



TECHNICAL SERVICE BULLETIN

Load Floor Compartment – One Or Both Gap Hiders Detached And/Or Damaged From The Bin – Built On Or Before 02-Aug-2021

21-241924 November
2021**Model:**

Ford 2018-2021 Expedition
Lincoln 2018-2021 Navigator

Issue: Some 2018-2021 Expedition/Navigator vehicles built on or before 02-Aug-2021 may exhibit a condition where the gap hiders of the load floor compartment come detached. This may be due to the joint between the gap hiders and the bin. To correct the condition, follow the Service Procedure steps to replace the damaged gap hiders.

Action: Follow the Service Procedure steps to correct the condition on vehicles that meet all the following criteria.

- 2018-2021 Expedition/Navigator
- Built on or before 02-Aug-2021
- One or both gap hiders detached and/or damaged

Parts

Service Part Number	Quantity	Description
JL1Z- 7845455-BB	1	Left Gap Hider Kit - Blue Bay
JL1Z- 7845455-BC	1	Left Gap Hider Kit - Mahogany Red
JL1Z- 7845455-BD	1	Left Gap Hider Kit - Dark Slate
JL1Z- 7845455-BE	1	Left Gap Hider Kit - Ebony
JL1Z- 7845455-BF	1	Left Gap Hider Kit - Espresso
JL1Z- 7845455-CB	1	Right Gap Hider Kit - Blue Bay
JL1Z- 7845455-CC	1	Right Gap Hider Kit - Mahogany Red
JL1Z- 7845455-CD	1	Right Gap Hider Kit - Dark Slate
JL1Z- 7845455-CE	1	Right Gap Hider Kit - Ebony
JL1Z- 7845455-CF	1	Right Gap Hider Kit - Espresso

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

Labor Times

Description	Operation No.	Time
2018-2021 Expedition/Navigator: Replace Gap Hiders Following The Service Procedure (Do Not Use With Any Other Labor Operations)	212419A	0.6 Hrs.

