



# TECHNICAL SERVICE BULLETIN

## Floor Console Armrest Latch Broken

**26-2001**  
12 January 2026

### Model:

Lincoln 2018-2024 Navigator
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**Markets:** North American markets only

**Issue:** Some of the vehicles listed in the Model statement above may exhibit a broken floor console armrest latch.

**Action:** For vehicles that meet all of the criteria in the Issue and Model statements, follow the Service Procedure to replace both armrest latches.

### Parts

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
JL7Z-78645A04-AB	1	1	1	Right Latch Assembly
JL7Z-78645A04-AC	1	1	1	Left Latch Assembly
W716180-S300	2	1	4	Rivet

**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).

**Warranty Status:** Warranty coverage limits and policies are not altered by a TSB. Warranty coverage limits are determined by the identified causal part.

### Labor Times

Description	Operation No.	Time
2018-2024 Navigator: Replace Both Latch Assemblies Following The Service Procedure (Do Not Use With Any Other Labor Operations)	262001A	1.2 Hrs

### Repair/Claim Coding

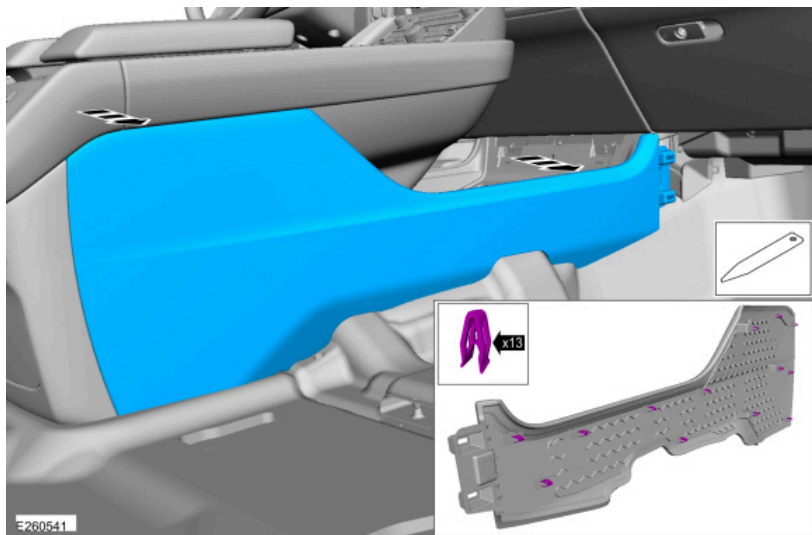
Causal Part:	7806024
Condition Code:	01

## Service Procedure

- Using an interior trim remover tool, release the clips and remove the right floor console side finish panel. (Figure 1)

**NOTE: Position the front seat as required**

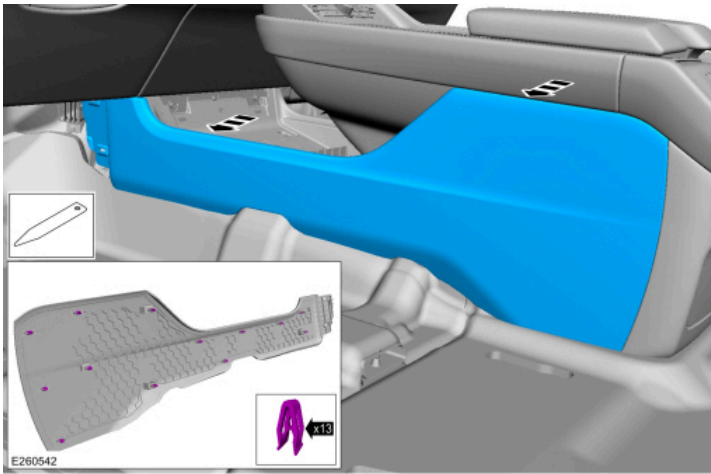
Figure 1



- Using an interior trim remover tool, release the clips and remove the left floor console side finish panel. (Figure 2)

