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March 19, 2024

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
 Safety Recall 24S10**

Certain 2023-2024 Model Year Bronco Vehicles Equipped with a Hard Top  
 Rear Quarter Glass Separation

**REF: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD -  
 Advance Notice – Safety Recall 24S10  
 Dated February 28, 2024**

**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: 7,462. 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. A rear quarter glass panel that separates from the vehicle while driving can create a road hazard, increasing the risk of a crash.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to remove and re-install both rear quarter glass panels. This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

To assist vehicle owners to have this repair completed, dealers should:

- Arrange for a mobile repair at the owner’s location, or:
- Arrange to pick up the owner’s vehicle and drive it to the dealership for repairs.
  - Re-deliver the owner’s vehicle after repairs have been completed.
- Pick-Up & Delivery and mobile service should be made available for all customers. Refer to the Rental and Claiming sections for further details.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of April 8, 2024. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**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 before delivery.**

## **ATTACHMENTS**

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letters
- Recall Reimbursement Plan

## **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 style with a large, stylized initial 'S'.

Stacy L. Balzer

## Safety Recall 24S10

### **MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All repairs in this program have the following assessment level:  
 - Advanced Mobile Service

### **MOBILE REPAIR RECOMMENDATIONS**

- Confirm with the customer a mobile repair is feasible.
- Check OASIS before going to the customer's home or business to confirm if any other outstanding FSA needs to be completed.
- Transportation – a specialty vehicle is not required.

### **MOBILE REPAIR ADDITIONAL INFORMATION**

Please ensure the technician brings the following to the mobile repair destination:

- Printed Technical Instructions
- Printed Repair/Work Order or any other necessary documentation as customer copy(s)
  - Documents could also be emailed to the customer.
- Shirt/uniform and vehicle graphic with the dealership or Ford logos are recommended.
- Recommended specialty tools: Glass removal/installation tools (i.e., Cold Knife, Piano Wire, Power Calk Gun)

### **MOBILE REPAIR QUESTIONS AND ASSISTANCE**

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with Dealership warranty administrator to create a SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

### **OASIS ACTIVATION**

OASIS was activated on February 28, 2024.

### **FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on February 28, 2024. Owner names and addresses will be available by April 26, 2024.

**NOTE:** Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

### **SOLD VEHICLES**

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealers for an appointment to have their vehicles remedied as soon as practicable.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

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### **STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

### **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.

### **BRANDED / SALVAGED TITLE VEHICLES**

Affected branded / salvaged title vehicles are eligible for this recall.

### **OWNER REFUNDS**

- **This safety recall must still be performed, even if the owner has paid for a previous repair. Claiming a refund will not close the recall on the vehicle.**
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed before the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at PO Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with removal and re-installation of the rear quarter glass panel(s).

### **RENTAL VEHICLES**

Rental vehicles are not approved for this program. However, if you have a unique owner circumstance that may require a rental vehicle due to damage of the rear quarter glass panel(s) during removal and re-installation, please contact the SSSC via the SSSC Web Contact Site.

### **MOBILE REPAIR CLAIMING QUESTIONS**

Dealers participating in the Remote Experience Program:

- Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
- Lincoln Retailers - refer to EFC14164, 2024 Remote Experience Program.

Dealers NOT participating in the 2024 Remote Experience Program:

- For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. Work with the Dealership warranty administrator to create an SSSC contact ID#.
- Once an SSSC agent responds to the new contact ID#, you may opt to call the SSSC hotline: (800) 325-5621.

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### **PICK-UP & DELIVERY- Participating Dealers**

Dealers participating in the Remote Experience Program:

- Ford Dealers - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery Offset section for additional details.

### **PICK-UP & DELIVERY- Non-participating Dealers**

Ford Dealers not participating in the 2024 Remote Experience Program for Pick-Up & Delivery are authorized to claim unique services for completing this program.

- Dealers are authorized to claim one-half labor hour per repair for vehicle Pick-Up & Delivery services. Refer to Labor Allowances for details.
- Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

### **ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
  - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site before completing the repair.

### **CLAIMS PREPARATION AND SUBMISSION**

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims, select claim type 31: Field Service Action. The FSA number (24S10) is the subcode.
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.

- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 24S10
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.
  - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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**CLAIMS PREPARATION AND SUBMISSION (CONTINUED)**

- **Pick-Up & Delivery:**
  - Dealers participating in the Remote Experience Program –
    - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
  - Dealers NOT participating in the Remote Experience Program –
    - Dealers may claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.
    - Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.
- **Mobile Repair:**
  - Dealers participating in the Remote Experience Program –
    - Ford Dealers - refer to EFC14125, 2024 Remote Experience Program.
    - Lincoln Retailers - refer to EFC14164, 2024 Remote Experience Program.
  - Dealers NOT participating in the Remote Experience Program –
    - Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
    - For dealer-performed mobile repairs, retain a copy of the Service Management signed record with the repair order documentation.
    - Claim the mobile repair allowance Labor Operation Code 24S10MM along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Labor Allowances and Parts Ordering Information).
- **Provision for Locally Obtained Supplies (Cannot be claimed with Provision for Sublet Glass Removal and Re-installation):** Includes cleaning supplies, consumables and either Dow® or Sika® brand automotive glass bonding materials. Submit on the same line as the repair.
  - Program Code: 24S10
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$100
- **Provision for Sublet Glass Removal and Re-installation (Cannot be claimed with Provision for Locally Obtained Supplies):** Sublet repairs to remove and re-install both rear quarter glass panels can be claimed instead of 24S10B. Sublet documentation must be retained. Submit on the same line as the repair.
  - Program Code: 24S10
  - Misc. Expense: FSAOSL
  - Misc. Expense: Claim up to \$250.00

