-2019 Explorer
- Equipped with factory keyless entry keypad
- Driver side front door upper moulding is loose

Parts

Part Number	Description	Quantity
W790514-S900	Front Door Upper Moulding Retaining Clips	2
Obtain Locally	3M™ 38583 Adhesive Tape	1
Obtain Locally	Isopropyl Alcohol	1

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.

Labor Times

Description	Operation No.	Time
2011-2019 Explorer: Remove Clean And Reinstall The Front Door Upper Moulding Following The Service Procedure (Do Not Use With Any Other Labor Operations)	192150A	0.7 Hrs.

Repair/Claim Coding

Causal Part:	7820555
Condition Code:	07

Tool List

Drive	Tool Name
1/4"	Power tool
1/4"	Ratchet
1/4"	Torque wrench

1/4"	7 mm deep socket
1/4"	10 mm deep socket
1/4"	Torx® T20
	Trim tool
	Angled pick
	Razor blade

Service Procedure



CAUTION: Do not use adhesive solvent for this procedure as it will degrade the front door upper molding.

1. Remove the front door upper moulding. Refer to Workshop Manual (WSM) Section, 501-08.
2. Place the front door upper moulding 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 upper moulding. (Figure 1)

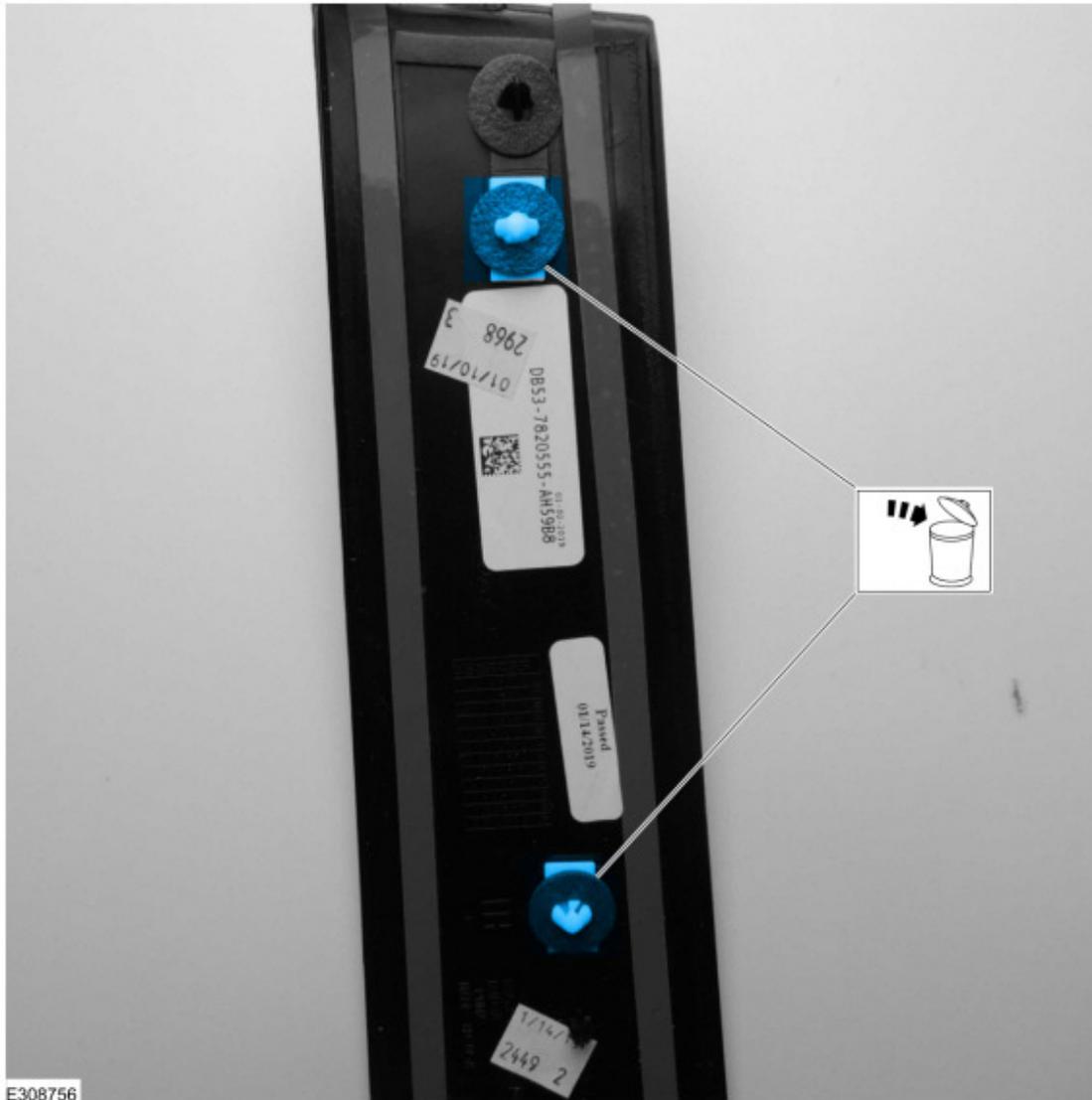
Figure 1



CAUTION: Using any type of alcohol or solvent will damage the front door upper moulding surface.

