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July 12, 2021

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Customer Satisfaction Program 20N11 - Supplement #3**  
Certain 2016 - 2019 Model Year Explorer Vehicles equipped with *Satin or Chrome Plated* Roof Rack Covers  
Roof Rack Cover Inspection/Repair

**REF:** **Technical Service Bulletins 19-2364 and 20-2154**  
2016-2019 Explorer – Roof Rack Covers Loose

**REF:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Safety Recall 21S22**  
*Certain 2016 - 2019 Model Year Explorer Vehicles equipped with Painted Roof Rack Covers  
Roof Rack Cover Inspection/Repair*

**New! REASON FOR THIS SUPPLEMENT**

- *Certain 2016 - 2019 model year Explorer vehicles equipped with painted roof rack covers were removed from the 20N11 customer satisfaction program when 21S22 was published.*
  - *Vehicles equipped with satin or chrome plated roof rack covers will remain in 20N11.*
  - *Vehicles previously repaired under 20N11 will not be moved to 21S22.*
- *Technical instructions are updated with a new inspection procedure and photo requirements.*
  - *Parts should not be ordered before the inspection procedure is completed, damage is identified, and digital images obtained.*
  - *If SSSC call agents can easily determine if part is RH or LH, and where the part is damaged, then the part order will be expedited.*
  - *New labor operation codes for inspection procedures with pass/fail requirements.*
- *New videos are available to supplement the technical instructions.*
- *Epoxy will no longer be used as part of repair.*
- *New part number W709002-SS3GA – Christmas tree retaining pin will be used to secure roof rack covers, parts will be available via seed stock.*

**PROGRAM TERMS**

This program provides a one-time repair for the roof rack covers and retaining clips to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program. Both roof rack covers should be serviced at time of repair.

If a vehicle has already exceeded either the time or mileage limits, this extended warranty coverage will last through June 30, 2021.

Coverage is automatically transferred to subsequent owners.

**VEHICLES COVERED BY THIS PROGRAM**

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2016-2019	Chicago	September 19, 2014 through March 3, 2019

Affected vehicles are identified in OASIS.

**REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE**

On some of the affected vehicles, *the roof rack covers may become detached from the vehicle.*

## **SERVICE ACTION**

If an affected vehicle exhibits this condition, dealers are to inspect and secure both sides of the roof rack covers as described in the technical instructions and replace only broken roof rack covers and retaining clips. This service must be performed at no charge to the vehicle owner.

**NOTE: Both roof rack covers should be serviced at time of repair.**

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters were mailed the week of January 11, 2021. Dealers should repair any affected vehicles that experience roof rack cover detachment, whether or not the customer has received a letter.

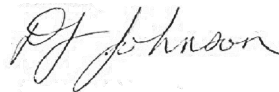
### **New! ATTACHMENTS**

Attachment I: Administrative Information  
*Attachment II: Labor Allowances and Parts Ordering Information*  
*Attachment III: Technical Information*  
Owner Notification Letters

## **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,



David J. Johnson

**Customer Satisfaction Program 20N11 - Supplement #3**

Certain 2016 - 2019 Model Year Explorer Vehicles equipped with *Satin or Chrome Plated* Roof Rack Covers  
Roof Rack Cover Inspection/Repair

**OASIS ACTIVATION**

OASIS was activated on December 8, 2020.

**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 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**

Vehicles with cancelled warranties are not eligible for this service action.

**OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires June 30, 2021.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with roof rack cover or retaining clip replacement.

**RENTAL VEHICLES**

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

Part shortages do not qualify for rental vehicles with this program.

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**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, although related damage must be on a separate repair line with the Related Damage radio button checked.
  - 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.

**CLAIMS PREPARATION AND SUBMISSION**

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.

Description When Entering Claims	Enter Value:	
Select claim type 31	Field Service Action	
Sub Code	20N11	
Causal Part Number	78551A46	
Customer Concern Code (CCC)	B63 – Exterior Trim / Molding Troubles – Loose/Missing	
Condition Code (CC)	33 – Loose Part	QTY: 0

- 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.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 20N11                      - Misc. Expense: ADMIN
  - Misc. Expense: REFUND                      - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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**New! LABOR ALLOWANCES**

<b>PASS: No Parts Replaced, No Photos Required</b>	<b>Labor Operation</b>	<b>Labor Time</b>
<i>Inspect <u>both covers</u>, measure and drill 8 holes and install 8 plastic fasteners in both covers.</i>	<i>20N11J</i>	<i>0.5 Hours</i>

<b>FAIL: Parts Replaced, Photos Required</b>	<b>Labor Operation</b>	<b>Labor Time</b>
<i>Inspect both covers, <u>one</u> fails - remove cover to inspect for damage, replace damaged retainers, install cover, <u>both covers</u> - measure and drill 8 holes and install 8 plastic fasteners</i>  <i>Replace one roof rack cover</i>  <b>Refer to Technical Instructions for Pass/Fail requirements and acceptable/unacceptable photos</b>	<i>20N11K</i>	<i>0.5 Hours</i>
<i>Inspect both covers, <u>both</u> fail - remove both covers to inspect for damage, replace damaged retainers, install covers, <u>both covers</u> - measure and drill 8 holes and install 8 plastic fasteners</i>  <i>Replace both roof rack covers</i>  <b>Refer to Technical Instructions for Pass/Fail requirements and acceptable/unacceptable photos</b>	<i>20N11L</i>	<i>0.6 Hours</i>
<b>SSSC Image Submission*:</b> <i>Additional time to submit five or more images of roof rack covers via SSSC VIN specific part request (Can be claimed with labor operation K and L only)</i>	<i>20N11ZZ</i>	<i>0.2 Hours</i>

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**New! LABOR ALLOWANCES (continued)**

<p><b>FAIL – TSB 19-2364 or 20-2154 PREVIOUSLY COMPLETED</b>  <b>Extra cleaning time to remove RTV or epoxy.</b></p> <ul style="list-style-type: none"> <li>SSSC approval code is required to claim this labor operation code.</li> <li>Must include previous OWS claim number of TSB repair to claim this labor operation code in SSSC approval request.</li> <li>If customer paid for repair, previous repair order or customer receipts must be attached to approval request.</li> </ul>	<b>Labor Operation</b>	<b>Labor Time</b>
<p>Inspect both covers, <u>one</u> fails - remove cover to inspect for damage, <u>replace all retainers that are epoxied on</u>, install cover, <u>both</u> covers - measure and drill 8 holes and install 8 plastic fasteners</p>	20N11M	0.7 Hours
<p>Inspect both covers, <u>both</u> fail - remove both covers to inspect for damage, <u>replace all retainers that are epoxied on</u>, install covers, <u>both</u> covers - measure and drill 8 holes and install 8 plastic fasteners</p>	20N11N	0.9 Hours

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**New! PARTS REQUIREMENTS / ORDERING INFORMATION****Video Instruction:**

Review the following video clips before ordering parts or attempting to repair a vehicle (Ctrl + Click to follow link):

[\*Roof Rack Cover Inspection with 2mm Feeler Gauge\*](#)

[\*Roof Rack Cover Removal\*](#)

[\*Roof Rack Cover Inspection – Checking Interior of Cover for Damage\*](#)

[\*Retaining Clips Inspection\*](#)

[\*Roof Rack Base Inspection\*](#)

[\*TSB Previously Performed, Removing Retaining Clips with Epoxy\*](#)

[\*Incorrect Drilling Method\*](#)

[\*Correct Procedure to Measure Drill and Install Push Pins\*](#)

**SSSC Web Contact Site:**

Roof rack covers are not available to repair all vehicles, which require replacement.

To place an order for a roof rack cover, submit a VIN-specific Part Order contact via the SSSC Web Contact Site, along with VIN-specific photos (see digital image requirements below).

- If agents can easily determine if part is RH or LH, and where the part is damaged then the part order can be expedited.
- Photos should have correct focus, proper lighting, and correct photo orientation.

