



David J. Johnson
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Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

August 15, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 22N04**
Certain 2015-2016 Model Year Transit Connect Vehicles
Windshield Glass Reseal

PROGRAM TERMS

This program provides a no-cost, one-time windshield reseal (if needed) for 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time only repair program if the vehicle is still equipped with the original glass.

Coverage is automatically transferred to subsequent owners.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Transit Connect	2015	Valencia	August 1, 2014 through July 31, 2015
Transit Connect	2016	Valencia	August 1, 2015 through November 30, 2015

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR

In some of the affected vehicles, portions of the windshield may have inadequately adhered to the vehicle. Affected vehicles could experience increased wind noise, water leaks, or looseness of the windshield glass.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of August 29, 2022. Dealers should repair any affected vehicles that experience increased wind noise, water leaks, or looseness of the windshield glass, whether or not the customer has received a letter.

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to reseal the windshield. This service must be performed at no charge to the vehicle owner.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letters

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, appearing to read "D. Johnson", written in a cursive style.

David J. Johnson

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OASIS ACTIVATION

OASIS will be activated on August 15, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Do not perform this program unless the affected vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES

Vehicles with canceled warranties are not eligible for this service action.

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires on February 15, 2023.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. 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 windshield reseal.

RENTAL VEHICLES

The use of rental vehicles is not approved for this program.

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance that may require a rental vehicle, please contact the SSSC via the SSSC Web Contact Site.

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 FSA's / 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 prior to completing the repair.

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CLAIMS PREPARATION AND SUBMISSION

- **Note:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
 - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 22N04 if the vehicle is still within time and mileage limits.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action. The FSA number 22N04 is the subcode.
 - Customer Concern Code (CCC): R01
 - Condition Code (CC): D8
 - Causal Part Number: 5403100
 - Part Quantity: 0
 - 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 sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 22N04
 - 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.
- **Additional parts not listed in the parts section:** Additional parts and/or material may be submitted on the same repair line on which the FSA is claimed. Additional parts totaling more than \$100.00 requires prior approval from the SSSC.
- **Sublet Glass Removal/Installation:** Sublet repairs to remove and install the windshield must be claimed with 22N04E. Sublet documentation must be retained. Submit on the same line as the repair.
 - Program Code: 22N04
 - Misc. Expense: FSAOSL
 - Misc. Expense: Claim up to \$250

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- Provision for Locally Obtained Supplies: Cleaning supplies, consumables, and either Dow® or Sika® brand automotive glass bonding materials. Submit on the same line as the repair.
 - Program Code: 22N04
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$100

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Inspect to verify windshield production date. Windshield production date after vehicle production, the recall does not apply – no further action - close recall	22N04A	0.2 Hours
Verify windshield production date is on or prior to vehicle manufacture date, remove the windshield, scrape off old, apply new polyurethane and install windshield (cannot claim 22N04C if the windshield is reused)	22N04B	1.4 Hours
Install new windshield if cracked during R&R procedure (cannot claim 22N04B if the windshield is replaced)	22N04C	1.1 Hours
IPMA camera alignment (if equipped)	22N04D	0.3 Hours
Verify windshield production date is on or prior to vehicle manufacture date and OSL completes reseal procedure (cannot claim 22N04A, 22N04B, and 22N04C if OSL is used to complete recall)	22N04E	0.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
Consumables Required for all Vehicles			
Obtain Locally	Masking Tape		Claim as MISC OTHER
	Glass Cleaner		
	Dow BETAPRIME 5504G / Sika Primer – 207 or equivalent		
	SikaTack MACH 60 / SikaTack MACH 30 / Dow BETASEAL Express / Sika Tack ASAP Urethane Adhesive or equivalent		
	Roloc Disks or equivalent		
	Isopropyl Alcohol		
	Ford Approved Epoxy Based Primer		

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Related Damage Only Part Numbers		
DT1Z-5403100-AU	Windshield	VIN Specific – Only if breaks during the removal procedure
DT1Z-543100-AH	Windshield	
DT1Z-5403100-J	Windshield	
DT1Z-5403100-AN	Windshield	
DT1Z-5403100-AD	Windshield	
DT1Z-5403100-AT	Windshield	
DT1Z-5403100-Y	Windshield	

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

Less than 10% of the affected vehicle population is expected to require windshield replacement.