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Remove and re-install both rear quarter glass panels <b>Cannot be claimed with sublet glass provision or 24S10C</b>	24S10B	1.4 Hours
Administrative code to claim sublet glass provision This labor operation will close the FSA. <b>Cannot be claimed with 24S10B</b>	24S10C	0.2 Hours
Mobile Service: <b>This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers.</b> Can be used when the repair takes place away from the dealership If Additional Time is Required Due to Travel, Please Submit an SSSC Approval Form	24S10MM	0.5 Hours
Vehicle Pick-Up & Delivery Allowance: <b>This allowance is only for <u>non-eligible</u> 2024 Remote Experience Program Dealers.</b> <b>NOTE:</b> This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	24S10PP	0.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
Obtain Locally	Sika® SikaTack® MACH 60 / Sika® SikaTack® MACH 30 / Dow® BETASEAL™ Express	Claim as MISC OTHER (Up to \$100) <b>Cannot be claimed with Sublet Glass Provision or 24S10C</b>	
	Sika Tack ASAP Urethane Adhesive		
	Sika® Aktivator PRO / Dow® BETAPRIME™ 5504G / Sika® Primer-207		
	Masking Tape 2" Wide		
	Motorcraft® Ultra-Clear Spray Glass Cleaner (ZC-23) or equivalent (can be used on multiple vehicles)		
	Motorcraft Clear Silicone Rubber (TA-32) or equivalent (can be used on multiple vehicles)		
	Isopropyl Alcohol (can be used on multiple vehicles)		

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**PARTS REQUIREMENTS / ORDERING INFORMATION (CONTINUED)**

Part Number	Description	Order Quantity	Claim Quantity
DT1Z-5829760-B	Rubber Spacer <b>Original spacers should be used when possible. Only order spacers if original spacers are damaged during glass removal.</b>	As Needed	Up to 8

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

**DEALER PRICE**

For the latest prices, refer to DOES II.

**PARTS RETENTION, RETURN, & SCRAPPING**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

**EXCESS STOCK RETURN**

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup>, 2021, all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup>, 2021, or later must be inspected and signed off on the repair order by a member of your dealer fixed operations management team or an employee of the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.



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**REPLACED FSA PARTS INSPECTION AND SIGN OFF (CONTINUED)**

- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1<sup>st</sup> 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

**Note:** Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.

## CERTAIN 2023-2024 MODEL YEAR BRONCO VEHICLES EQUIPPED WITH A HARD TOP — REAR QUARTER GLASS SEPARATION

### SERVICE OVERVIEW

On affected vehicles, a 1 of 2 primer application step may have been missed which could create a bonding issue between the quarter glass blackout masking and the urethane primer. After removing both rear quarter glass panels, you will need to inspect the quarter glass for this detachment issue, first with a visual inspection and then a pull test, if necessary. A primer bonding issue will result in a relatively clean removal of the urethane from the quarter glass blackout masking and the primer may stay attached to the urethane. Failed primer bonding, anywhere on the quarter glass panels, will result in an inspection fail and require complete urethane and primer removal, cleaning, and re-priming, of the existing quarter glass. If the inspection passes, normal prepping and re-installation, of the existing quarter glass, is all that will be needed.

**NOTE:** The rear quarter glass is equipped with four (4) rubber spacers, to provide proper glass depth, that may become dislodged, detached or separated during quarter glass removal. Make sure the spacers are in place before re-installing the quarter glass.

### SERVICE REPAIR PROCEDURE

**NOTICE:** The instructions in this procedure are intended to be followed by dealership technicians or by subletting glass companies. Whether or not a dealership technician or a sublet company completes the repair, **DO NOT** leave the masking tape holding the quarter glass in place for a prolonged amount of time or exposed to direct sunlight. The masking tape must be removed between two and three hours after the quarter glass installation and prior to returning the vehicle to the customer.

**NOTE:** In some instances, repair methods may be combined to achieve the best results.

**NOTE:** The use of disposable gloves and safety glasses is required.

1. Choose the best repair method for removing the fixed rear quarter glass panels.
  - a. **Cold knife method** – Uses the cold knife to cut the urethane from the outside of a vehicle provided the blade can reach the bead. Use the General Equipment: Cold Knife.

**NOTE:** When using the cold knife method, apply tape to protect the perimeter of the hard top opening from damage. Make sure the tape is inserted and adheres in the gap between the hard top and the quarter glass. Multiple layers of tape may be required.