Photos not required:

- Multiple photos of the vehicle
- Roof racks on top of the vehicle
- Roof racks showing nothing wrong
- Door labels and vehicle license plates
- Front/rear of loose roof rack covers loose/sticking up

*Photos are required:*

1. *RH Roof rack Cover – Base Part Number -78551A46-*
  - a. *Photo must be labeled which side RH or LH with sticky note*
  - b. *Two photos required for each part number ordered*
  - c. [\*Show 2mm feeler gauge against roof rack cover as shown in video clip\*](#)
  - d. *Show why it needs to be replaced and clearly highlighted*
2. *LH Roof Rack Cover – Base Part Number -78551A47-*
  - a. *Photo must be labeled which side RH or LH with sticky note*
  - b. *Two photos required for each part number ordered*
  - c. [\*Show 2mm feeler gauge against roof rack cover as shown in video clip\*](#)
  - d. *Show why it needs to be replaced and clearly highlighted*
3. *Roof Rack Base – Base Part Number – 7855114 (RH) or 7855115 (LF)*
  - a. *Photo must be labeled which side RH or LH*
  - b. *Show why it needs to be replaced and clearly highlighted*

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**PARTS REQUIREMENTS / ORDERING INFORMATION (continued)**

*See video and photo requirements from previous page before ordering parts.*

**NOTE:** Both roof rack covers should be serviced at time of repair.

Part Number	Description	Order Quantity
-78551A46-	RH Roof Rack Cover (part number varies by vehicle – use Ford ECat to identify the specific part number by VIN)	As Needed
-78551A47-	LH Roof Rack Cover (part number varies by vehicle – use Ford ECat to identify the specific part number by VIN)	As Needed

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

**Order the parts below through normal order processing channels:**

Part Number	Description	Order Quantity	Claim Quantity
FB5Z-7851050-A	Retaining Clips (inserted in Roof Rack Base) (1 per package, 7 each side, 14 possible) <b>Note: Replacing all 14 clips is not required unless they are broken and is considered over repairing a vehicle.</b>	As Required 0 to 14	

*To guarantee the shortest delivery time, an emergency order for parts must be placed.*

**Seed Stock:**

*To ensure an equitable distribution of service parts, part number W709002-SS3GA will be seed stocked over the next 8 weeks (to dealers with 1 or more VINs assigned to their dealership). Every other week July 12, 2021 through August 30, 2021 the quantity shipped will be equal to a percentage of the vehicles assigned to them.*

**NOTE:** Dealers should schedule vehicles for repair after seed stock is received, additional quantities of W709002-SS3GA cannot be ordered through SSSC until the seed stock program is completed, which is expected in September 2021.

Part Number	Description	Order Quantity	Claim Quantity
W709002-SS3GA	Christmas Tree Retainer Pin (to be drilled into roof rack cover) (4 per package, 4 per side, 8 required)	2	8

Dealers will need to access <https://web.fsavinlists.dealerconnection.com> to determine the total number of affected vehicles assigned to their dealership.

**NOTE:** If a dealership wishes to discontinue their seed stock, contact the SSSC via the SSSC Web Contact Site. Please note that removing a dealership P&A Code from this seed stock program is a permanent action.



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**PARTS REQUIREMENTS / ORDERING INFORMATION (continued)**

*Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.*

**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. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations.

**EXCESS STOCK RETURN**

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

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup> 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup> 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1<sup>st</sup> 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

**Note:** Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

## CERTAIN 2016-2019 MODEL YEAR EXPLORER VEHICLES EQUIPPED WITH SATIN OR CHROME PLATED ROOF RACK COVERS— ROOF RACK COVER INSPECTION/ REPAIR

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## OVERVIEW

Most customers can be serviced in one dealer visit by completing the following:

- Inspection procedure, all parts are reusable.
- *Clean Off Adhesive from prior repair.*
- *Drilling and Push Pin installation.*
- No SSSC contact necessary.
- No photos required.

*Review the videos below before starting this repair procedure:*

[Inspection with Feeler Gauges](#)  
[Roof Rack Cover Removal](#)  
[Roof Rack Cover Inspection](#)  
[Retaining Clips Inspection](#)  
[Roof Rack Base Inspection](#)  
[Removing Retaining Clips with Epoxy](#)  
[Wrong Drilling Method](#)  
[Correct Procedure to Measure, Drill and Install Push Pins](#)

### Materials List

<i>2mm Feeler Gauge</i>	<i>Sharp 15/64 Drill Bit</i>	<i>Painters Tape</i>
<i>Paint Stick or Marker</i>	<i>Tape Measure</i>	<i>Cardboard</i>

## SERVICE PROCEDURE

**NOTE:** Perform this repair on both sides of the vehicle.

**NOTE:** *Most customers should be serviced in one visit with the push pin retainers and do not require parts or photos.*

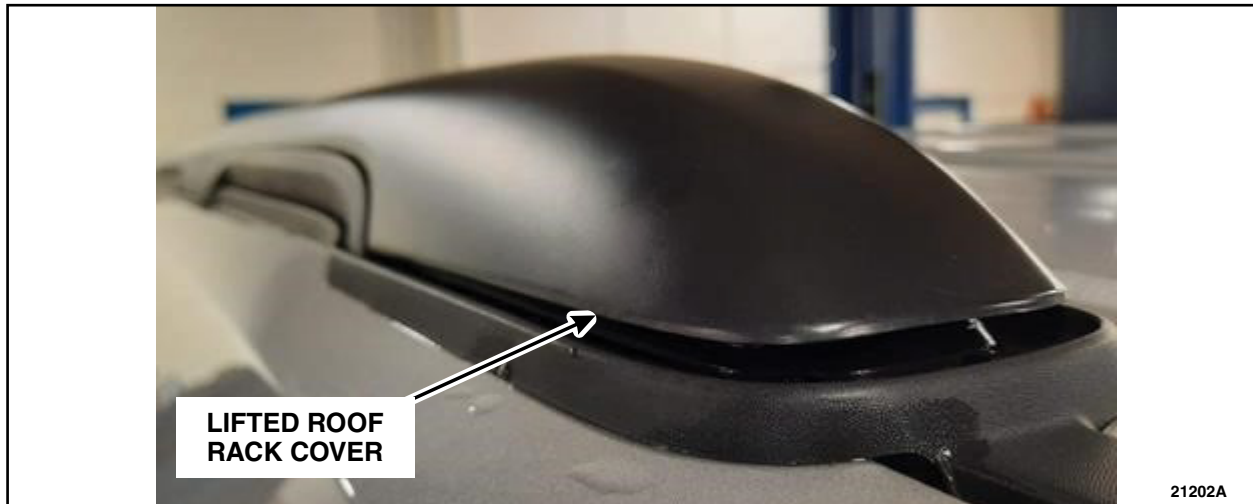
Identify all the parts that require replacement, and take digital images.



Part orders can be expedited by successfully completing the following:

- a. Complete each step of this inspection procedure.
- b. Identify and clearly highlight location of damage.
- c. Obtain digital images, label RH or LH side.

A loose or lifted roof rack cover in the front or rear does not indicate the need for parts to be replaced, the root cause needs to be identified in the inspection procedure. See Figures 1, 2 and 3.



**FIGURE 1**

**NOTE:** The roof rack base front end caps do not need to be replaced if the roof rack passes inspection. Only replace the roof rack base front end caps if damage has occurred during transfer of parts.



**FIGURE 2**



**NOTE:** The roof rack base rear gutter molding does not need to be replaced if the roof rack passes inspection. Only replace the roof rack base rear gutter molding if damage has occurred during transfer of parts.



FIGURE 3



**Inspection Procedure**

**NOTE:** This inspection is to be performed on both sides.

1. Using a 2 mm feeler gauge, check the spacing on the front and rear of both the RH and LH roof rack covers. See Figure 4. If the feeler gauge fits between the roof rack cover and the roof rack base then it fails inspection. Does the roof rack covers pass or fail?

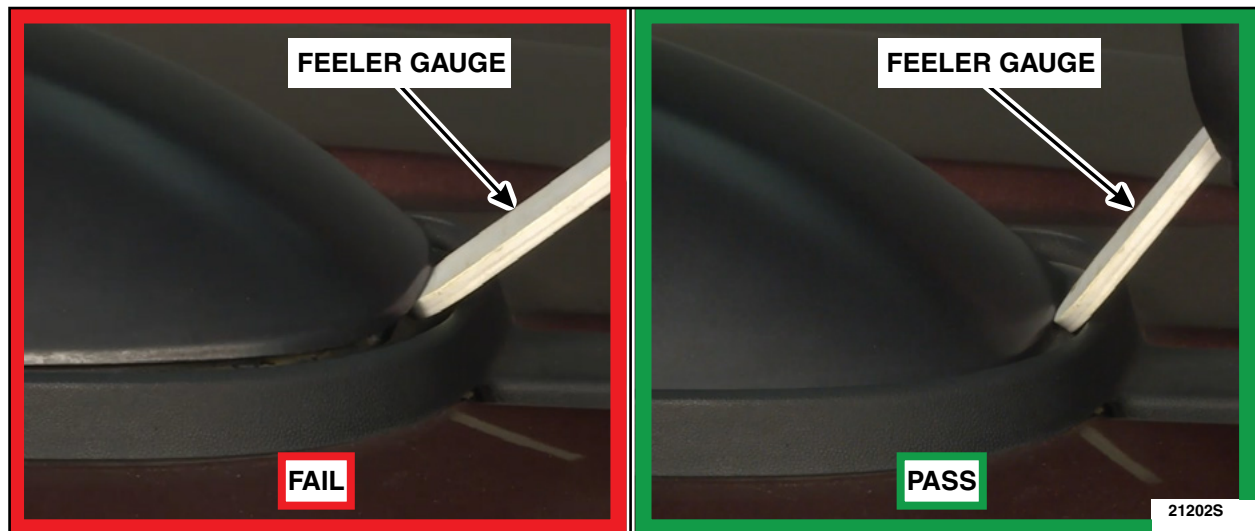
**NOTE:** A failing roof rack cover does not require replacement at this time, further investigation is required.