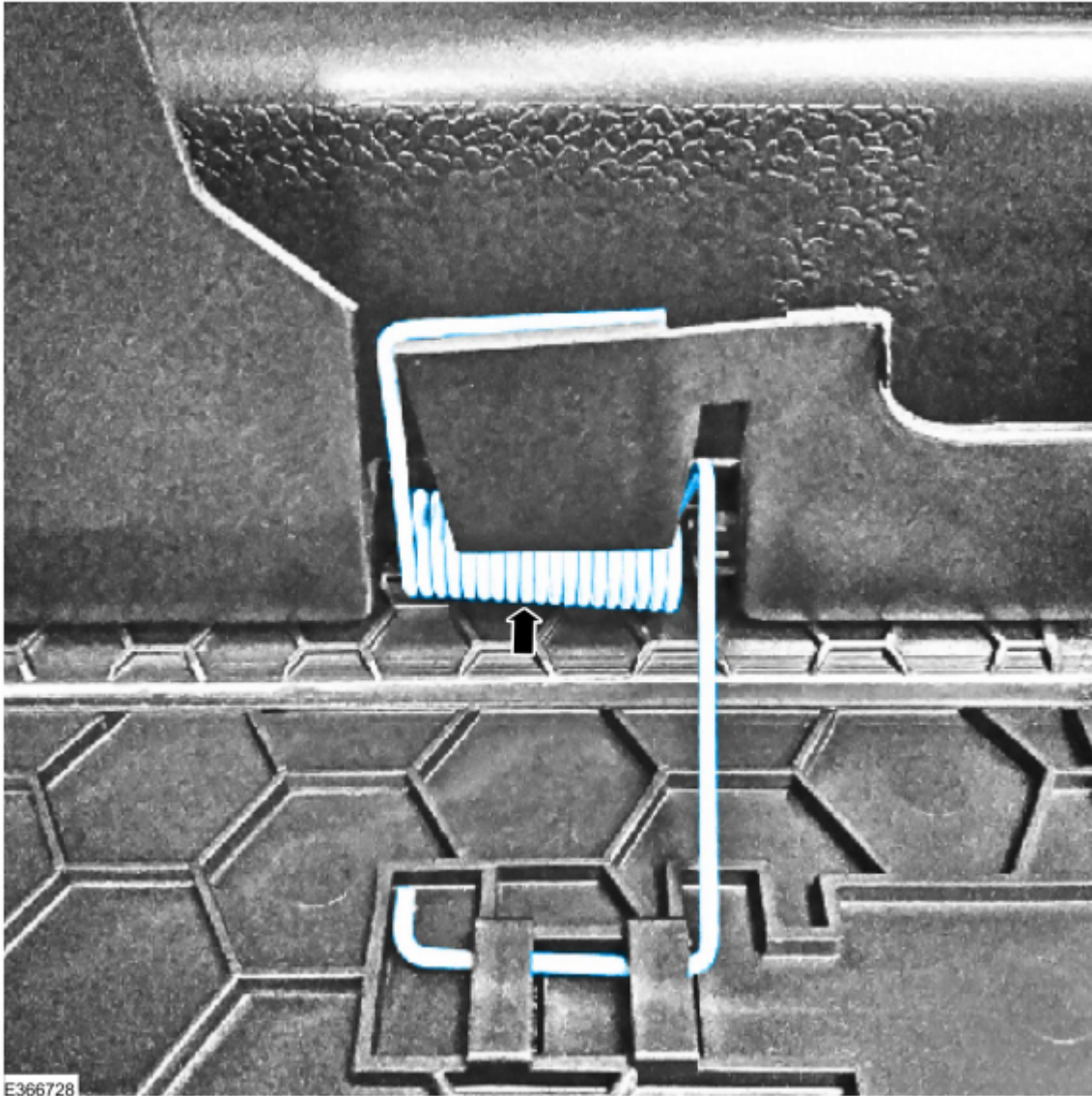
Repair/Claim Coding

Causal Part:	7845455
Condition Code:	01

Service Procedure

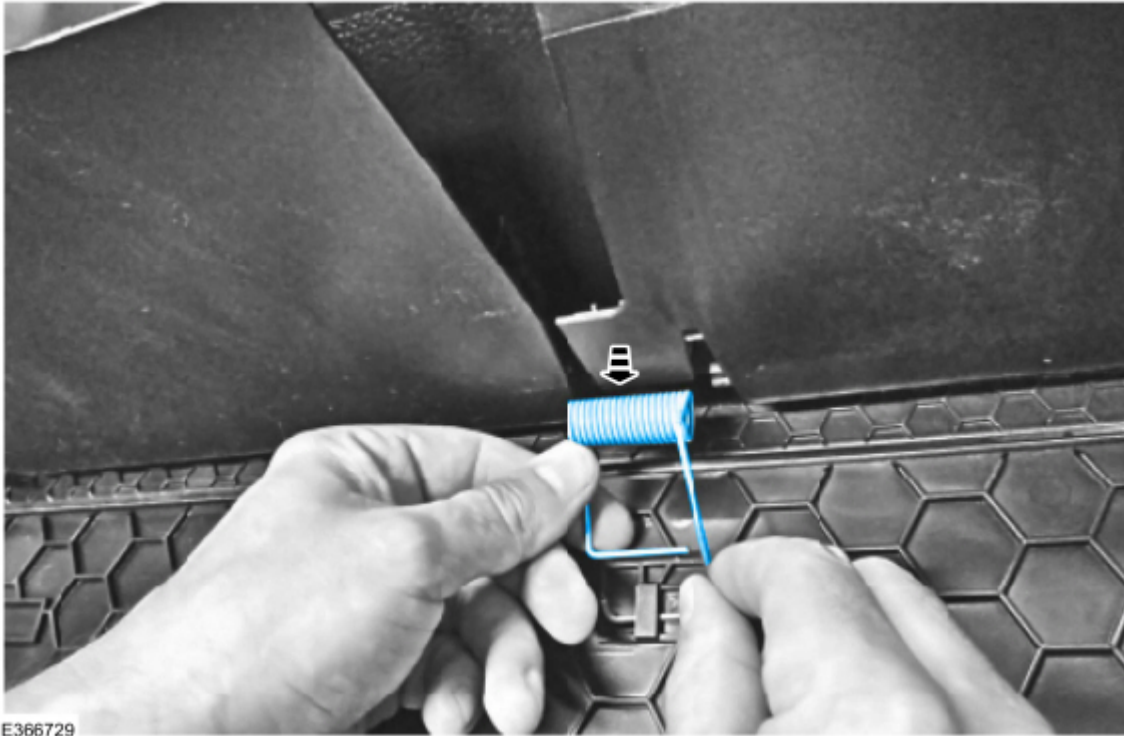
1. Remove the load floor storage compartment. Refer to Workshop Manual (WSM), Section 501-05, D-Pillar Trim Panel - Short Wheelbase, Steps 1-8.
2. Flip the load floor compartment upside down and remove the springs from the gap hider.
 - (1). Remove the spring from the load floor compartment. (Figure 1)

