



# TECHNICAL SERVICE BULLETIN

## Back Window Liftgate Seal Corner(s) Falling/Sagging

**25-2387**

25 August  
2025

**Model:**

<b>Ford</b> 2025 Expedition
<b>Lincoln</b> 2025 Navigator

**Markets:** North American markets only

**Issue:** Some of the vehicles listed in the Model statement above may exhibit a condition where the back window liftgate seal corner(s) are falling or sagging. This may be due to the seal insert not holding the seal in place.

**Action:** For vehicles that meet all of the criteria in the Issue and Model statements, follow the Service Procedure to remove the seal insert and install new push pins to hold both seal corners to the liftgate.

**Parts**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
W716437 S300	6	2	4	Push Pin

Service part numbers and "number in package" quantity may change after publication, thus also affecting the "package order quantity". Refer to the parts catalog for the latest information.

**Claim Quantity** refers to the total number of individual pieces required to repair the vehicle.

**Package Order Quantity** refers to the amount of the service part number package(s) required to repair the vehicle.

**Number In Package** refers to the number of individual pieces included in a service part number package.

**Warranty Status:** Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Service Part New Vehicle (SPNV)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SPNV/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

**Labor Times**

Description	Operation No.	Time
2025 Expedition/Navigator: Inspect, Remove The Liftgate Seal Insert(s) And Secure Seal With New Push Pins On One Or Both Sides	252387A	0.3 Hrs.

**Repair/Claim Coding**

Causal Part:	4042084
Condition Code:	33

**Service Procedure**

1. Open the liftgate. Is the corner of the back window liftgate seal hanging down on one or both sides as shown in Figure 1 or Figure 2?

Figure 1 - left side shown, right side similar



Figure 2 - left side shown, right side similar



- (1). Yes - proceed to Step 2.
- (2). No - this article does not apply.

2. Gently remove the existing liftgate seal insert from inside the weather strip. Discard the insert. (Figures 3-4)

Figure 3 - left side shown, right side similar



Figure 4 - left side shown, right side similar



3. Install the new push pins into the weather strip. (Figures 5-9)

Figure 5 - left side shown, right side similar



Figure 6 - left side shown, right side similar



Figure 7 - left side shown, right side similar



E458309

Figure 8 - left side shown, right side similar



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Figure 9 - left side shown, right side similar



E458311

4. Seat all push pins into the holes of the liftgate to secure the seal to the vehicle. (Figure 10)

Figure 10 - left side shown, right side similar



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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.