If FAIL - For RH roof rack cover, take a picture of the feeler gauge in position of the failing roof rack cover, then Proceed to Step 2.

- For LH roof rack cover, take a picture of the feeler gauge in position of the failing roof rack cover, Proceed to Step 2.

If PASS - For RH roof rack cover, Proceed to Drilling and Securing procedure on Page 12.

- For LH roof rack cover, Proceed to Drilling and Securing procedure on Page 12.



**FIGURE 4**





2. Inspect the affected roof rack cover(s), roof rack base, retaining clips (seven each side), and roof rack retaining towers (seven each side).

a. Remove the affected roof rack cover(s). See Figure 5.

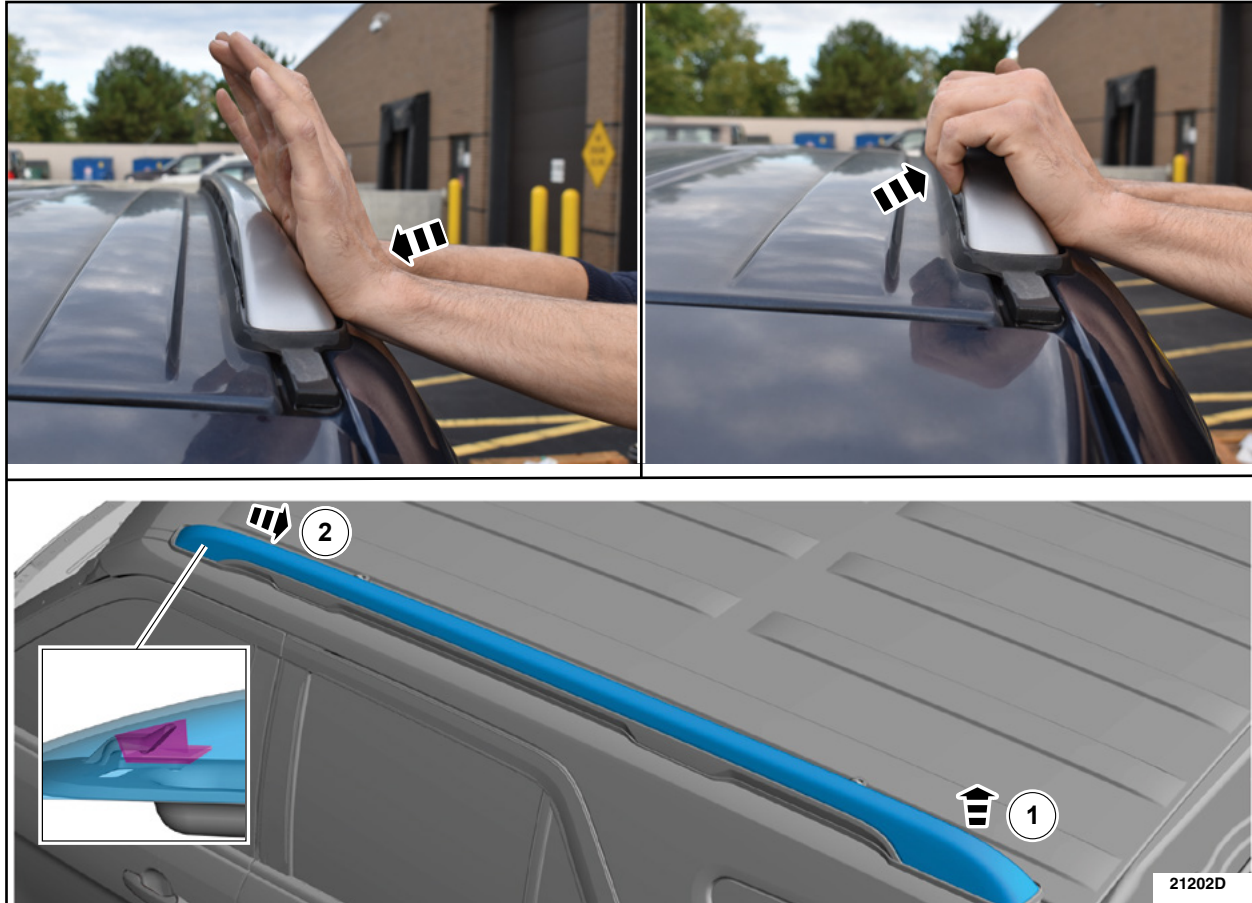


FIGURE 5



**NOTE:** Roof rack base removed from vehicle for clarity.

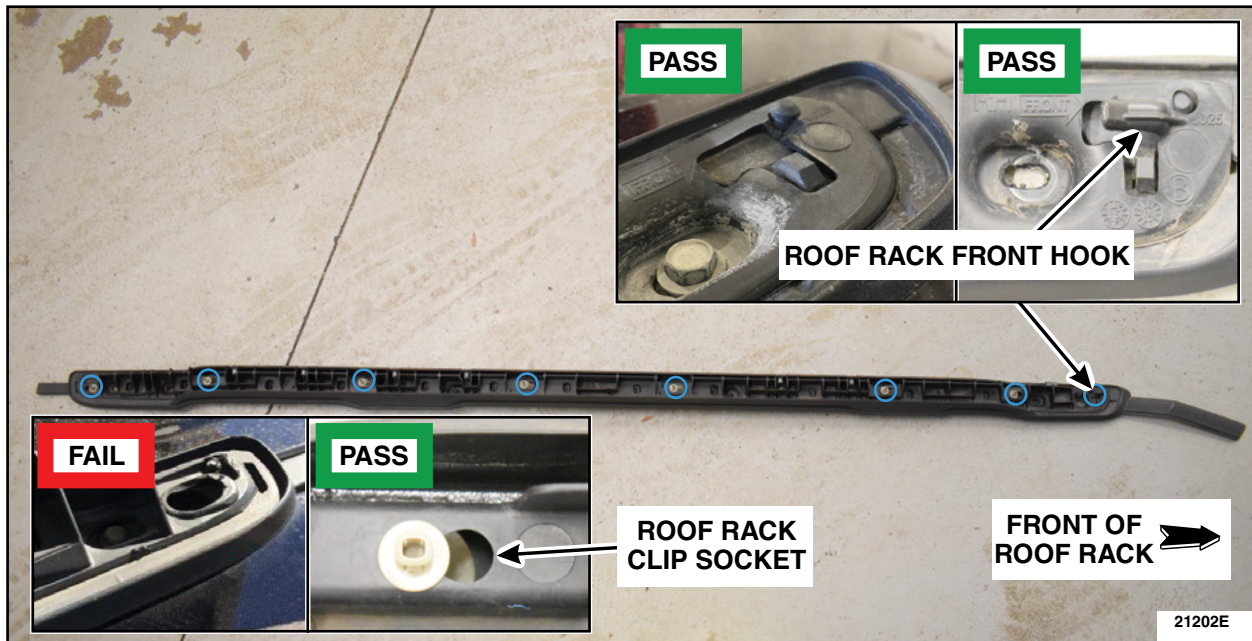
**NOTE:** A broken roof rack base hook does not need to be replaced.

b. Inspect the affected roof rack base. See Figure 6.

i. If broken, take photos of roof rack base for both the RH and LH.

