

## **22S20 Chronology**

**Ford Motor Company**

**Date of Submission: March 25, 2022**

**FSA Number: 22S20**

**Title: 2016, 2020 Transit Connect Windshield Inadequate Adhesion**

On July 31, 2019, due to an increase in field claims related to 2016-2018MY Transit Connect windshield water leak, wind noise, and looseness Ford Manufacturing and Engineering brought this concern to Ford's Critical Concern Review Group (CCRG) for review.

From July 2019-January 2021 Ford's CCRG investigated field reports and field return windshields with Engineering. Claims primarily described instances of water leak with a smaller number of claims describing wind noise or windshield glass looseness. There were no reports of windshield glass detachment from the vehicle. CCRG and Engineering also collected six 2015-2016 model year windshield samples from customers who had reported symptoms of water leak or glass looseness. After reviewing field reports and returned parts, CCRG determined that the failures primarily related to minor wind noise and water leaks associated with limited adhesion issues and were not safety-related.

From February 2021-April 2021, Ford's Technical Review Group (TRG) reviewed available claim data and assessments of the vehicles' performance to requirements for windshield mounting. The six field return windshields analyzed, along with details of field claims reviewed, led TRG to conclude the degree of inadequate urethane adhesion observed in the six field return windshields was not adequately representative of the overall population of vehicles. CCRG's detailed review of hundreds of claims described limited portions of the windshield periphery that experienced inadequate adhesion, whereas the field return parts show a greater degree of inadequate urethane adhesion. Based upon the assessment of all of the available information, the CCRG determined that an unreasonable risk to safety did not exist and put the investigation into monitor status for regular review of any subsequent related claims which were received.

From April 2021-September 2021 the investigation was in monitor status.

In September 2021, during a monitor data review, CCRG observed an increase in warranty claims related to windshield water leak or glass looseness for 2020MY vehicles at 12 months in service. A review of warranty claim data for the 2020MY vehicles described similar symptoms as the previously studied population of 2015-2016MY vehicles of primarily water leak with a smaller number of claims describing wind noise or looseness of the glass. There were no reports of windshield glass detachment from the vehicle.

From September 2021-January 2022 Ford's CCRG investigated the 2020MY claims with Engineering. CCRG and Engineering also collected one 2020MY windshield sample from a customer repaired under vehicle warranty who reported water leakage.

From January 2021-March 2022 Ford's TRG reviewed additional claim data and both supplier and Ford manufacturing processes and controls during the period of elevated 2020MY warranty claims. TRG reevaluated all field return samples and claim details collected during the course of the investigation, confirmed samples were randomly selected, and concluded the assessment of field return samples may be representative of the larger population of vehicles produced during periods of elevated claims for this condition.

**2016MY Affected Population Warranty and Field Reports:**

As of February 8, 2022, there are approximately 217 warranty claims describing windshield adhesion issues. The earliest warranty report describing a windshield adhesion issue was from August 2016.

Ford has received approximately 325 field reports from August 2016-October 2021..

**2020MY Affected Population Warranty and Field Reports:**

As of February 8, 2022, there are approximately 146 warranty claims describing windshield adhesion issues. The earliest warranty report describing a windshield adhesion issue was from March 2020.

Ford has received approximately 64 field reports from December 2020-February 2022

On March 18, 2022, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any reports of accident or injury related to this condition.

The supplier details for the windshield primer and urethane are as follows:

**Company Name:** DUPONT SPECIALTY PRODUCTS GmbH & CO.

**Address 1:** Strabe B, 13

**Address 2:**

**City:** Schkopau

**State:**

**Zip Code:** 06258

**Country:** Germany

**Company Contact Information**

**First Name:** Jessica

**Last Name:** Grund

**Position:** Quality Specialist

**Phone:** +49 34 612446387

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**Involved Components**

**If the defect or non compliance involves a specific component(s), identify that component(s) below.**

**Component Name:** Windshield Urethane

**Component Description:** Betaseal 1858-1 Windshield Urethane

**Component Part Number:** WSS-M2G316-B5

**Involved Components**

**If the defect or non compliance involves a specific component(s), identify that component(s) below.**

**Component Name:** Glass Primer

**Component Description:** Betaprime 5550 Glass Primer

**Component Part Number:** WSS-M2G314-B2