- b. **Piano wire method** – Uses the piano wire to cut the urethane from inside and outside of a vehicle using an assistant.

**NOTICE:** Fixed glass must be installed within two (2) hours of cutting the urethane adhesive. Exposed cut surfaces of urethane become oxidized and inactive beyond two (2) hours, reducing the effectiveness of the repair bond.

**NOTICE:** Take precautions to prevent damage to other components when cutting urethane.



- Both existing quarter glass panels will be removed, inspected and re-installed in this procedure.  
Remove both rear quarter glass panels.

**NOTE:** The rear quarter glass has rubber spacers located in each corner. The rubber spacers maintain proper glass depth of the quarter glass to the hard top. See Figure 1 for quarter glass rubber spacer locations on the glass. During glass preparation, if the spacers have detached from the glass, make sure to install them on the hard top in the correct location, using Motorcraft® Clear Silicone Rubber (TA-32) or equivalent. See Figure 2 for quarter glass rubber spacer installation locations. If a spacer is damaged, refer to the part requirements/ordering information, in the dealer bulletin, to order replacement rubber spacers.

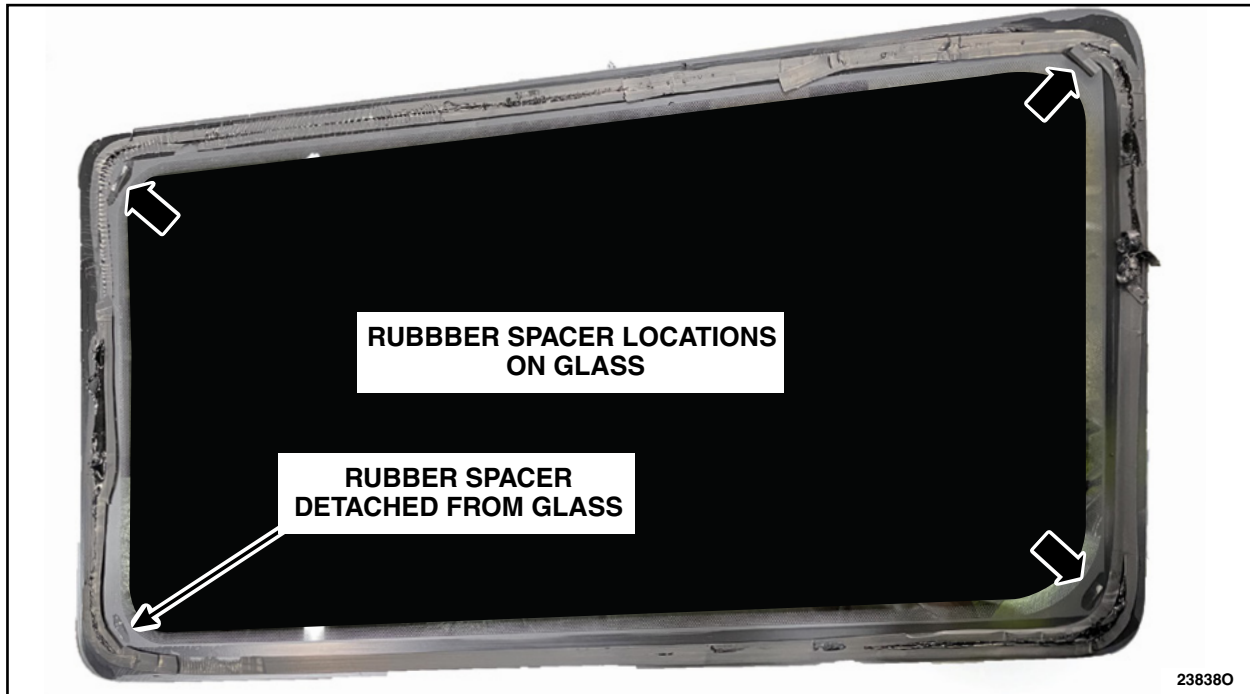


FIGURE 1



FIGURE 2

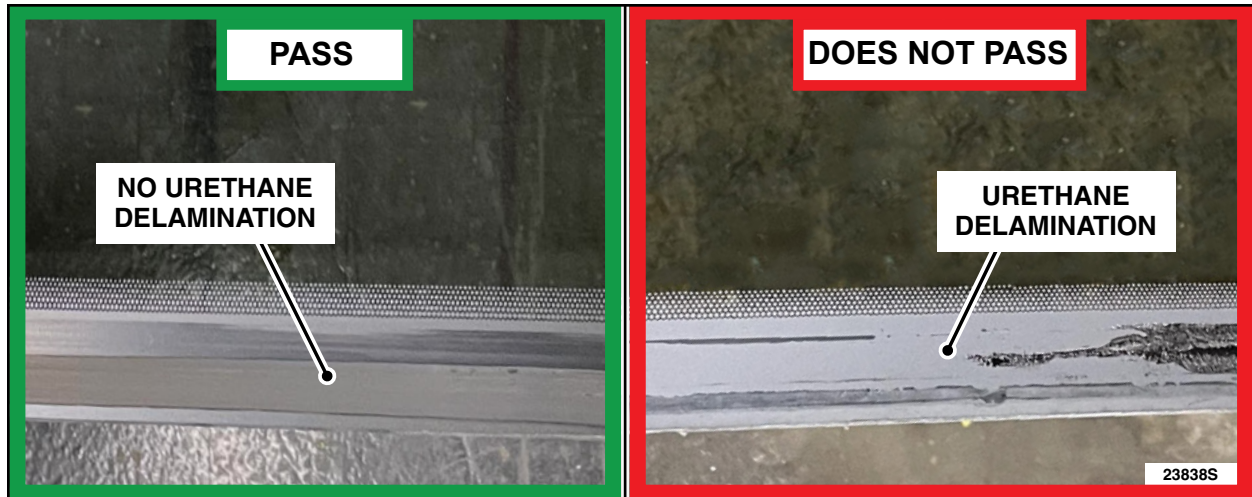


3. Inspect both rear quarter glass panels for evidence of urethane delamination from the glass.  
See Figure 3. Answer the question for each rear quarter glass panel and proceed accordingly.

- Does the quarter glass panel show any signs of urethane delamination?

**Yes** - Does Not Pass - Proceed to Step 5.

**No** - Pass - Proceed to Step 4.



**FIGURE 3**



4. Check the urethane for proper adhesion to the quarter glass by performing a peel test. See Figures 4 and 5. Answer the question for each rear quarter glass panel being tested and proceed accordingly.
- a. Using a razor blade scraper, trim or shave through the original urethane, length wise, to create a tail of urethane as shown Figure 4. **NOTE:** Make short cuts in the urethane to make the tail more uniform.
  - b. Once the urethane tail is long enough, pull the tail, in the same direction you were pulling while cutting the urethane, as shown in Figure 4.

- Did the urethane delaminate from the quarter glass? See Figure 5.

Yes - Does Not Pass - Proceed to Step 5.

No - Pass - Proceed to Step 6.