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 in accordance with all applicable local, state and federal environmental protection and hazardous material regulations.

EXCESS STOCK RETURN

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

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REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 2021 or later must be inspected and signed off on the repair order by a member of your dealers 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.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st 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 from 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 clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

CERTAIN 2015-2016 MODEL YEAR TRANSIT CONNECT VEHICLES — WINDSHIELD GLASS RESEAL

SERVICE PROCEDURE

1. Does the windshield have a Ford oval trademark? See Figure 1.

Yes – Proceed to step 2.

No – Windshield has been replaced. This one-time reseal does not apply.



FIGURE 1

2. Determine what the vehicle's build date is.



3. Is the windshield production month the same month or older than the vehicle production build month?
See Figure 2 for the location of the date code and the matrix below to determine the windshield production month.

Yes – Proceed to Step 4.

No – This one-time reseal does not apply. Windshield has been replaced with OE service part.

NOTE: The number in the Manufacture Date Code represents the year.

MANUFACTURE DATE CODE	BUILD DATE
*****5	January, 2015
*****5	February, 2015
****6	March, 2016
***6	April, 2016
**7	May, 2017
*7	June, 2017
8*****	July, 2018
8*****	August, 2018
9****	September, 2019
9***	October, 2019
0**	November, 2020
0*	December, 2020



FIGURE 2



4. Remove the Cowl Panel Grille. Please follow Workshop Manual (WSM) procedures in Section 501-02.
5. Remove the Interior Rear View Mirror. Please follow WSM procedures in Section 501-09.
6. Apply tape to the A-pillar and roof edge to protect from paint damage. See Figure 3.



FIGURE 3

7. Remove the windshield using a cold knife or a piano wire cut out tool.
 8. Remove the tape from the A-pillar and roof edge.
 9. Inspect the windshield for possible damage. Is there any damage to the windshield?

Yes – Replace the windshield. Proceed to Step 10.
No – Re-install the original windshield. Proceed to Step 12.
- NOTE:** Damage to the alignment pins does not require windshield replacement.
10. Use glass cleaner to clean the surface of the new windshield to be installed.
 11. Remove and transfer any necessary components onto the new windshield, then proceed to step 14.
 12. Using a utility knife or razor blade scraper with a new blade at roughly a 30 degree angle, completely remove the urethane and primer from the windshield, leaving the cowl windshield molding intact. See Figure 4.
 - To ensure best results, use one razor blade per side and cut in a single direction. More than one pass will be required to remove all of the primer and urethane from the surface of the glass.

⚠ NOTICE: Do not scrape the razor blade back and forth.

⚠ NOTICE: If the urethane and primer cannot be completely removed from the surface of the windshield, it must be replaced.



