



Stacy L. Balzer  
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Ford Customer Service Division

Ford Motor Company  
PO Box 1904  
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February 28, 2024

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –  
Advance Notice – Safety Recall 24S10**  
Certain 2023-2024 Model Year Bronco Vehicles Equipped with a Hard Top -  
Hard Top Quarter Glass Separation

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Bronco	2023-2024	Michigan	November 6, 2023 through December 6, 2023

US population of affected vehicles: 7,461. Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, one or both rear quarter glass panels may not be properly adhered to the hard top and may separate from the vehicle. The owner may observe wind noise, rattle noise or a water leak prior to glass separation. Glass panels that separate from the vehicle while driving can create a road hazard, increasing the risk of a crash.

**SERVICE ACTION**

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this safety recall. A complete Dealer Bulletin will be provided to dealers by the end of the 1<sup>st</sup> Quarter 2024, when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

**IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.**

**CUSTOMER NOTIFICATION**

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

**PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,168 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.**

### **DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

### **QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive, flowing style.

Stacy L. Balzer