Figure 1



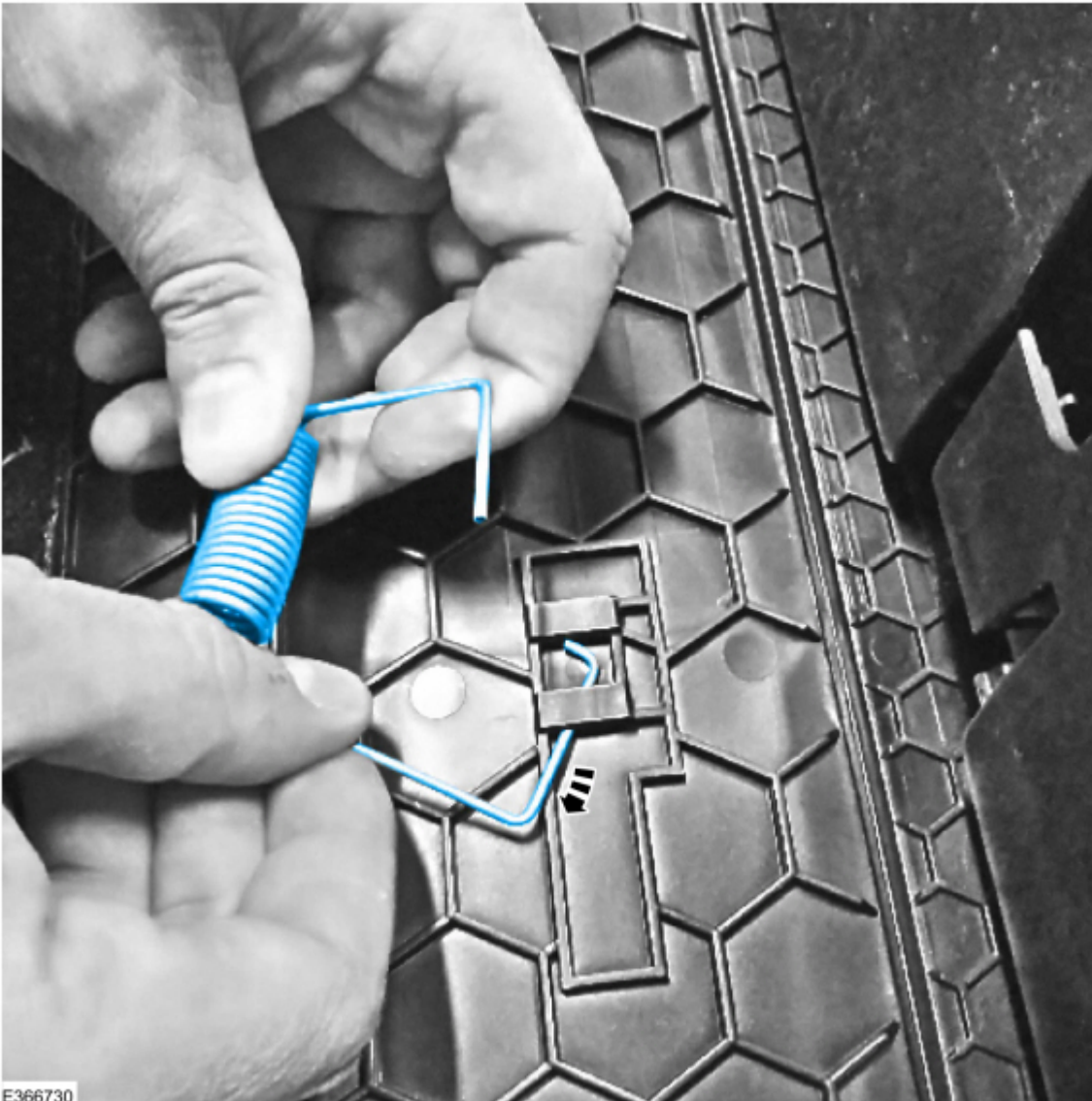
- (2). Push down on the spring. (Figure 2)