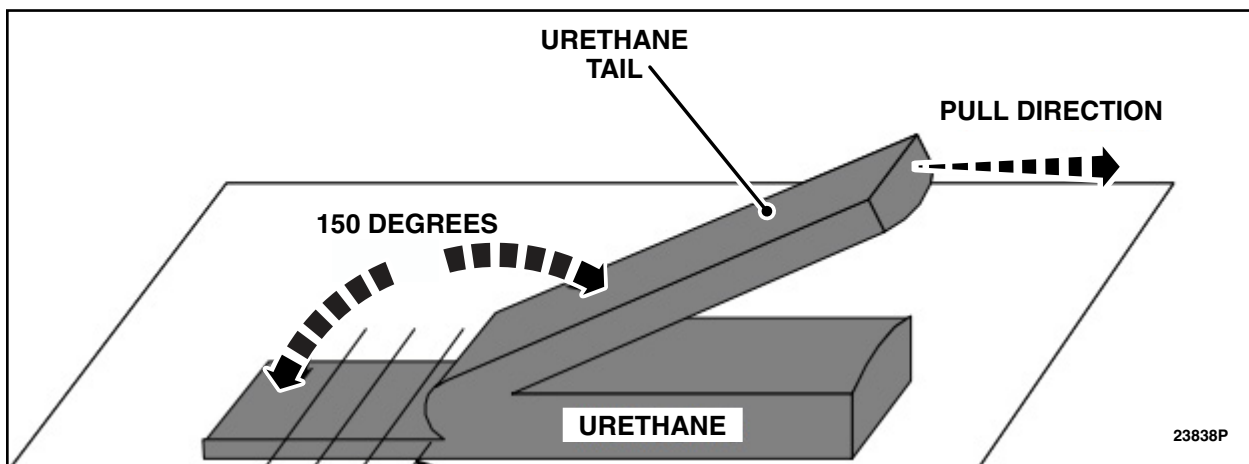


FIGURE 4

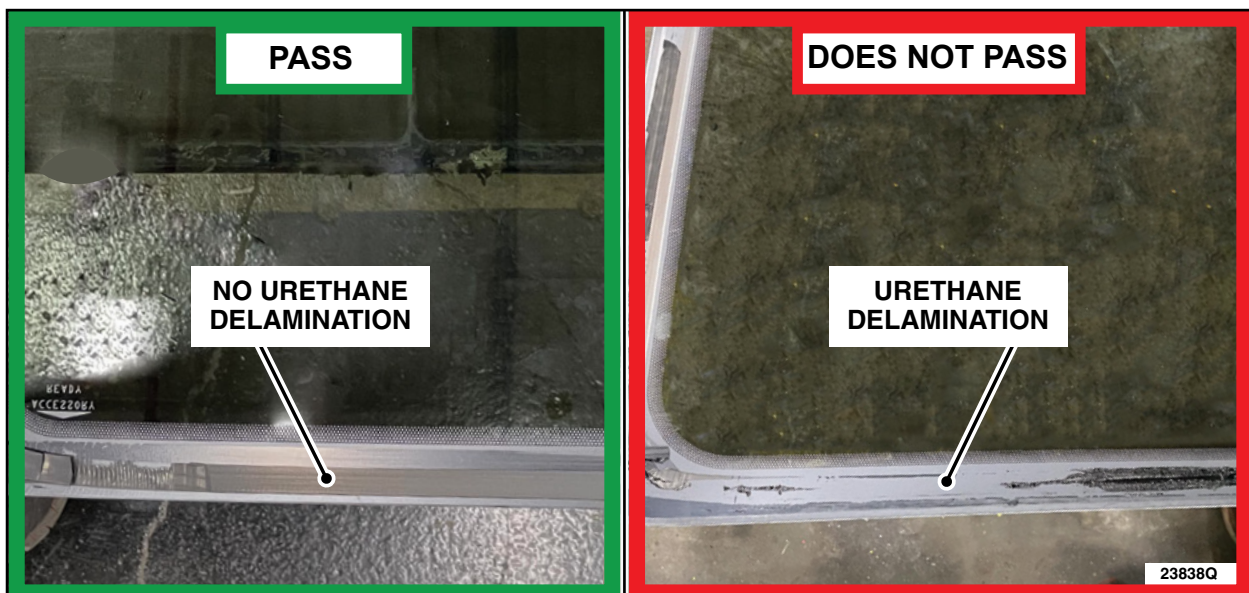


FIGURE 5





**NOTE:** Before performing the next steps, make sure final installation of the quarter glass is within two (2) hours.

5. Using a razor blade scraper, remove all of the remaining urethane and primer from the quarter glass. Clean the quarter glass with isopropyl alcohol with a clean, lint free, disposable cloth. Then, using the razor blade scraper, trim or shave down the original urethane on the hard top flange, leaving a 0.04 to 0.08 in. (1 to 2 mm) base of the existing urethane, to bond with the *new* urethane.

**Read all of the Notes below and proceed to Step 7.