**NOTE: Position the seat as required.**

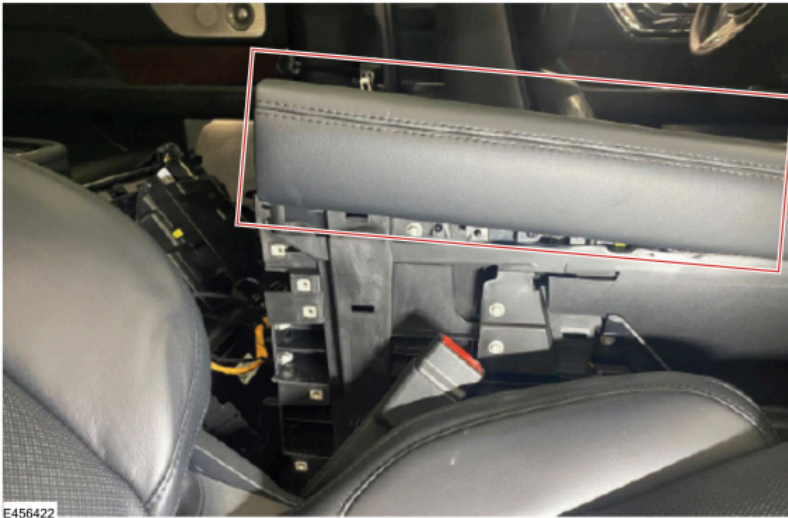
Figure 2



3. Release the clips and position aside both the left and right upper side panels of the floor console. (Figure 3)

**NOTE: Position the seat back as required.**

Figure 3



4. Remove the 6 fasteners on both sides of the floor console. (Figure 4)

**NOTE: Position the seat back as required.**

Figure 4



5. Position the rear portion of the floor console backward.

6. Remove pin-type retainers and the 4 bolts from the rear of the armrest hinge mechanism.

7. Remove the armrest from the vehicle.

8. Using a 3/32-inch (2.380 mm) drill bit, remove both rivets from the armrest hinge mechanism. (Figure 5)

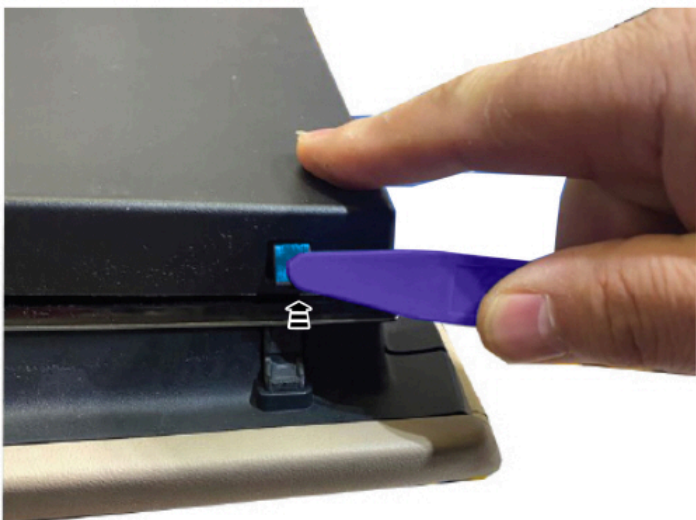
Figure 5



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9. Depress the locking tabs on both sides of the plastic cover and remove from the armrest hinge mechanism. (Figure 6)

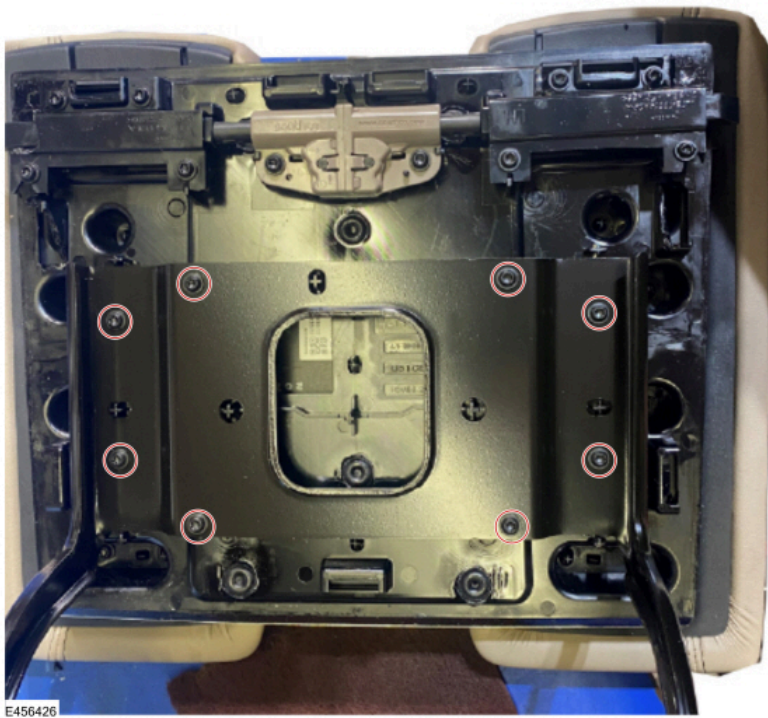
Figure 6



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10. Remove the 8 screws from the hinge mechanism. (Figure 7)