Figure 2



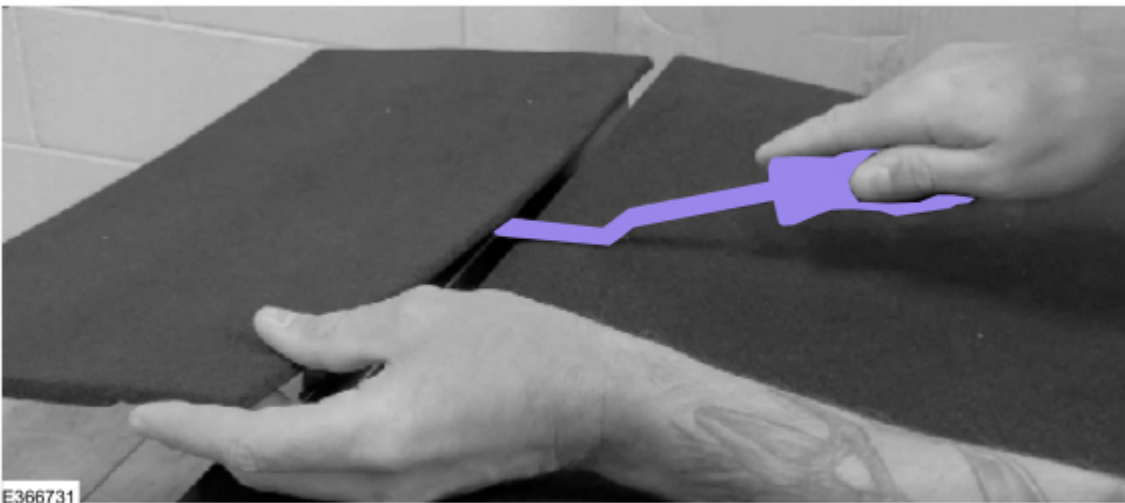
(3). Slide out and discard the spring(s) attached to the gap hider. (Figure 3)

Figure 3



3. Remove the gap hider from the bin by breaking the push nuts using a trim fastener remover. (Figure 4)

Figure 4



4. Remove the remaining push nuts in the bin by drilling out with an 11/32 inch (9 mm) drill bit. (Figure 5)

(1). Vacuum the load floor compartment and the carpet of the gap hider for remaining push nut debris before installation.