**

6. Using a razor blade scraper, trim or shave down the original urethane on both the quarter glass and hard top flange, leaving a 0.04 to 0.08 in. (1 to 2 mm) base of the existing urethane, to bond with the *new* urethane.

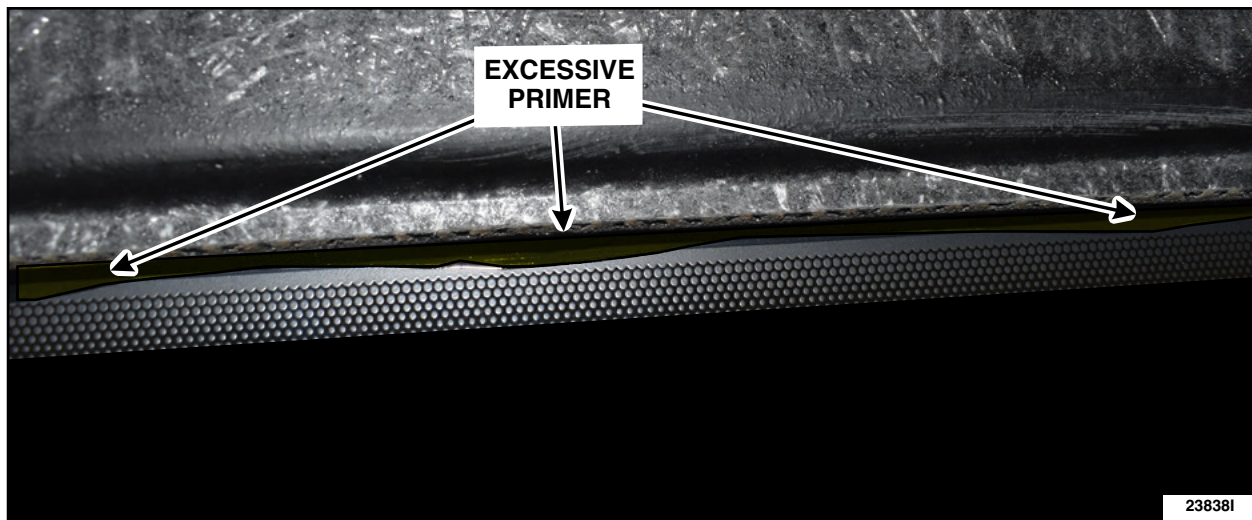
**Proceed to Step 8.**

**⚠ IMPORTANT:** Primer must be matched to the urethane adhesive (primer must be compatible with the urethane being used).

**NOTE:** The use of disposable gloves and safety glasses is required.

**NOTE:** Proper placement of the primer is crucial to avoid appearance concerns. Do not allow the primer to cross into the visible portion of the quarter glass. See Figure 6.

**NOTE:** Fixed quarter glass shown installed on the hard top for clarity. The view is from the inside of the vehicle looking out. See Figure 6.



