



TECHNICAL SERVICE BULLETIN

Headliner Rattle Or Sagging Around Roof Opening Panel

25-2466

30 September
2025

Model:

Ford 2019-2024 Edge
2021-2024 Expedition
2021-2025 F-150
2023-2025 F-Super Duty
Lincoln 2019-2023 Nautilus
2021-2024 Navigator

Markets: North American markets only

Issue: Some of the vehicles listed in the Model statement above may exhibit a headliner rattle or sagging condition around the roof opening panel. This may be due to the adhesive separating from the headliner substrate.

Action: For vehicles that meet all of the criteria in the Issue and Model statements, follow the Service Procedure to reattach the headliner substrate.

Parts

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
FL3Z-9929024-AK	2	2	1	Garment Hook - Black (F-150 Only)
FL3Z-9929024-AJ	2	2	1	Garment Hook - Slate (F-150 Only)
W716300-S450B	4	1	4	Rear Seat Backrest Rear Nuts (Nautilus Only)
Obtain Locally	As Needed	As Needed		3M™ Scotch-Weld™ Acrylic Adhesive DP8910NS
Obtain Locally	As Needed	As Needed		3M™ Scotch-Weld™ EPX Plus II Applicator With Plungers 48.5mL/50mL
Obtain Locally	As Needed	As Needed	12	3M™ Scotch-Weld™ EPX™ Mix Nozzles Square Orange - For 45mL 10:1 Duo-Pak Cartridges, Bag Of 12

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, also known as unit of issue (UOI).

As Needed indicates the part is necessary but amount of the part may vary and/or is not a whole number. Parts can be billed out as non-whole numbers, including less than 1.

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
2021-2025 F-150 Without Center Console: Clean And Reinstall Bracket Onto Headliner Includes Time To Remove And Install Headliner	252466A	3.5 Hrs.
2021-2025 F-150 With Center Console: Clean And Reinstall Bracket Onto Headliner Includes Time To Remove And Install Headliner	252466B	3.7 Hrs.
2023-2025 F-Super Duty Without Center Console: Clean And Reinstall Bracket Onto Headliner Includes Time To Remove And Install Headliner	252466C	3.6 Hrs.
2023-2025 F-Super Duty With Center Console: Clean And Reinstall Bracket Onto Headliner Includes Time To Remove And Install Headliner	252466D	3.8 Hrs.
2021-2024 Expedition: Clean And Reinstall Bracket Onto Headliner Includes Time To Remove And Install Headliner	252466E	4.5 Hrs.
2021-2024 Navigator: Clean And Reinstall Bracket Onto Headliner Includes Time To Remove And Install Headliner	252466F	4.7 Hrs.
2019-2024 Edge: Clean And Reinstall Bracket Onto Headliner Includes Time To Remove And Install Headliner	252466G	2.9 Hrs.
2019-2020 Nautilus: Clean And Reinstall Bracket Onto Headliner Includes Time To Remove And Install Headliner	252466H	3.6 Hrs.
2021-2023 Nautilus: Clean And Reinstall Bracket Onto Headliner Includes Time To Remove And Install Headliner	252466J	3.7 Hrs.

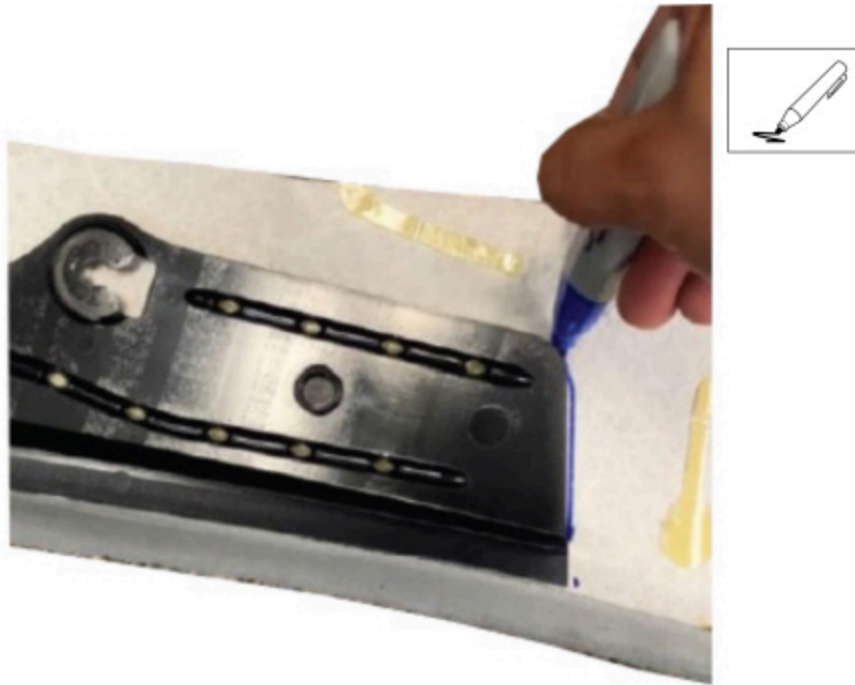
Repair/Claim Coding

Causal Part:	51916
Condition Code:	33

Service Procedure

1. Remove the headliner and place it on a clean table to avoid any damage to the material. Refer to WSM, Section 501-05.
2. Using a pen or equivalent, gently mark the location of the separated bracket on the headliner substrate. Exercise caution to avoid creasing, cracking, or staining the headliner fabric during this process. (Figure 1)