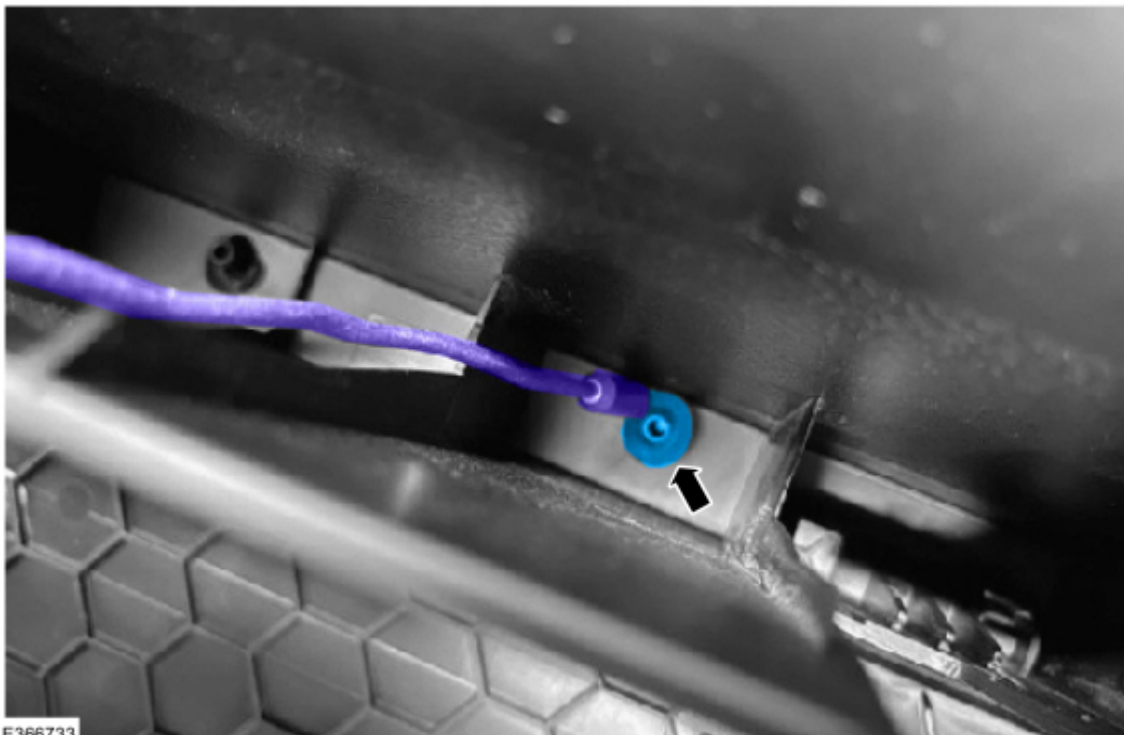
Figure 5



5. Install the new gap hider carpet-side down and insert the posts through the corresponding holes on the driver and/or passenger side.

6. Flip the load floor compartment upside down and use a magnet to locate the push nuts into the gap hider posts. (Figure 6)