**FIGURE 6**

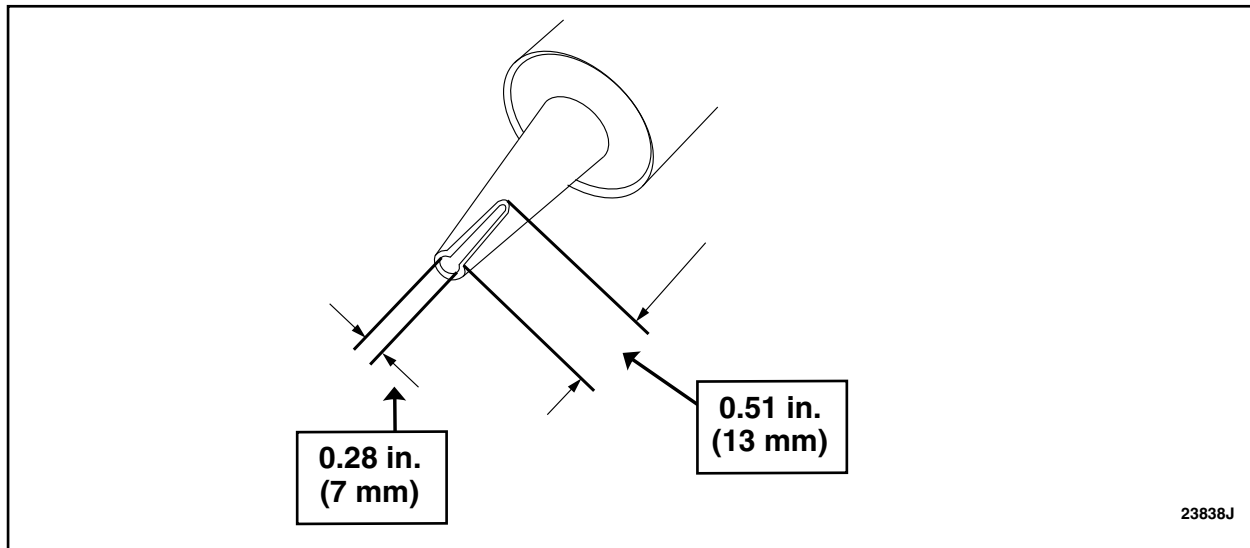


7. Carefully apply some Sika® Primer-207, Sika® Aktivator PRO or Dow® BETAPRIME™ 5504G primer to the quarter glass perimeter.

8. Cut the urethane adhesive applicator tip, in a triangular shape, as shown in Figure 7.

**NOTE:** At this time, make sure the quarter glass has rubber spacers located in each corner. If the spacers have detached from the quarter glass, make sure to install them on the hard top in the correct location, using Motorcraft® Clear Silicone Rubber (TA-32) or equivalent. See Figure 2 for quarter glass rubber spacer installation locations. If a spacer is damaged, refer to the part requirements/ordering information, in the dealer bulletin, to order replacement rubber spacers.

**NOTE:** For ease of application, it is recommended to warm up the tube of urethane adhesive.



**FIGURE 7**

**NOTE:** The rear quarter glass must be installed within ten (10) minutes of applying the urethane adhesive.

**NOTE:** Using a power caulk gun helps to apply the urethane adhesive with less effort and with a continuous bead.

**NOTE:** Proper placement and application of the urethane is crucial to avoid appearance concerns.



- Using a mechanical or power caulk gun, apply some SikaTack® (MACH 60/MACH 30) or Dow® BETASEAL™ Express urethane in a triangular bead, 0.28 in. (7 mm) wide by 0.51 in. (13 mm) high, on the hard top flange. Make sure to start and end at the original overlap points and no gaps are present in the bead to prevent air and water leaks. The position of the urethane bead should be 0.55 in. (14 mm) from the outer edge of the hard top flange to the bead. See Figures 8 and 9.

**NOTICE:** Make sure there are no gaps in the urethane bead and that the bead is uniform to prevent air and water leaks.