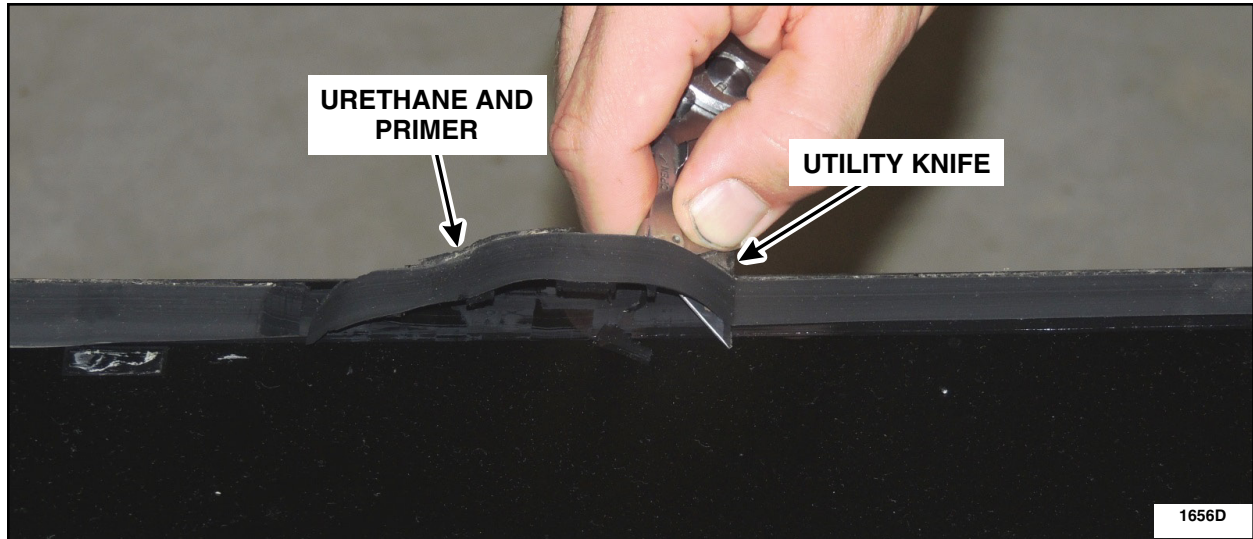


FIGURE 4

13. Prepare the windshield for installation.

- a. Clean the bonding surface using a *new* lint-free wiping tissue moistened with **acetone** for each edge of the windshield. Wipe in a single direction using constant pressure to remove any contaminants. Repeat this step two additional times.
- b. Clean the bonding surface using a *new* lint-free wiping tissue moistened with **isopropyl alcohol** for each edge of the windshield. Wipe in a single direction using constant pressure to remove any contaminants. Repeat this step two additional times.

14. Apply window primer according to the manufacturer's instructions to the windshield. Allow dry time.

Material: Sika® Aktivator PRO / Dow® BETAPRIME™ 5504G / Sika® Primer-207

15. Prepare the vehicle pinch weld. See Figure 5.

- a. Trim the original urethane adhesive using a utility knife, leaving a 1 mm to 2 mm (0.04 in to 0.08 in) base on the pinch weld.
- b. Remove any foreign material or dirt from the pinch weld using a soft brush or vacuum.
- c. If any of the pinch weld metal was exposed during windshield removal or urethane bead trimming, apply primer to the exposed metal.
 - If using Dow® brand products, apply Dow® BETAPRIME™ 5504G primer.
 - If using Sika® brand products, apply Sika® Primer-207 primer.

NOTE: Removal of urethane for the body side should follow normal urethane removal for windshield replacement or re-seal.

⚠ NOTICE: The windshield must be installed within 2 hours of cutting the urethane adhesive. Cut or scraped urethane becomes oxidized and inactive beyond 2 hours, reducing the effectiveness of the repair bond.