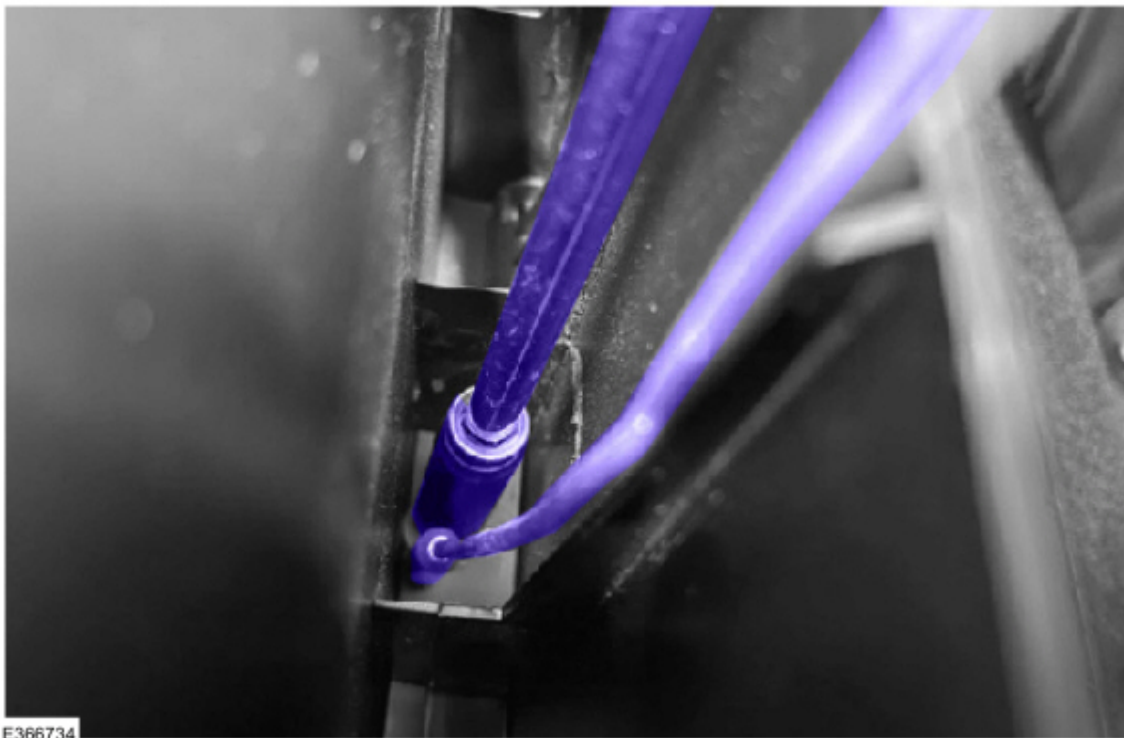
Figure 6



7. Use a 1/2 inch drive ratchet extension with a 10 mm impact socket to locate the push nut into the post and press firmly to assure a correct installation. (Figure 7)

(1). Make sure that the push nuts are completely seated. If they are not completely seated the gap hider may loosen during the folding process.