Figure 1



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3. Remove the bracket from the headliner substrate. (Figure 2)

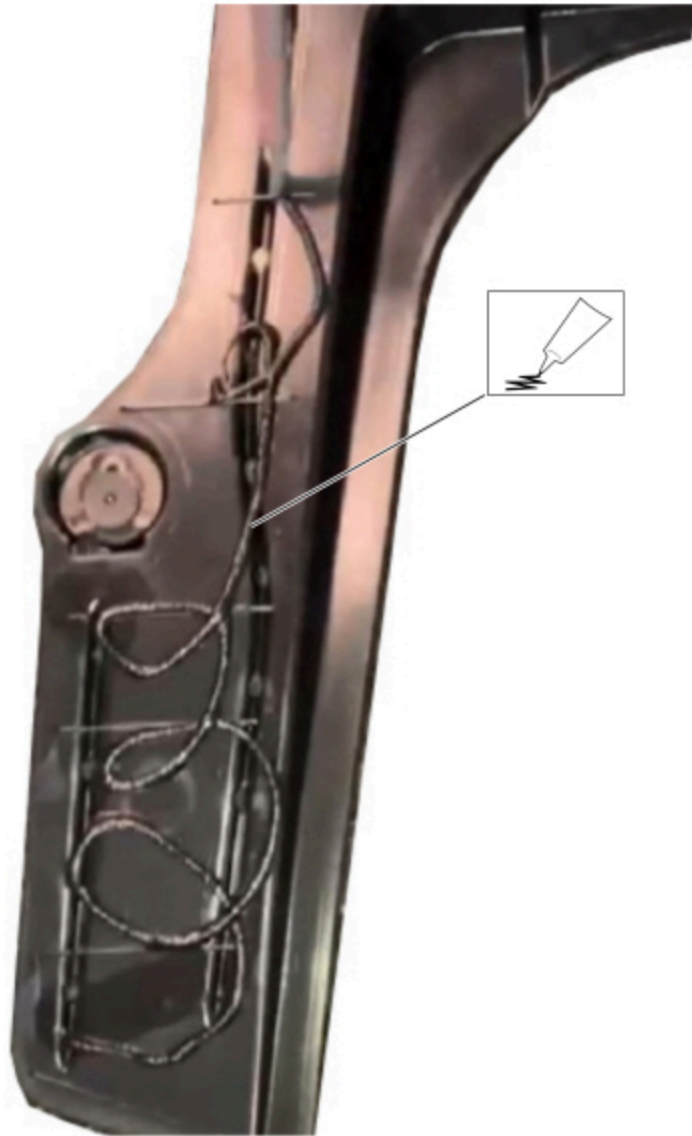
Figure 2



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4. Inspect the separated bracket and the corresponding area on the headliner substrate to assess the condition of the original bonding surface and the headliner substrate.
5. Carefully remove any old adhesive residue from both the headliner substrate and the bracket using isopropyl alcohol or equivalent and allow to dry completely.
6. Prepare 3M™ Scotch-Weld™ Acrylic Adhesive DP8910NS or equivalent with the appropriate applicator. Refer to the adhesive manufacturer directions.
7. Apply the adhesive in a circle pattern on the back of the bracket. (Figure 3)

Figure 3



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8. Carefully position the detached bracket back into the original location on the headliner substrate following the marked location from Step 2 within 10 minutes.
9. Apply firm, even pressure to the components to ensure good contact with the adhesive and the substrate. Hold the components securely in place while the adhesive cures with temporary props or weights. Make sure these securing methods do not damage the headliner fabric. Take care to provide extra support for components being reglued at an angle as they can slip.
10. After 30 minutes, the headliner can be handled to move but not reinstalled. 3M™ Scotch-Weld™ Acrylic Adhesive cures within one hour if temperature is at 68°F (23°C) or above. If temperatures are below this threshold, let cure for 2 hours minimum.
11. Reinstall the headliner. Refer to WSM, Section 501-05.

NOTE: If installing the headliner back into the unit before 24 hours, advise the customer to not touch the headliner until the 24 hours after the procedure is performed.

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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.