



# TECHNICAL SERVICE BULLETIN

## XL/XLT - Instrument Panel Warped/Separated At Defrost Vents

**20-2268**  
18 May 2021

This bulletin supersedes 19-2041. Reason for update: Replace Awareness/Interim Message

### Model:

<b>Ford</b> 2015-2020 F-150
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### Summary

This article supersedes TSB 19-2041 to update the vehicle model years affected.

**Issue:** Some 2015-2020 F-150 XL/XLT vehicles may exhibit warping/separation of the instrument panel at the defrost vents. To correct the condition, follow the Service Procedure to replace the instrument panel upper section.

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

- 2015-2020 F-150
- XL or XLT trim level
- Warping/separation of the instrument panel at the defrost vents

### Parts

Part Number		Description	Quantity
KL3Z-1504320-SC	-	Instrument Panel	1
W714409-S439	Package Contains 4 Pieces, 1 Piece Required	Upper Steering Shaft Bolt	1
W712250-S437	Package Contains 1 Piece, 2 Pieces Required	Steering Column Bolts	2
W716538-S450B	Package Contains 4 Pieces, 2 Pieces Required	Steering Column Nuts	1
W717731-S451	Package Contains 4 Pieces, 8 Pieces Required	Front Seat Bolts	2

**Warranty Status:** Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool. For repairs covered by the NVLW, completion of the procedure outlined in this TSB does not require obtaining Prior Approval or completion of a Cost Cap.

### Labor Times

Description	Operation No.	Time
2015-2020 F-150 40/0/40 Police/Special Service Vehicle (SSV): Inspect And Replace Instrument Panel Upper Section (Do Not Use With Any Other Labor Operations)	DR202268A	6.0 Hrs.
2015-2020 F-150 40/20/40: Inspect And Replace Instrument Panel Upper Section (Do Not Use With Any Other Labor Operations)	DR202268B	6.2 Hrs.
2015-2020 F-150 With Center Console: Inspect And Replace Instrument Panel Upper Section (Do Not Use With Any Other Labor Operations)	DR202268C	6.5 Hrs.
2015-2020 F-150 Floor Shift: Inspect And Replace Instrument Panel Upper Section (Do Not Use With Any Other Labor Operations)	DR202268D	7.0 Hrs.

### Repair/Claim Coding

Causal Part:	1504320
Condition Code:	31

## Service Procedure

For repairs covered by the New Vehicle Limited Warranty, completion of the procedure outlined in this TSB does not require obtaining Prior Approval or completion of a Cost Cap.

1. Inspect the instrument panel. Does the instrument panel exhibit a warp/separation at the defrost vent as shown in Figures 1-2?

(1). Yes - proceed to Step 2.

(2). No - this article does not apply. Refer to the Workshop Manual (WSM), Section 501-12.

Figure 1

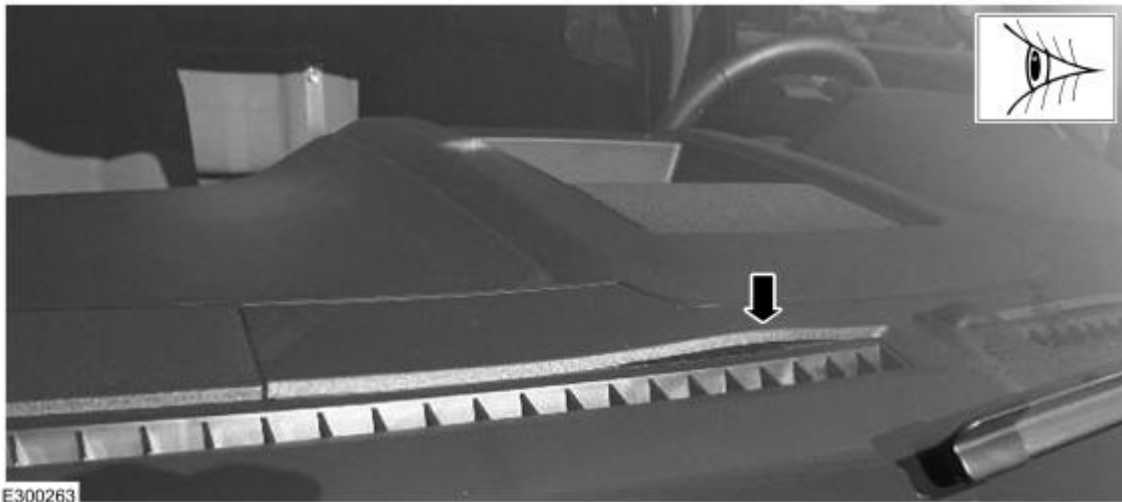
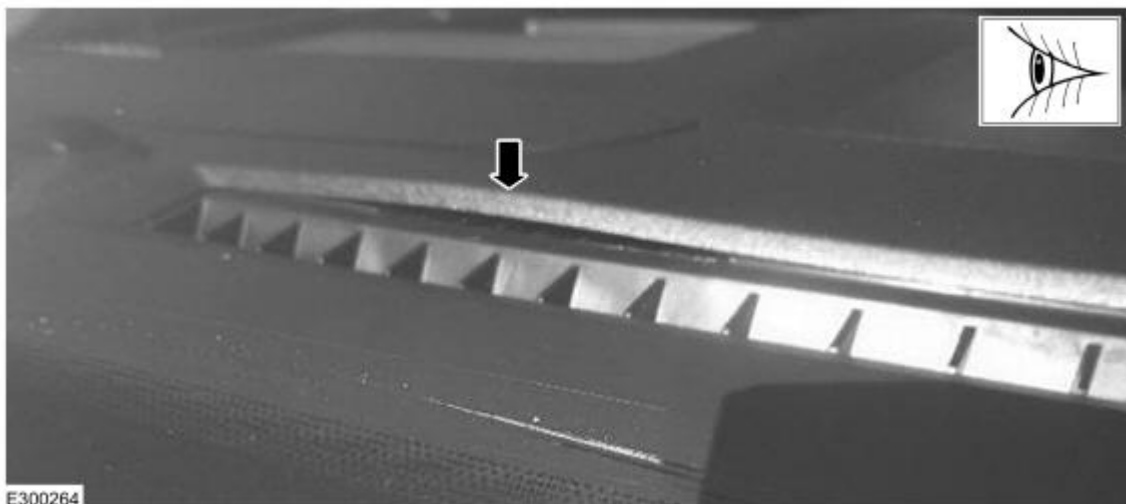


Figure 2



2. Replace the instrument panel upper section. Refer to WSM, Section 501-12.

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