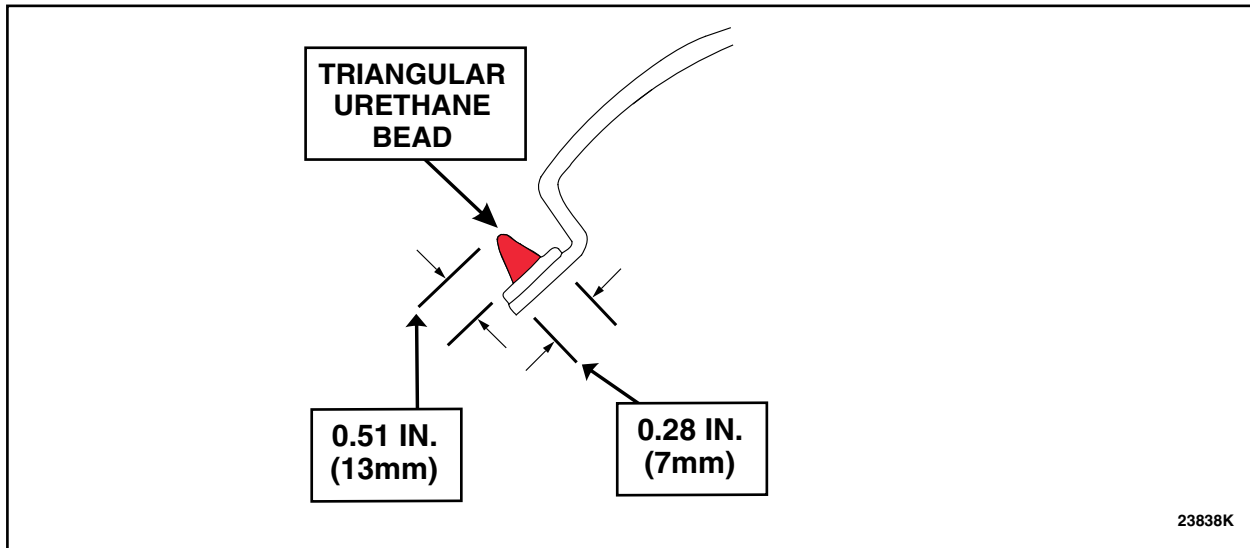


FIGURE 8

**NOTE:** Hard top removed from vehicle for clarity.

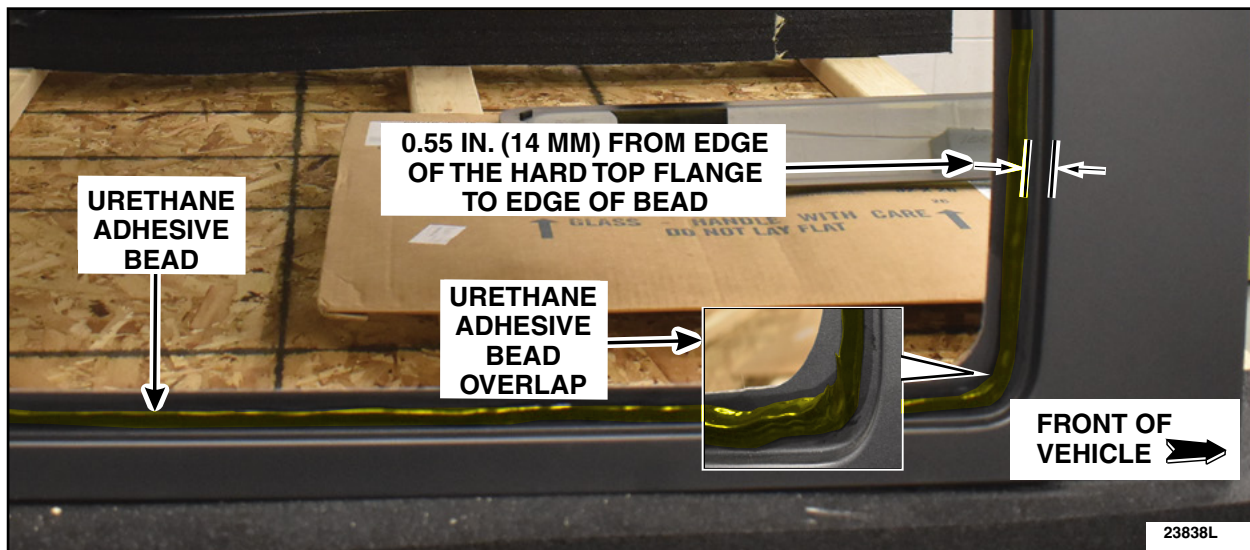


FIGURE 9

**⚠ WARNING:** Improper curing of the urethane adhesive may adversely affect glass retention, which is important for restraint system performance during a crash. Carefully follow the urethane adhesive manufacturer's curing instructions. Do not drive the vehicle until the urethane adhesive seal has cured. Failure to follow these instructions may result in serious injury to vehicle occupant(s) during a crash.





