



TECHNICAL SERVICE BULLETIN

Roof Rail Covers Loose

19-2364
09 December 2019

Model:

Ford 2016-2019 Explorer

Issue: Some 2016-2019 Explorer vehicles may exhibit roof rail covers that become loose or partially detached. This may be caused by a lack of retention of the clips securing the roof rail covers. To correct the condition, follow the Service Procedure to apply adhesive to the roof rail covers.

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

- 2016-2019 Explorer
- Roof rail covers are loose

Parts

Part Number	Description	Quantity
TA-32	Motorcraft® Clear Silicone Rubber	As Required
Obtain Locally	Masking Tape	As Required
Obtain Locally	100 Grit Sandpaper	As Required

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
2016-2019 Explorer: Secure Both (2) Roof Rail Covers Following The Service Procedure (Do Not Use With Any Other Labor Operations)	192364A	0.4 Hrs.

Repair/Claim Coding

Causal Part:	78551A46
Condition Code:	33

Service Procedure

1. Remove the roof rail cover. Refer to Workshop Manual (WSM), Section 501-08.
2. For chrome roof rail covers, lightly sand the clip retainer surface with 100 grit sandpaper to promote adhesion. (Figure 1)

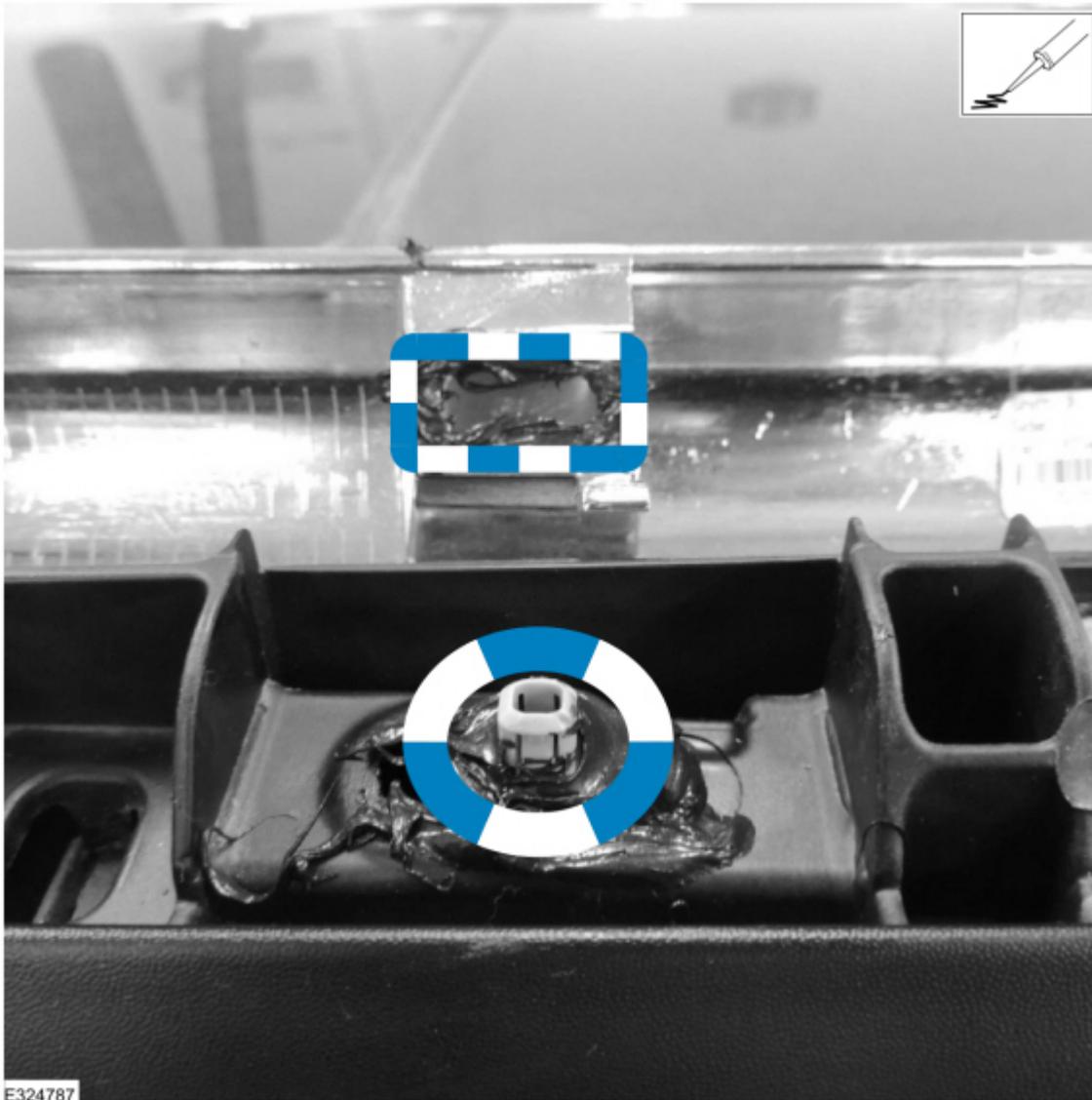
Figure 1



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3. With retaining clips installed in the roof rail cover, apply a 3.175 mm (1/8 in.) bead of Motorcraft® Clear Silicone Rubber on each contact patch of the roof rail cover and roof rail base assembly. (Figure 2)

Figure 2



4. Install the roof rail cover. Refer to WSM, Section 501-08.
5. Secure the roof rail cover to the roof rail base assembly with masking tape. Allow to cure for 6 hours. If outside temperature is not between 15.5°C-26.7°C (60°F-80°F) and/or conditions are not dry, the vehicle should remain indoors to cure.
6. Remove the masking tape.

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