1. Photos must be clearly labeled RH or LH.

2. Damaged roof rack bases must be clearly identified with a bright highlighter or similar.



**FIGURE 6**



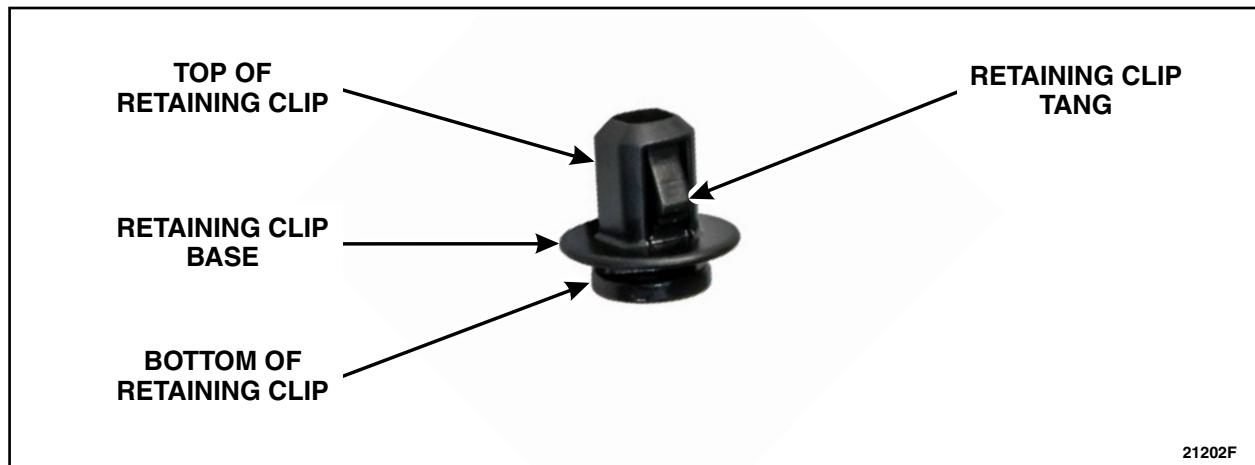
c. Inspect the retaining clips (7 per side) on the affected side without removing them from the roof rack base. See Figures 7, 8 and 9.

i. Clips that are reusable:

- Different colors.
- Different styles.
- No major damage identified.

ii. Clips that cannot be reused:

- Missing.
- All or partial of the top missing from the clip base.
- Broken retaining tang.
- Covered in epoxy from a previous repair.



**FIGURE 7**





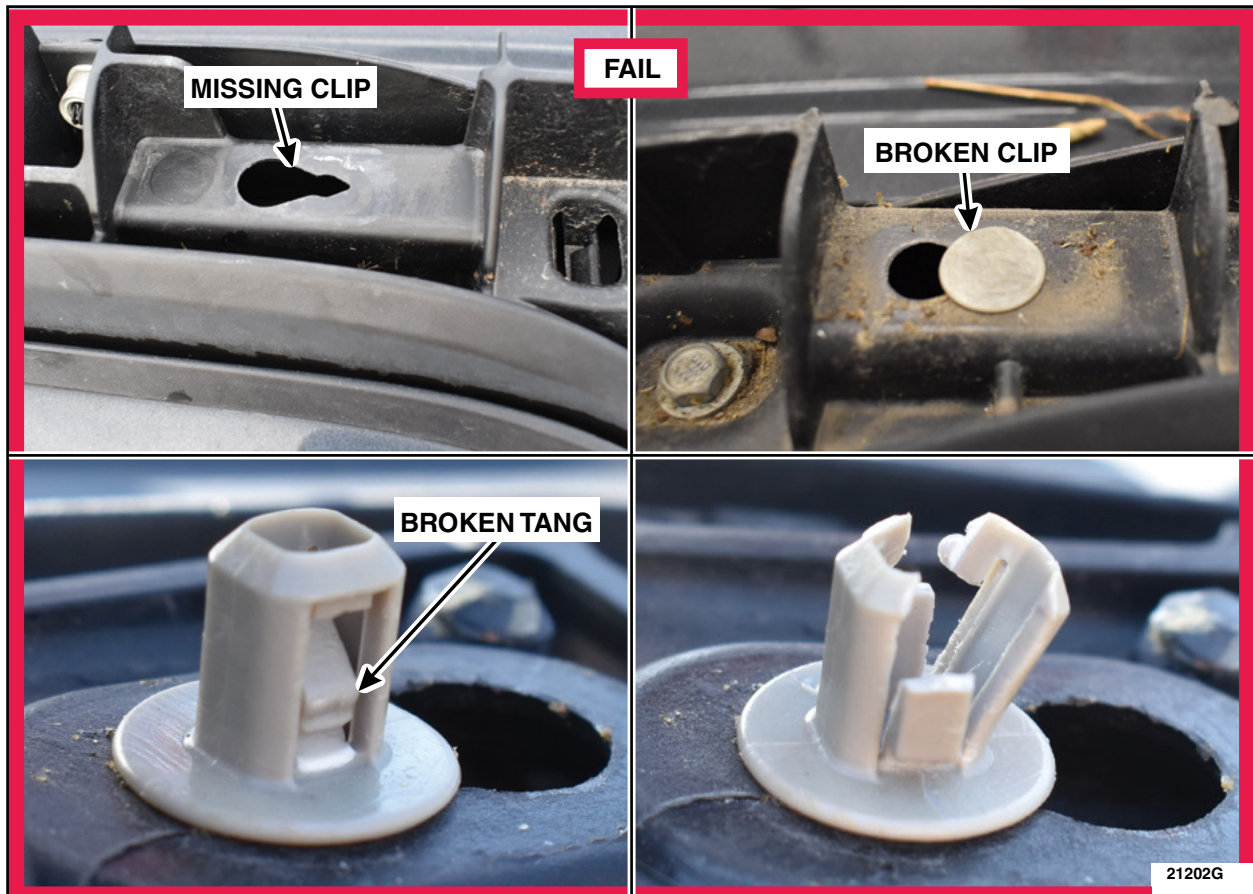


FIGURE 8

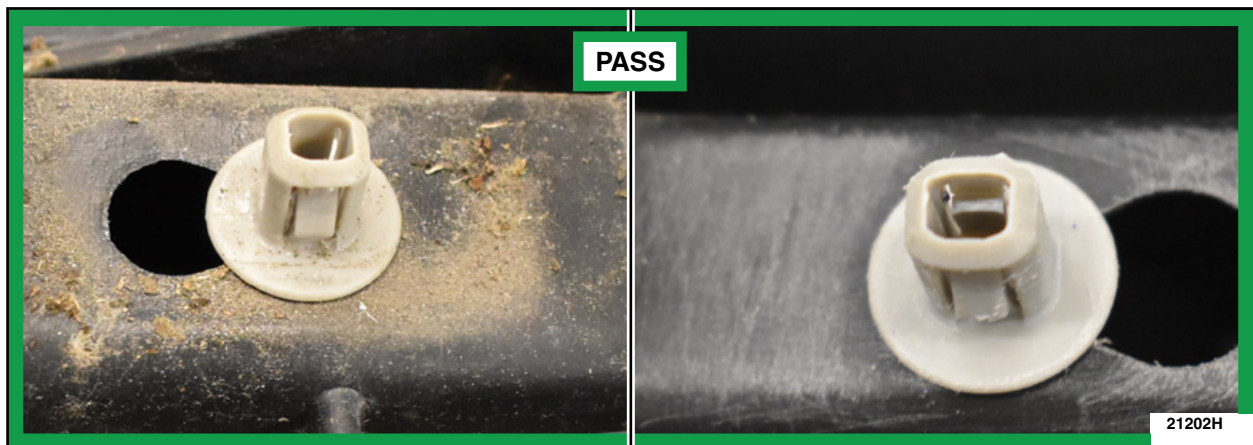


FIGURE 9



d. Inspect the retaining towers (7 each side) on the interior or underside of the affected roof rack cover(s). See Figure 9.

i. Broken tangs do not require replacement.

ii. If broken, take photos of retaining towers on the roof rack covers.