4. Using a clean damp cotton cloth, remove any dust or dirt from the front door upper moulding.
5. Remove and discard the 2 retaining clips. (Figure 2)

Figure 2



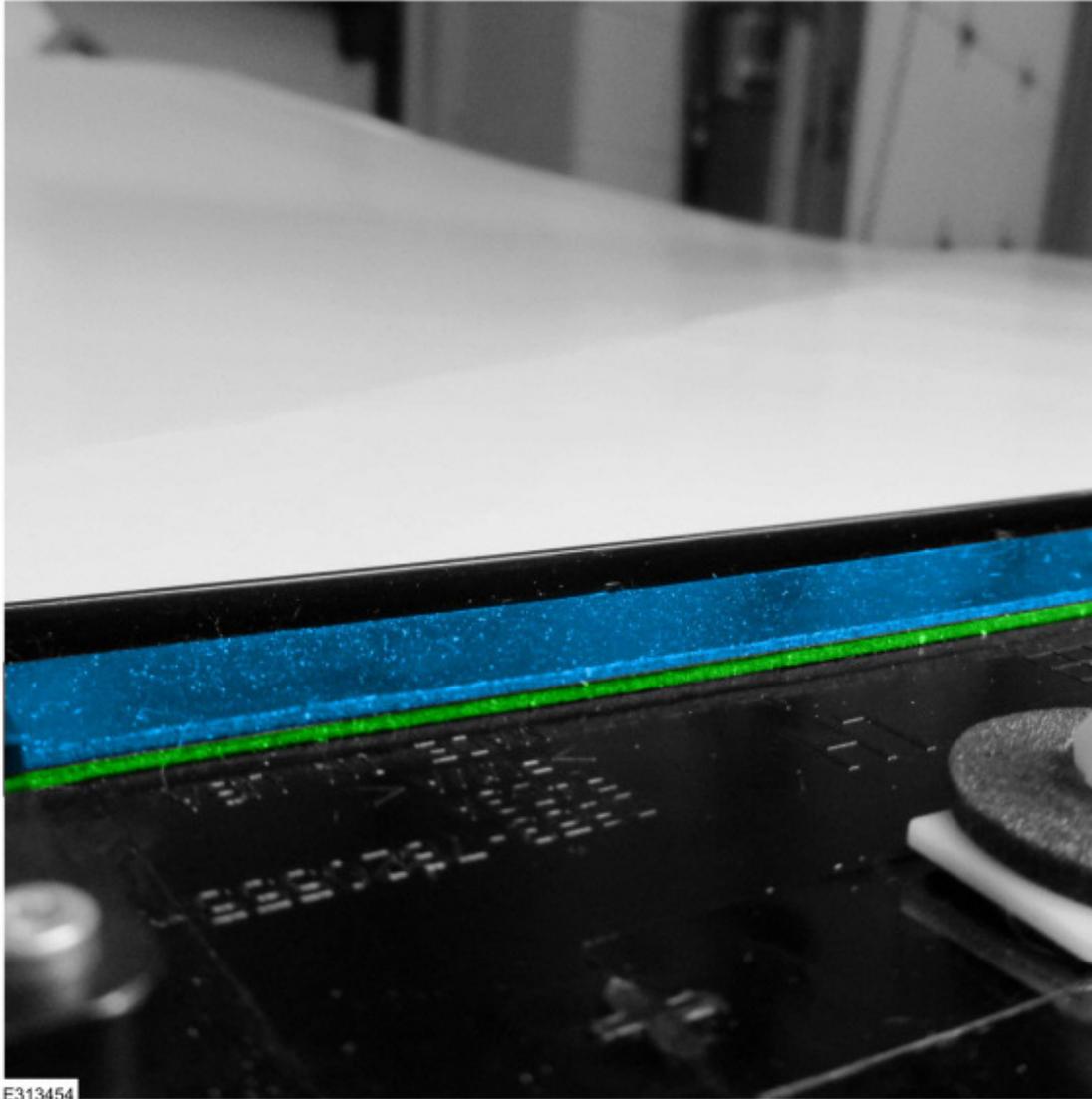
6. Install the adhesive tape to the front door upper moulding.

- (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 upper moulding 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 isopropyl alcohol to contact the keyless entry keypad or rear door upper moulding to avoid damaging the plastic.

7. Clean the door sheet metal with a 50% water/isopropyl alcohol solution.
8. Install the front door upper moulding. Refer to WSM Section, 501-08.

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