



TECHNICAL SERVICE BULLETIN

Media Bin Not Opening Consistently

26-2013

23 January
2026

Model:

Ford 2025 Explorer

Markets: North American markets only

Issue: Some of the vehicles listed in the Model statement above may exhibit a media bin that will not open consistently. This may be due to lack of tension between the media bin door and media pads.

Action: For vehicles that meet all of the criteria in the Issue and Model statements, follow the Service Procedure to install additional round self-adhesive pads to the media bin door.

Parts

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
RB5Z-19E523-A	2	2	1	Round Self-Adhesive Pads
Obtain Locally	As Needed	As Needed		Isopropyl Alcohol

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: 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
2025 Explorer: Install Round Self-Adhesive Pads On Media Bin Door, Includes Time to Clean Underside Corners	262013A	0.3 Hrs

Repair/Claim Coding

Causal Part:	7804338
Condition Code:	42

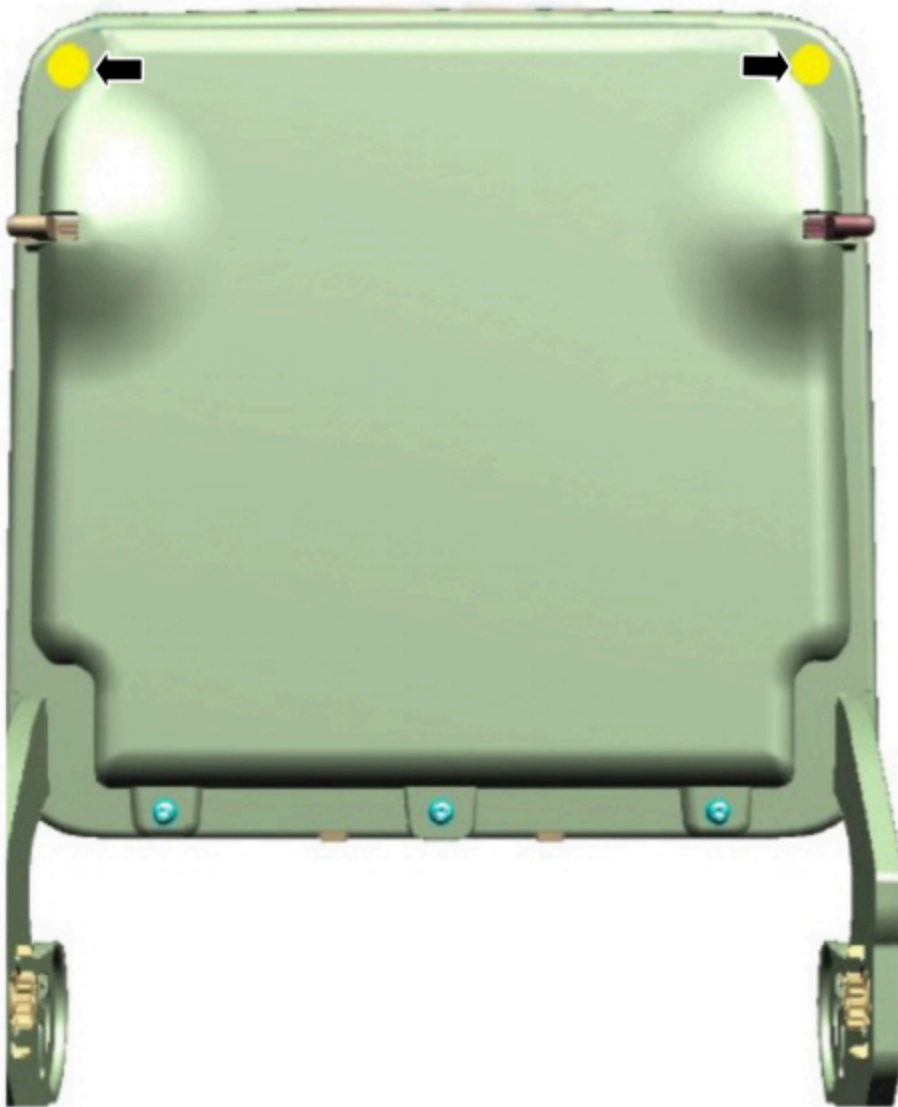
Service Procedure

1. Clean the underside corners of the media bin door using a lint-free wipe and isopropyl alcohol to prepare the surface. Allow the area to fully dry before installing the round self-adhesive pads.
2. Open the media bin door. Install the new round self-adhesive pads on the underside corners of the media bin door lid, aligned with the existing lower pad location. (Figures 1-2)

Figure 1



Figure 2



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3. Make sure the new round self-adhesive pads on the media lid touch the top of the existing pad location when closing the lid.

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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.