**NOTICE: The door windows must be left open during the adhesive curing time.**

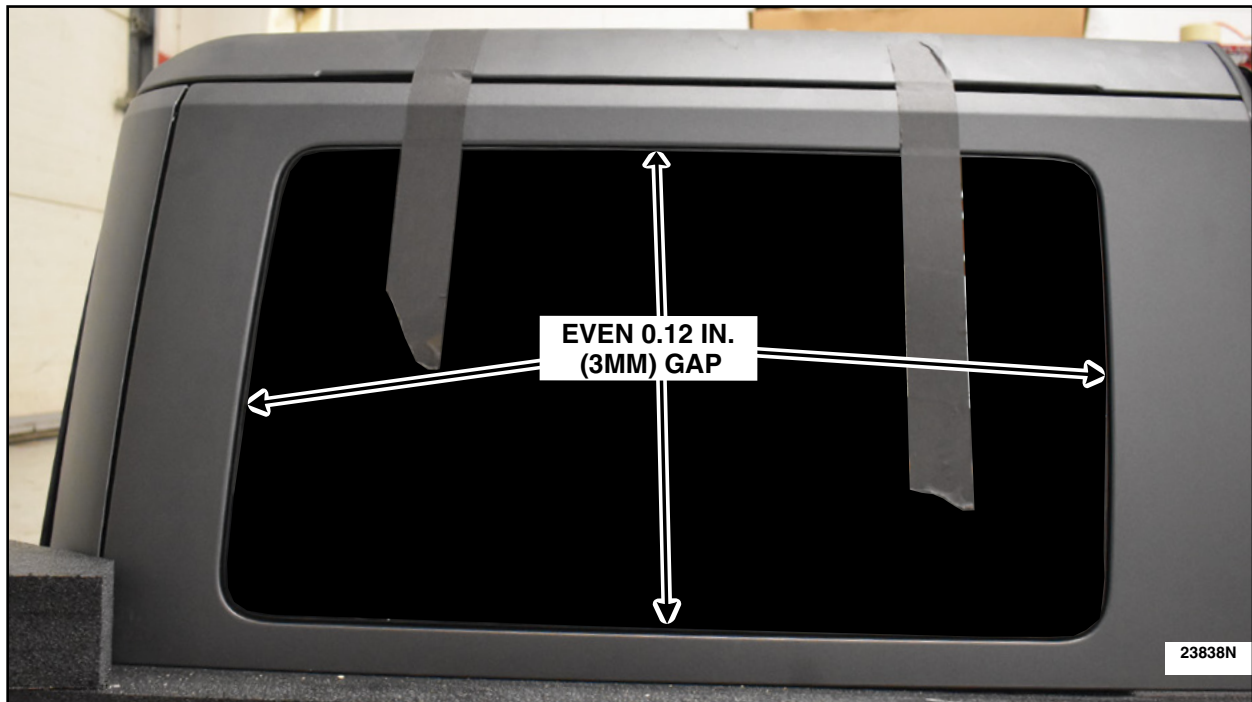
10. Open both front door windows to prevent the air pressure of closing the doors from compromising the urethane bond.
11. Install the quarter glass into the hard top opening, centering the glass in the opening by eye, and pushing it into the rubber spacers, at each corner, to set the proper glass depth. The quarter glass should have about a 0.12 in. (3 mm) margin to the hard top opening all around. See Figure 10.

**NOTE:** When installed, the quarter glass will be under flush with the hard top.

**NOTE:** As needed, clean any excess urethane adhesive using Motorcraft® Ultra-Clear Spray Glass Cleaner (ZC-23) or equivalent.

12. Using 2 in. (50 mm) wide masking tape, secure the quarter glass to the hard top, on both sides, while the urethane cures. Make sure there is an even 0.12 in. (3 mm) gap all the way around the quarter glass. See Figure 10.

**NOTICE: DO NOT leave the masking tape holding the quarter glass in place for a prolonged amount of time or exposed to direct sunlight. The masking tape must be removed between two (2) and three (3) hours after the quarter glass installation and prior to returning the vehicle to the customer.**



**FIGURE 10**

13. After the masking tape has been removed, make sure there is no tape residue remaining on the surfaces and close the front door windows.



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## Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.


**Dealer Bulletin**



Within the Administrative Information Attachment of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

**Assessment Levels**

-  - Mobile Reprogramming
-   - Light Mobile Service
-    - Enhanced Mobile Service
-     - Advanced Mobile Service
-  - Wheel and Tire Mobile Service
-  - Not a Mobile Service Repair

**Description of each level that is used to determine the overall assessment.**

-  – Mobile Reprogramming
  - Module Programming or similar type services
  - Minimum tools maybe required other than an **IDS/FDRS** setup
  - FDRS programming that requires internet connection (wi-fi or mobile hotspot)
  - Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
  - Repairs not greater than 1 hour in length (including time to wait for programming)

*Note: The location will need a charging station or wall box to maintain the 12-volt battery.*
-   – Light Mobile Service
  - Interior repair procedures that do not require seat, dash, or headliner removal
  - Under hood repairs that do not require large component removal
  - Exterior repairs that do not require large component/panel removal
  - Repairs may require standard hand tools (Access to a Technician starter kit or similar)

## Safety Recall 24S10

 – Enhanced Mobile Service

- **A two-person process is required anytime a procedure requires work under the vehicle**
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre-Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools

*Note: Wheel lock may be required.*

 – Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

*Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.*

 – Not a Mobile Service Repair

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle

Safety Recall 24S10

**Mobile Repair / Vehicle Pick-Up and Delivery Record**

VIN \_\_\_\_\_ received (check one):

- Mobile Repair
- Pick-up and/or delivery service

As outlined below for the 24S10 Field Service Action program.

Mobile Repair – Date: \_\_\_\_\_

OR

Pick-up – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date

**Ford Motor Company**  
**Recall Reimbursement Plan for 24S10**

*Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or the dealers.*

*Regarding the specific reimbursement plan for Recall # 24S10, owners who have paid for service to remedy the defect or noncompliance must have had that service performed before April 26, 2024. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in May 2021. The following is the text of that letter and the Plan:*

**General Recall Reimbursement Plan**  
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliances pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our May 5, 2021 submission.

Reimbursement Notification

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company  
P.O. Box 6251  
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the Agency.

## Costs to be Reimbursed

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

## Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

## Required Documentation

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty repair did not correct the problem related to the recall

Failure to submit all the above information may result in denial of the reimbursement request.

Additional Information

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.