1. Photos must be clearly labeled RH or LH.

2. Broken retaining towers must be clearly identified with a bright highlighter or similar.

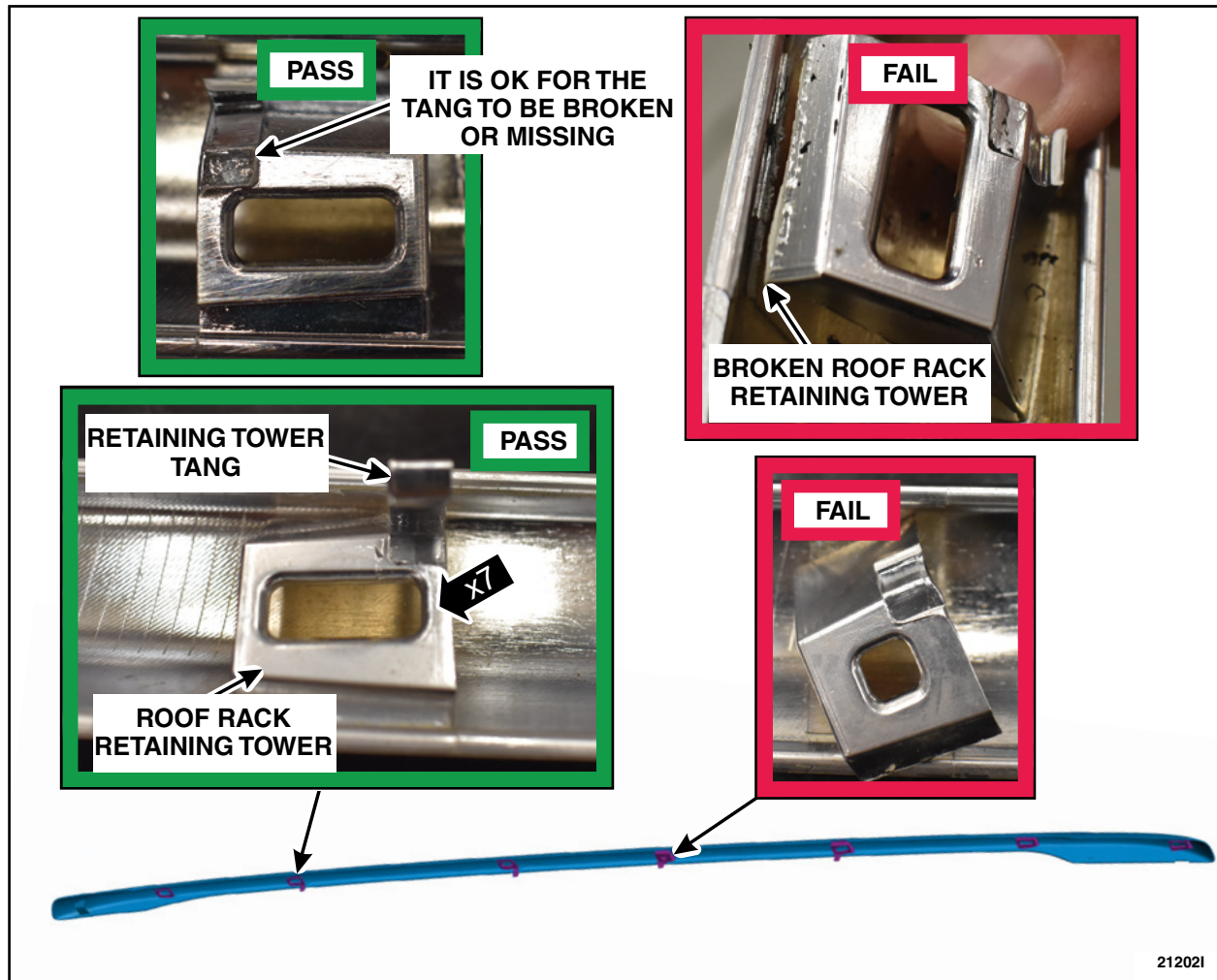


FIGURE 9



e. Inspect for any other damage preventing the roof rack cover from being fully seated on the roof rack base.

i. Take photos of any other damage for both the RH and LH.

1. Photos must be clearly labeled RH or LH.

2. Damage must be clearly identified with a bright highlighter or similar.

ii. Take photo showing vehicle mileage. See Figure 10.



**FIGURE 10**

3. In steps a through e - if no damage identified then proceed to the cleaning procedure on Page 11.

4. In steps a through e - if damage is identified on the roof rack covers, roof rail base, retaining clips (seven each side), and roof rack retaining towers (7 each side) - then proceed to photo requirements on Page 18.

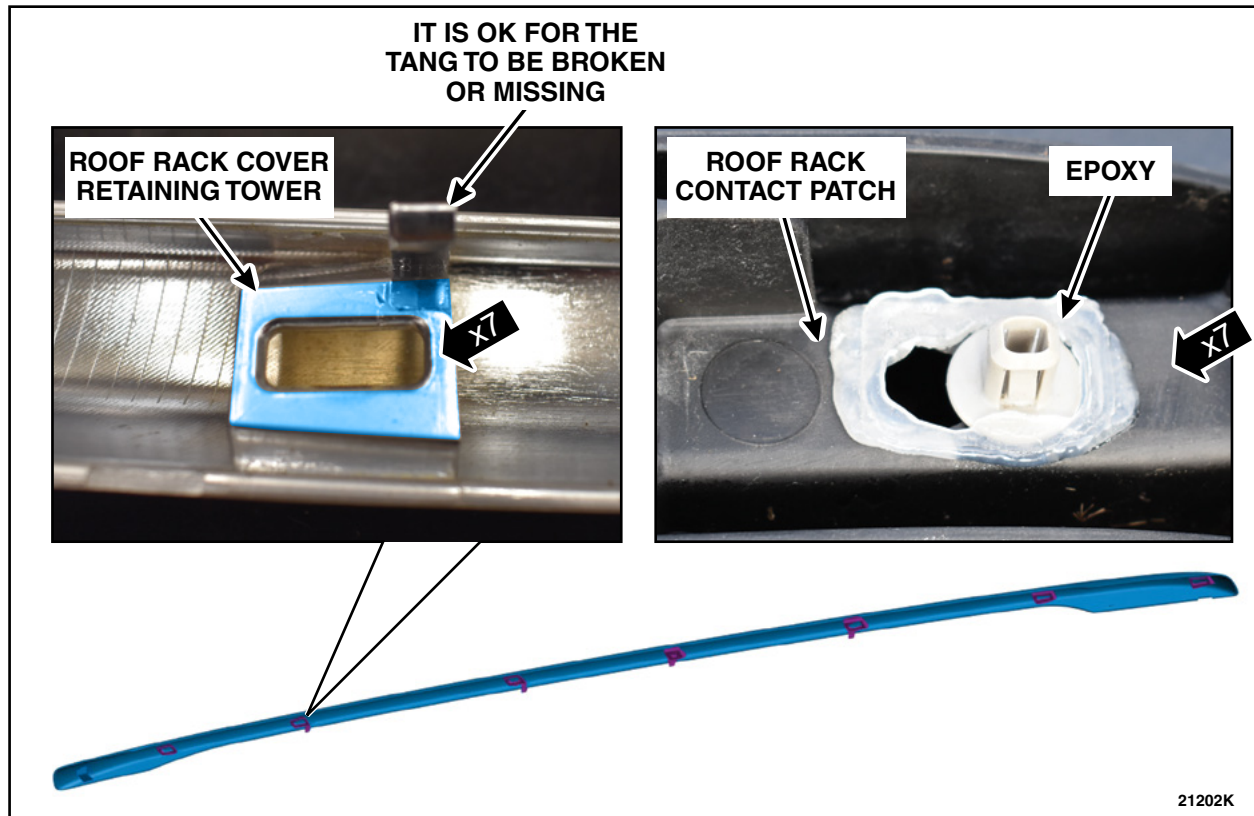


### **Cleaning**

1. If Technical Service bulletin (TSB) 19-2364 or 20-2154 was performed, evidence of RTV or expoxy will be seen on the roof rack cover and or roof rack contact patch. Inspect the roof rack cover retaining tower and roof rack contact patch for signs of RTV or epoxy adhesive. See Figure 11. Was evidence of RTV or epoxy found?

If **YES** - Replace all the roof rack clips on the affected side, then proceed to Step 2 on Page 11.

If **NO** - Proceed to Step 2 on Page 11.



**FIGURE 11**

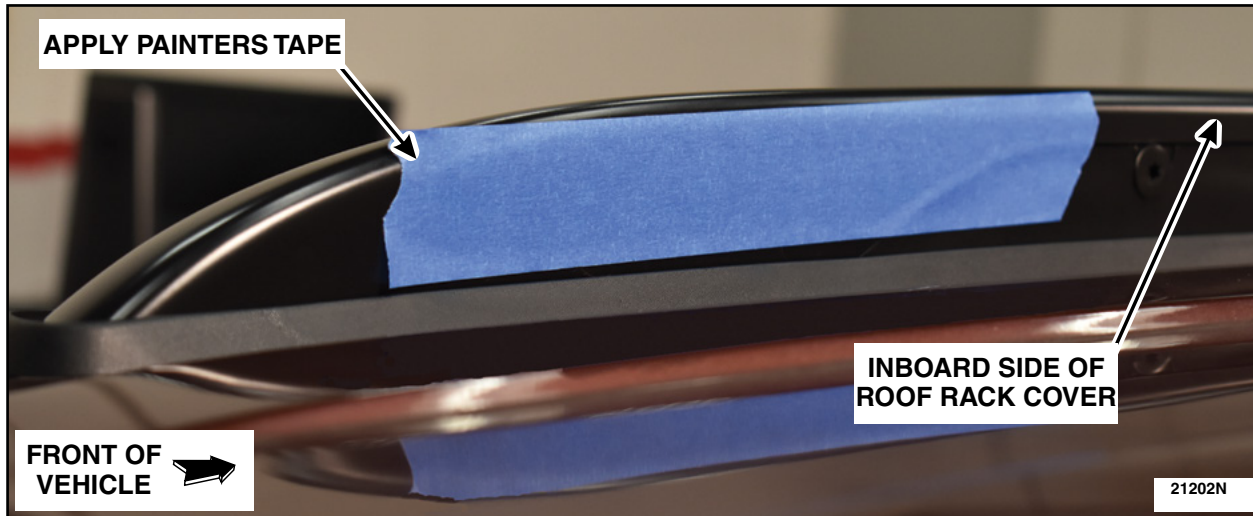
2. Reinstall the roof rack cover by reversing the removal procedure. See Figure 5 on Page 5.