Figure 7

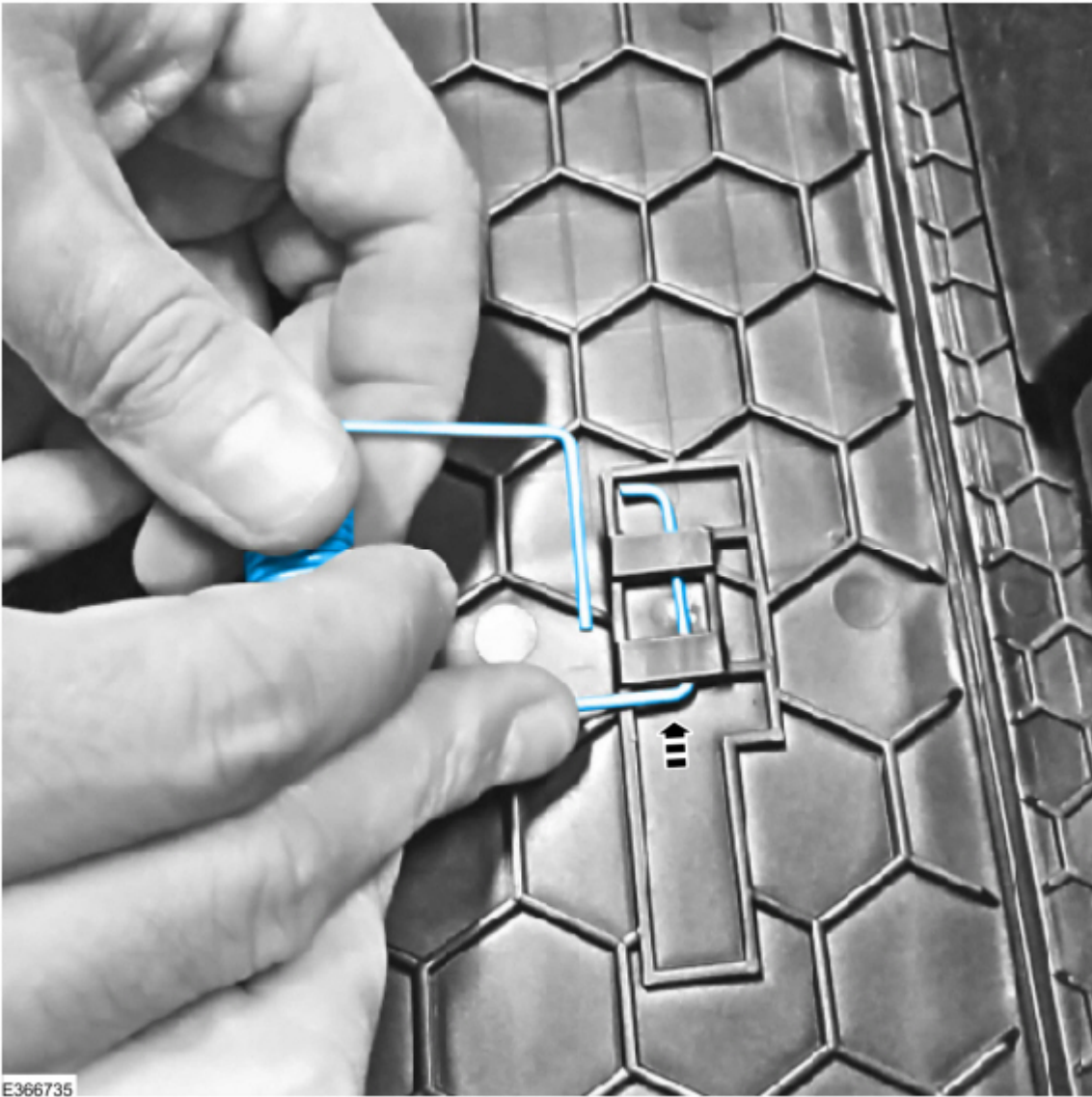


8. Install new springs.

NOTE: The smaller right hand gap hider has 2 springs. The larger left hand gap hider has 3 springs.

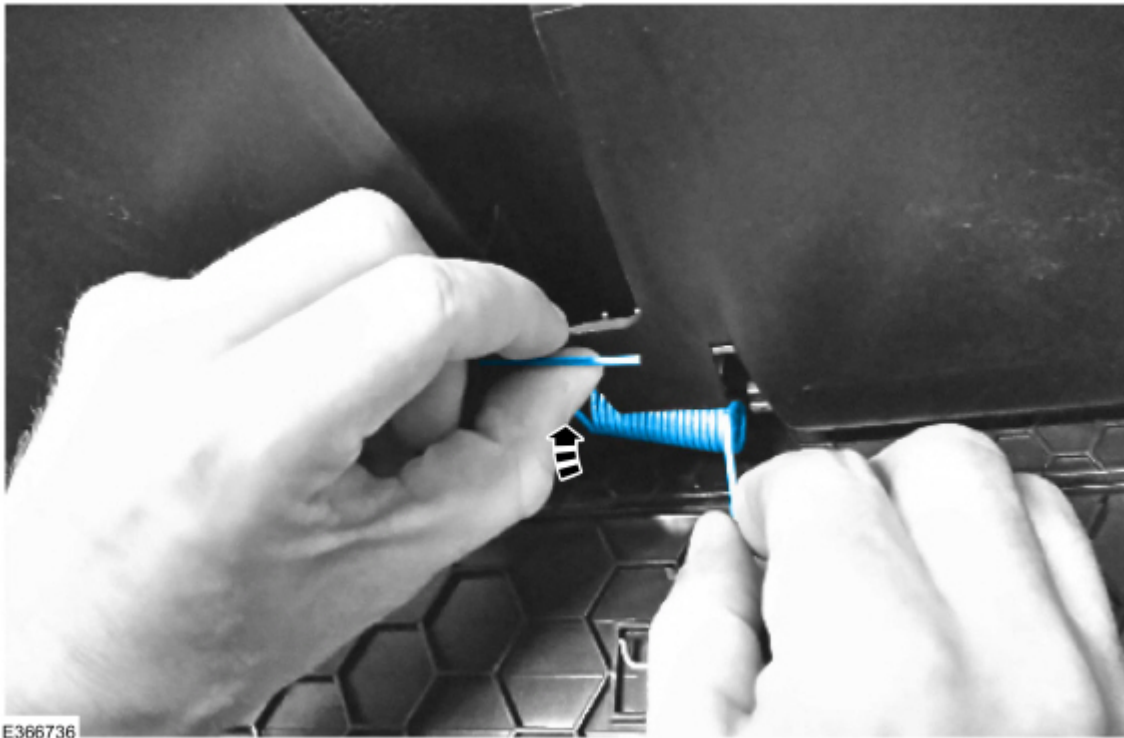
(1). Insert the spring into the gap hider. (Figure 8)