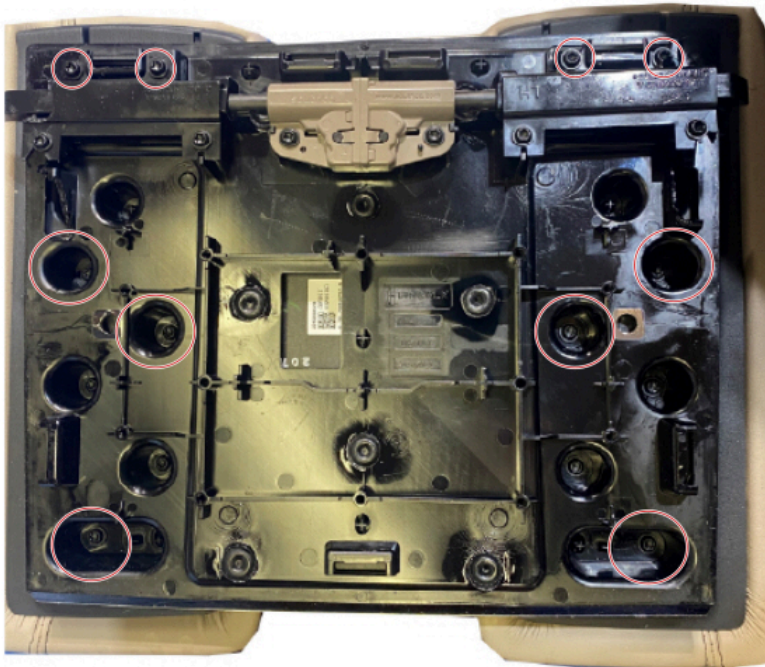
Figure 7



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11. Remove the 10 screws to the plastic latch bar plate. (Figure 8)

Figure 8



E456427

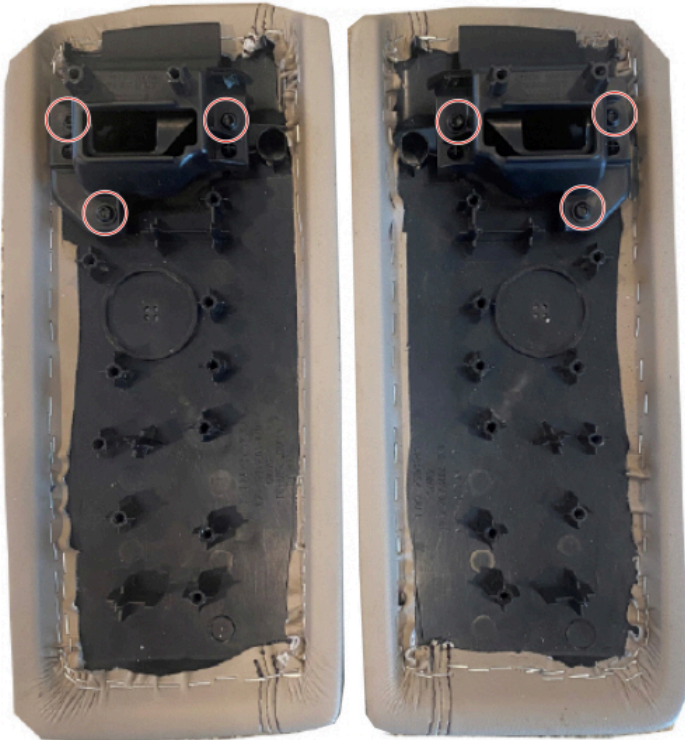
12. Remove the 10 screws from the bottom of both arm rest pad bottom covers. Two screws may be concealed by stickers. Access by cutting a small hole in the sticker. (Figure 9)

Figure 9



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13. Remove the 6 screws on both armrests and replace the 2 latch assemblies. (Figure 10)  
Figure 10



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14. To install, reverse the removal procedure.