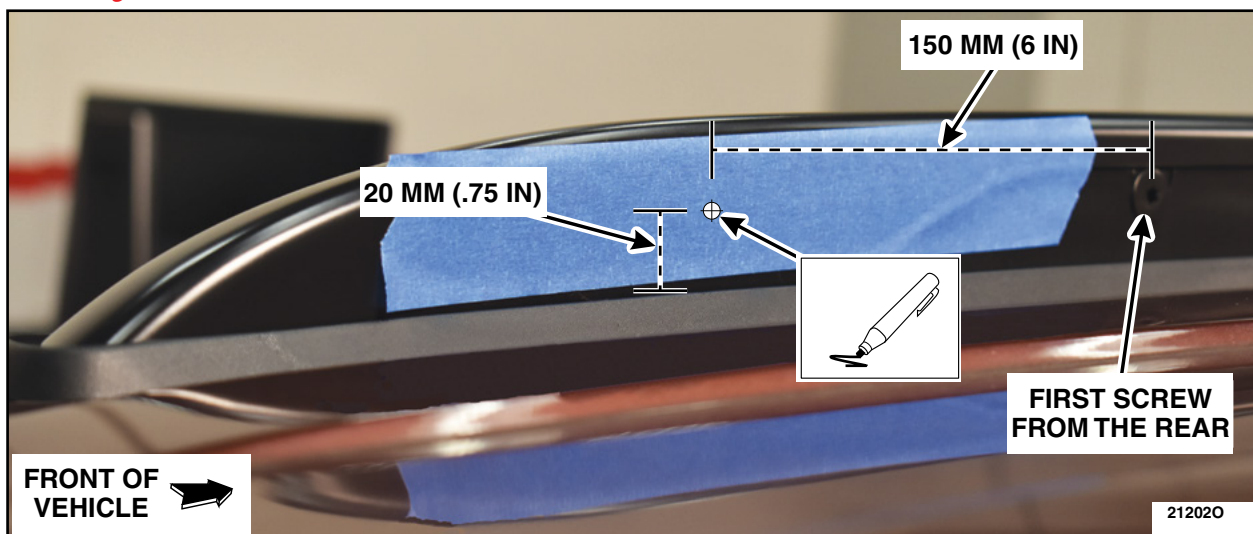
### ***Drilling and Securing***

*1. At the rear of the vehicle, apply painters tape to the inboard end of the roof rack cover. See Figure 12.*



**FIGURE 12**

*2. From the first screw from the rear, measure 150 mm (6 in) from the screw towards the rear of the vehicle and up 20 mm (.75 in) from the top of the roof rack base. Mark the measurement on the tape. See Figure 13.*



**FIGURE 13**



3. From the first mark, measure 100 mm (4 in) towards the rear of the vehicle and up 18 mm (.70 in) from the top of the roof rack base. Mark the measurement on the tape. See Figure 14.

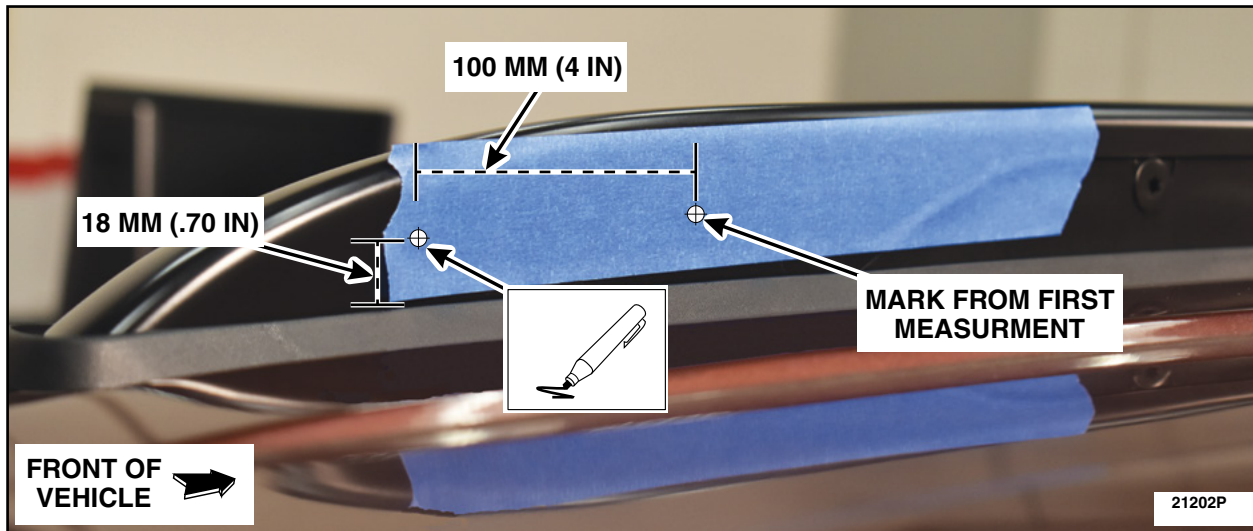


FIGURE 14

4. Set a depth gauge on the 15/64 drill bit at 25 mm (1 in). Having a second person apply downward pressure, drill out both marks. See Figure 15.

