

# Part 573 Safety Recall Report

## 24V-142

**Manufacturer Name :** Ford Motor Company

**Submission Date :** MAR 21, 2024

**NHTSA Recall No. :** 24V-142

**Manufacturer Recall No. :** 24S10



### Manufacturer Information :

Manufacturer Name : Ford Motor Company

Address : 330 Town Center Drive

Suite 500 Dearborn MI 48126-2738

Company phone : 1-866-436-7332

### Population :

Number of potentially involved : 7,527

Estimated percentage with defect : 46 %

### Vehicle Information :

Vehicle 1 : 2023-2024 Ford Bronco

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

**Descriptive Information :** Affected vehicles are equipped with hard tops and have left and right rear quarter glass panels that may not be adequately adhered to the hard top assembly. Ford's team reviewed process and maintenance records at the sequencer facility where the rear quarter glass panels were prepared for installation onto the hard top assemblies to determine the population of affected parts.

The Ford Bronco Heritage Series is not affected as the rear quarter glass has a different attachment mechanism and is installed at a different facility.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database

Production Dates : NOV 06, 2023 - DEC 06, 2023

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

### Description of Defect :

**Description of the Defect :** The left and right rear quarter glass panels may have been installed without one of the primer applications, resulting in inadequate adhesion of the rear quarter glass panels to the vehicle hard top.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A rear quarter panel glass panel that detaches while driving may become a road hazard, increasing the risk of a crash.

Description of the Cause : The rear quarter glass panels require a two-step priming process prior to installation onto the hard top surface. One of the primer layers may not have been applied to the glass surface at a sub-assembly facility.

Identification of Any Warning that can Occur : The customer may observe wind noise, rattle noise or a water leak prior to a potential rear quarter glass panel separation.

### Involved Components :

Component Name 1 : Rear Quarter Window

Component Description : Quarter Window 5-Door Privacy – RH / LH

Component Part Number : M2DB-S29700/1-A

Component Name 2 : Rear Quarter Window

Component Description : Quarter Window 5-Door Solar Green – RH / LH

Component Part Number : M2DB-S29700/1-B

Component Name 3 : Rear Quarter Window

Component Description : Quarter Window 3-Door Privacy – RH / LH

Component Part Number : M2DB-X29700/1-A

Component Name 4 : Rear Quarter Window

Component Description : Quarter Window 3-Door Solar Green – RH / LH

Component Part Number : M2DB-X29700/1-B

### Supplier Identification :

#### Component Manufacturer

Name : Fuyao Glass America, Inc.

Address : 2801 W Stroop Rd  
Moraine Ohio 45439

Country : United States

### Chronology :

December 2023 – February 2024

On December 4, 2023, the left-hand rear quarter glass panel of a Bronco vehicle did not pass a glass cut-out adhesion verification test at the vehicle assembly plant. On December 7, 2023, the issue pertaining to poor adhesion of rear quarter glass panels on certain 2023-2024 model year Bronco vehicles equipped with hard tops was brought to Ford's Critical Concern Review Group (CCRG) for review.

Ford Research Laboratory conducted x-ray photoelectron spectroscopy analysis of suspect quarter glass panels and determined that the clearcoat primer was absent. No additional abnormalities or contamination were identified. Glass coupon sample testing was conducted by Ford Engineering. Test results indicated that the samples without the clearcoat primer did not meet Ford's internal shear retention requirements.

CCRG reviewed the supplier's manufacturing process. The rear quarter glass panels are shipped from the glass supplier to a sequencer facility prior to installation on the vehicle at the Ford assembly plant. The sequencer facility had been shut down in September through October 2023. Production resumed at the sequencer facility on November 6, 2023 with multiple new operators. Through interviews with personnel at the sequencer facility, the CCRG discovered that one of the new operators was not using the clearcoat primer during the two-stage primer application process. The clearcoat primer is an "activator" that promotes adhesion between another primer layer and the glass.

As of February 14, 2024, Ford is not aware of any warranty, customer complaints or field reports associated with this concern.

On February 16, 2024, 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.

Description of Remedy :

Description of Remedy Program :	Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to remove and re-install both rear left and right quarter glass panels. There will be no charge for this service.  Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in May 2023. The ending date for reimbursement eligibility is estimated to be April 26, 2024.  Ford will forward a copy of the notification letters to dealers to the agency when available.
How Remedy Component Differs from Recalled Component :	The remedy rear quarter window (M2DB-S29700/1-A/B, M2DB-X29700/1-A/B) will be properly installed according to the approved Ford service procedure.
Identify How/When Recall Condition was Corrected in Production :	Not required per 49 Part 573.

Recall Schedule :

Description of Recall Schedule :	Notification to dealers is expected to occur on February 28, 2024. Mailing of owner notification letters is expected to begin April 8, 2024, and is expected to be completed by April 12, 2024.
Planned Dealer Notification Date :	FEB 28, 2024 - FEB 28, 2024
Planned Owner Notification Date :	APR 08, 2024 - APR 12, 2024

\* NR - Not Reported