



Chronology of Defect Determination – 24S10 Amendment #2 (24S28)

December 2023 – February 2024

Bronco vehicles, other than Heritage Edition:

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 for Bronco Vehicles.

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

February 2024 - April 2024

Heritage Edition Bronco vehicles:

On February 15, 2024, Ford assembly plant quality personnel identified four warranty reports indicating loose or detached left-hand Bronco Heritage 5-door removable rear quarter glass. On February 22, 2024, an issue pertaining to reports of poor adhesion of left-hand rear quarter panel glass mounting brackets on 2023-2024 model year Bronco Heritage 5-door vehicles was brought to Ford's Critical Concern Review Group (CCRG) for review.

On February 23, 2024, Ford's Supplier Technical Assistance and Product Engineering personnel conducted an onsite review of the supplier's manufacturing process. The CCRG investigation determined that the two-part urethane adhesive mix equipment developed an air leak, which led to an incorrect ratio of urethane to catalyst. As a result, the urethane adhering the quarter glass panel to the mounting brackets did not properly cure and harden.

Ford's Research Laboratory conducted analysis of suspect quarter glass panels and confirmed that an improper urethane mix ratio resulted in the improper adhesion.

As of April 10, 2024, Ford is aware of ten warranty reports relating to poor adhesion of Bronco Heritage 5-door left-hand removable quarter glass panels, received from January 31, 2024 through March 28, 2024.

On April 19, 2024, Ford's Field Review Committee reviewed the concern and approved a field action as to Heritage Edition Bronco vehicles.

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

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