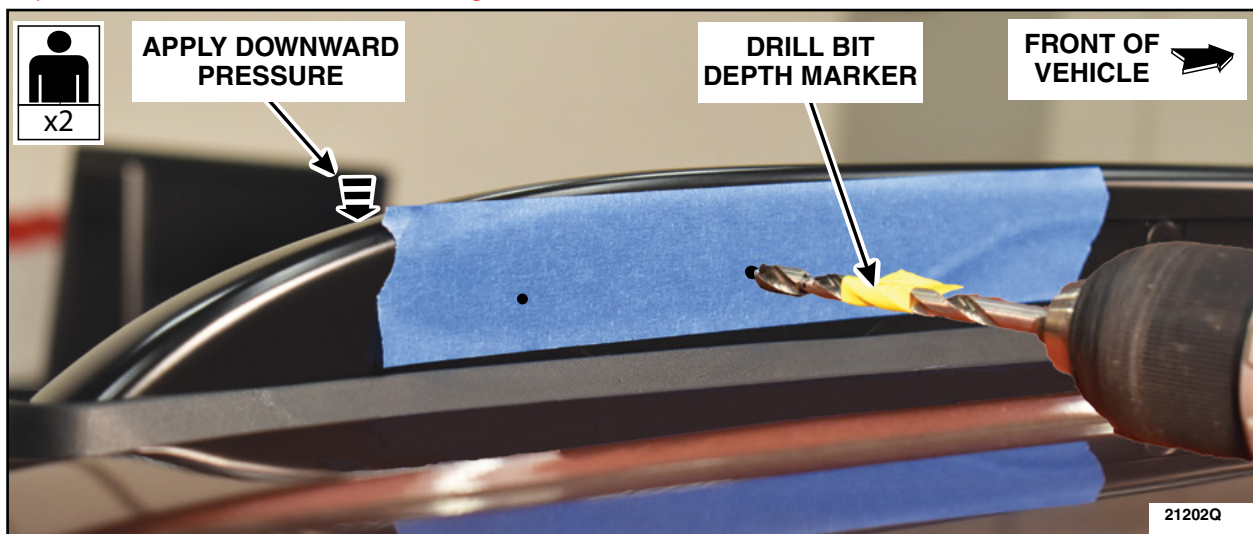


FIGURE 15



5. Remove the painters tape and install the push pin retainers. See Figure 16.

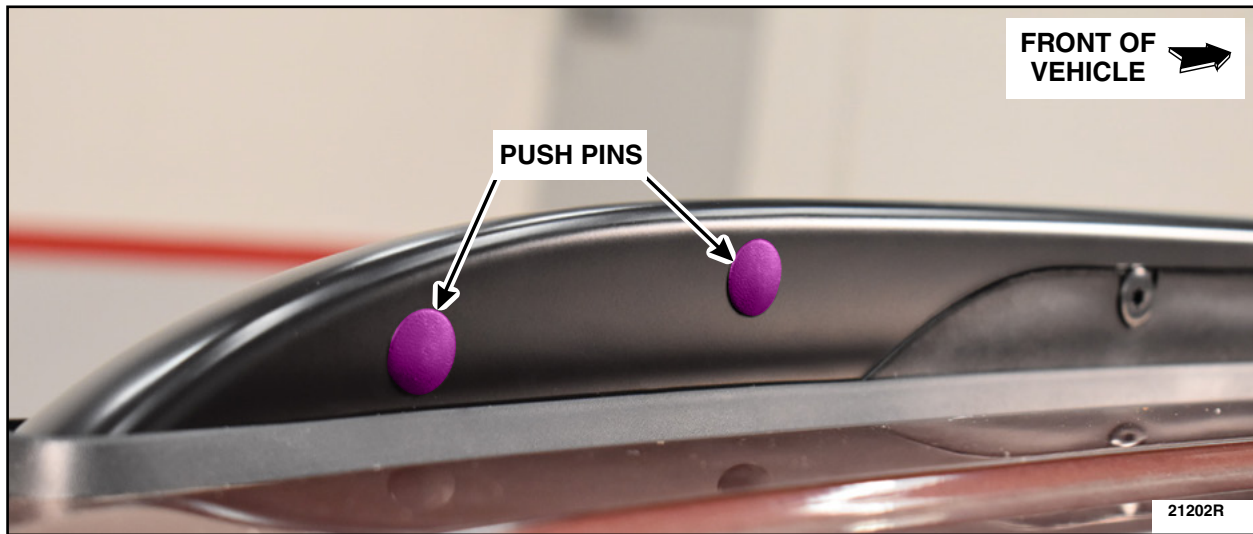


FIGURE 16

6. At the front of the vehicle, apply painters tape to the inboard end of the roof rack cover. See Figure 17.

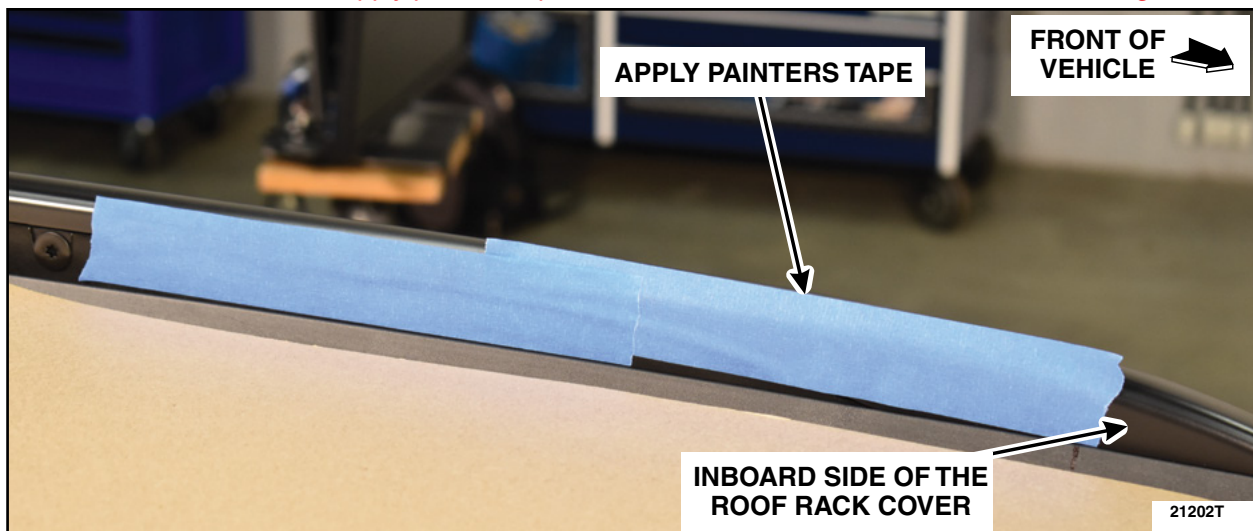


FIGURE 17





7. From the first screw from the front, measure 348 mm (13.75 in) from the screw towards the front of the vehicle and up 13 mm (.5 in) from the top of the roof rack base. Mark the measurement on the tape. See Figure 18.

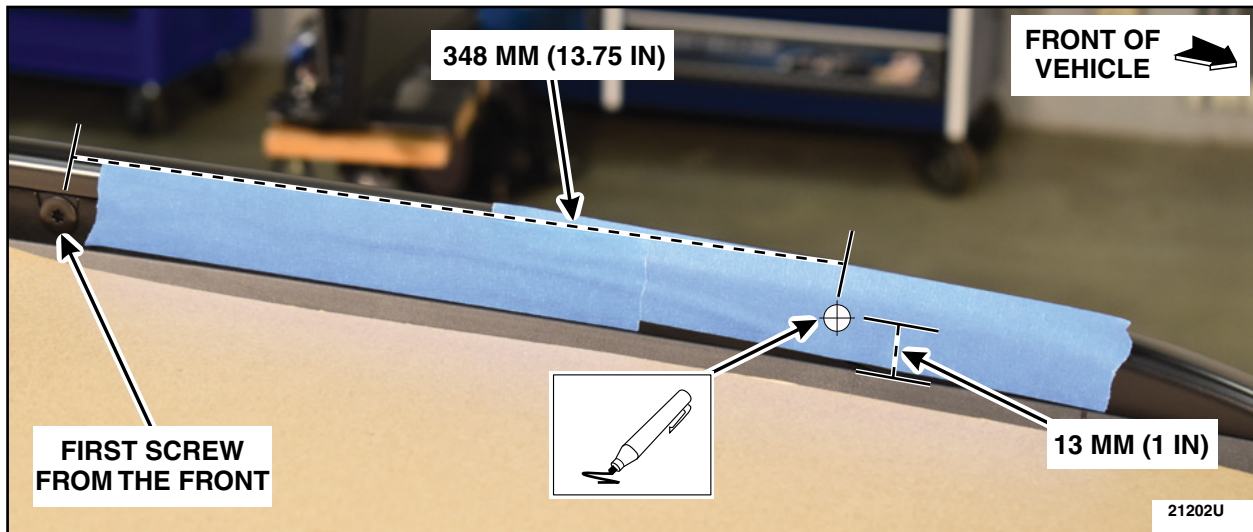


FIGURE 18

8. From the first mark, measure 63 mm (2.5 in) towards the front of the vehicle and up 9 mm (.25 in) from the top of the roof rack base. Mark the measurement on the tape. See Figure 19.