Figure 8



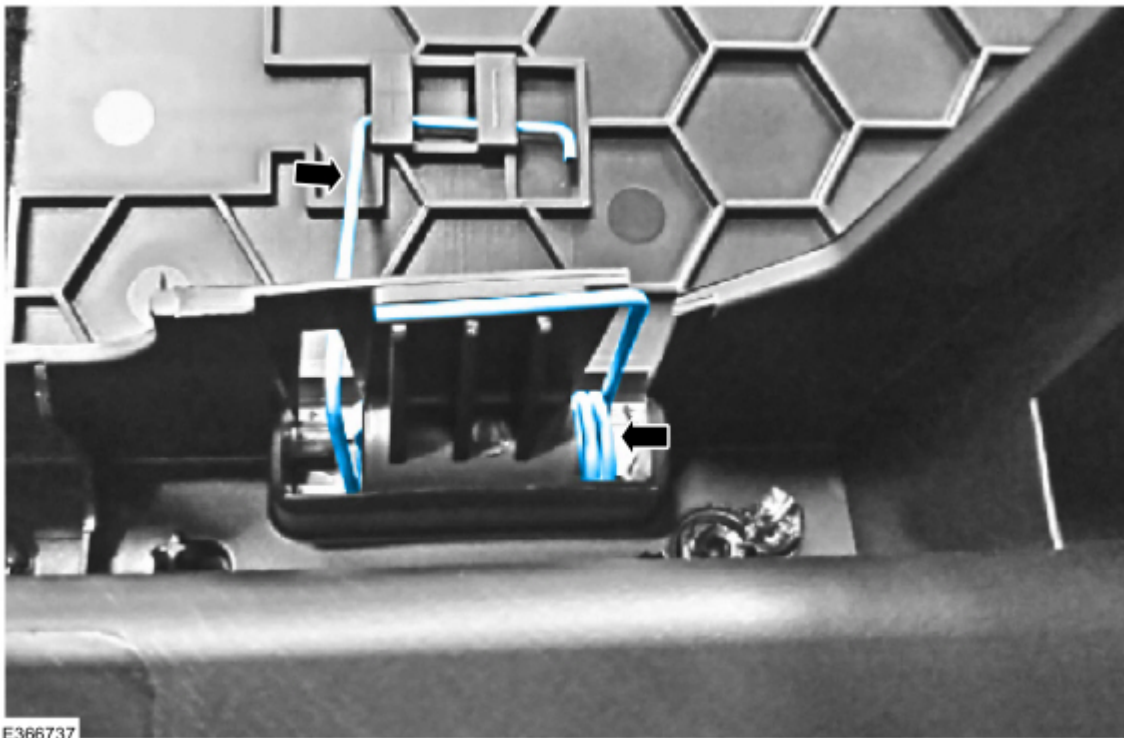
(2). Push up on the spring. (Figure 9)

Figure 9



(3). Insert the spring into the load floor compartment. (Figure 10)

Figure 10



9. Reinstall the load floor compartment. Refer to WSM, Section 501-05, D-Pillar Trim Panel - Short Wheelbase.

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