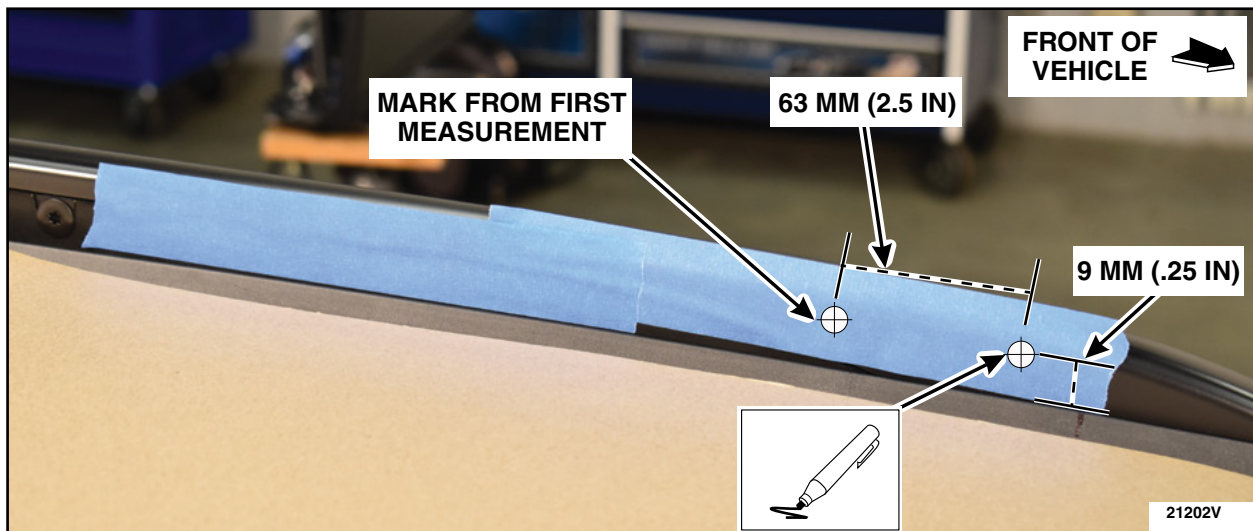


FIGURE 19





9. Having a second person apply downward pressure, drill out both marks. See Figure 20.

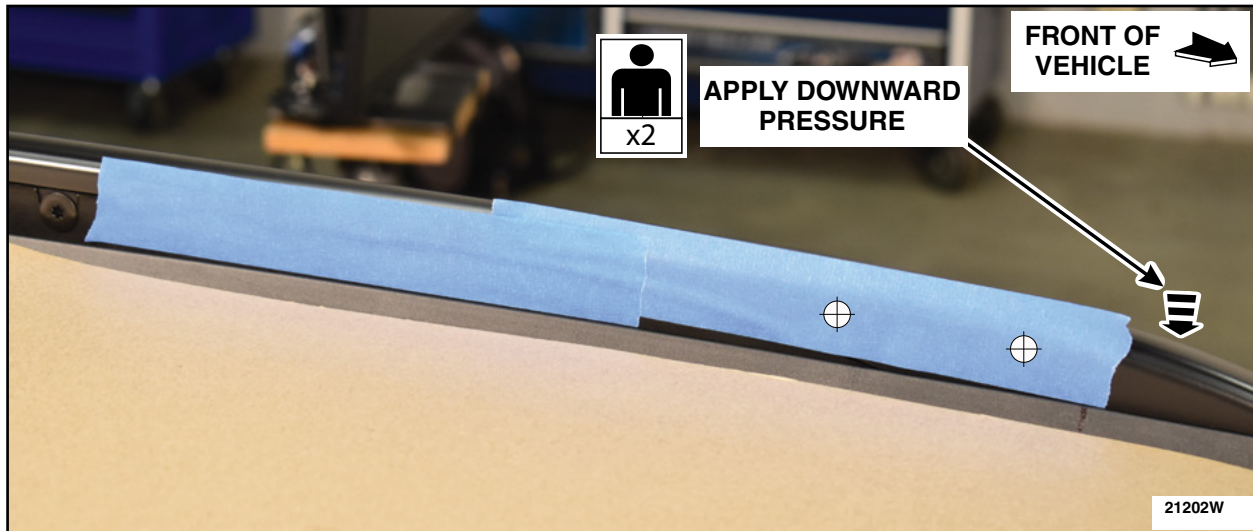


FIGURE 20

10. Remove the painters tape and install the push pin retainers. See Figure 21.

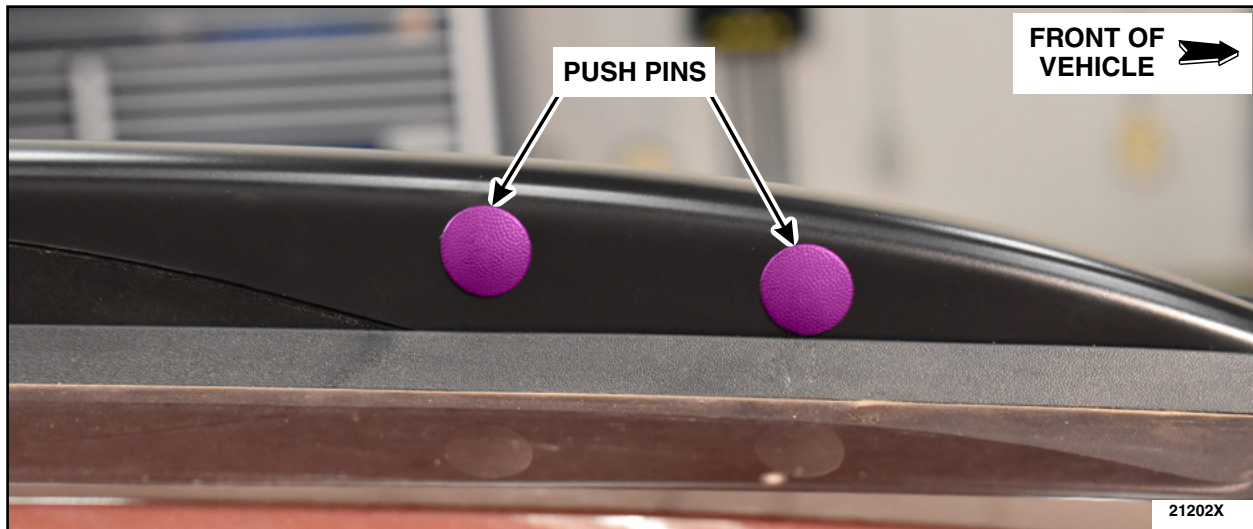


FIGURE 21



**Appendix A - Photo requirements**

1. Digital images are now required to be attached to each roof rack cover part order. Before submitting VIN-specific part order to SSSC, review new digital image submission requirements on page 2 of Attachment II in the Dealer Bulletin. See Figures 22 through 25 for examples.



**FIGURE 22**



**FIGURE 23**



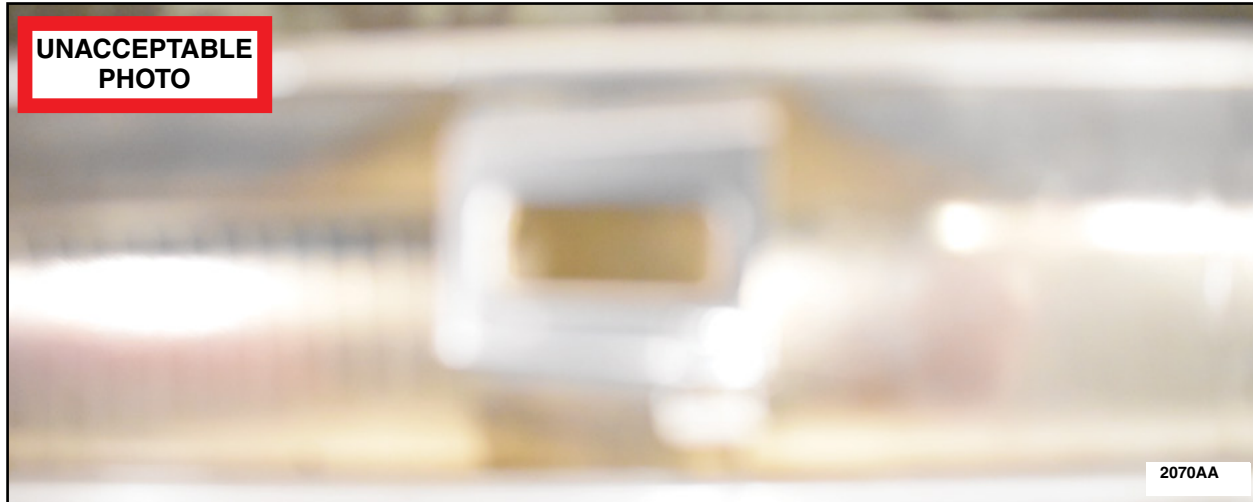


FIGURE 24

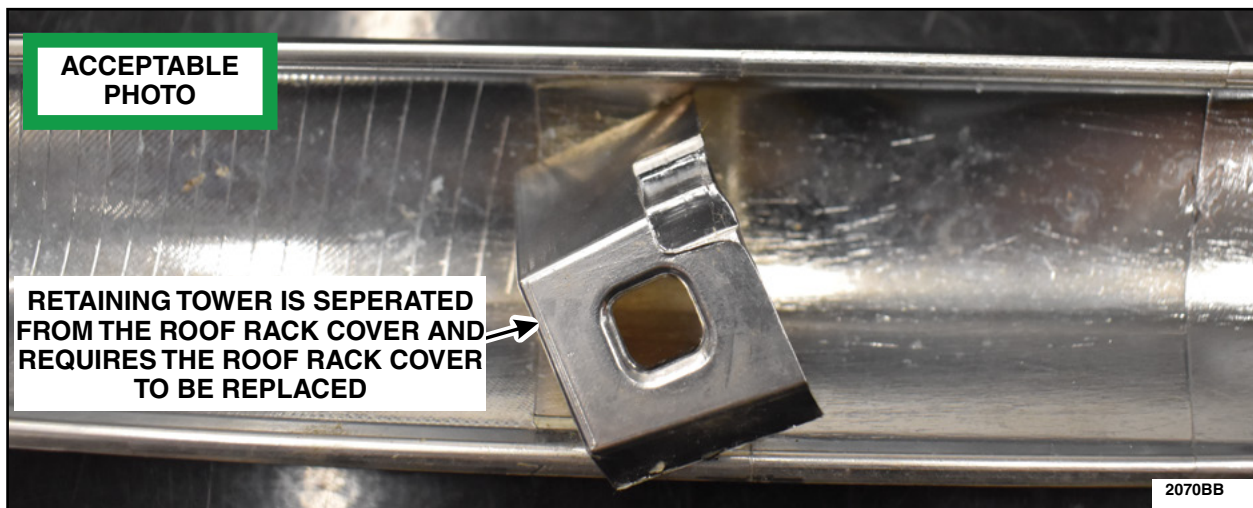


FIGURE 25