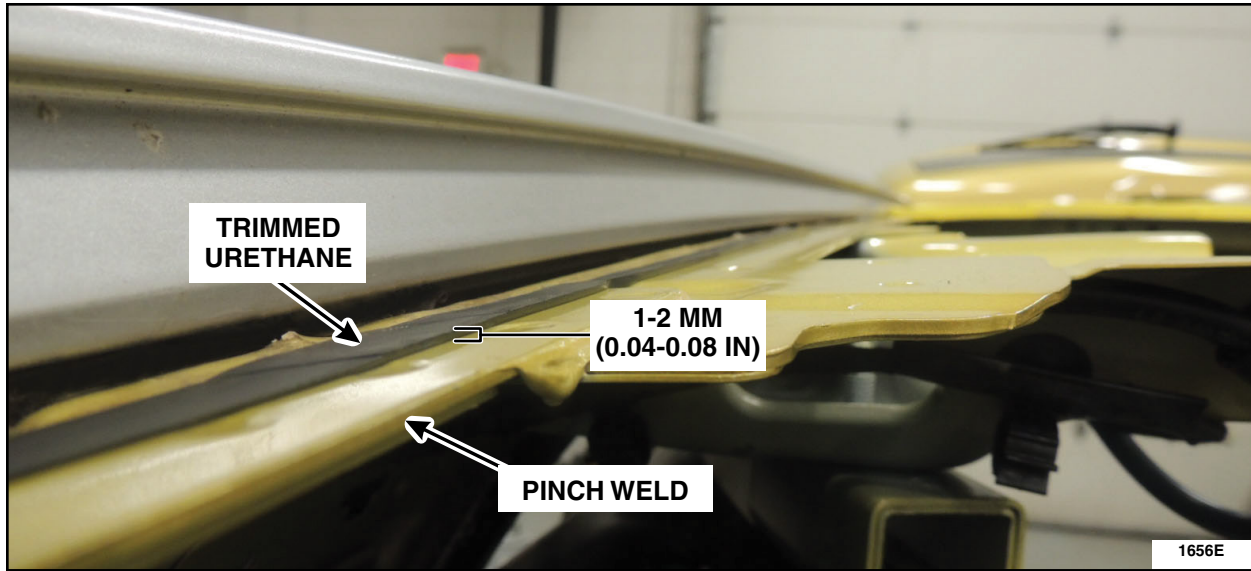


FIGURE 5

16. Cut the urethane adhesive applicator tip to specification. See Figure 6.

Material: Sika® SikaTack® MACH 60 / Sika® SikaTack® MACH 30 / Dow® BETASEAL™ Express
Material: Sika Tack ASAP Urethane Adhesive

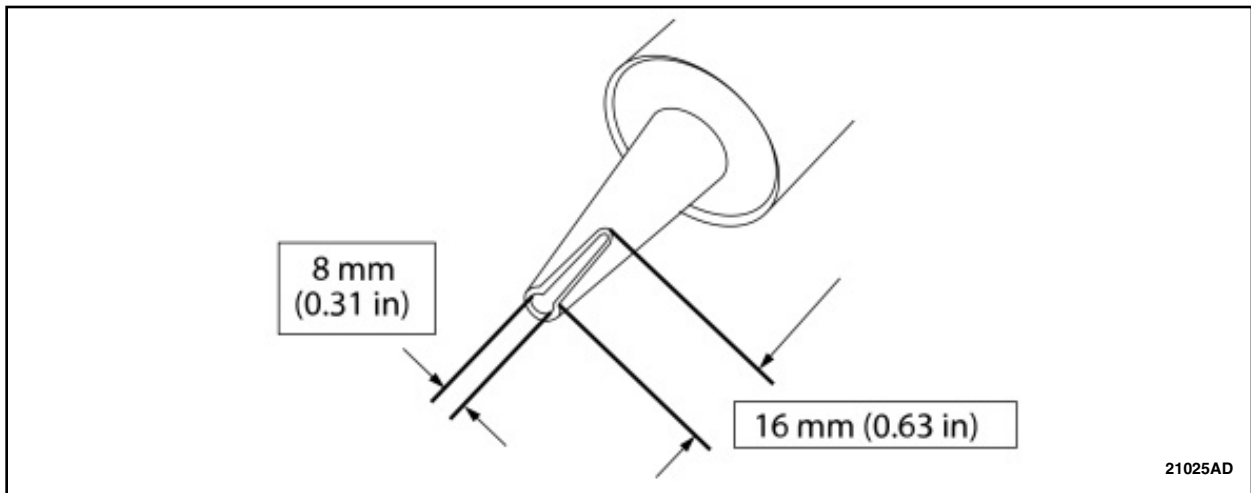


FIGURE 6



17. Apply a urethane adhesive bead. See Figure 7.
 1. Start and end at the original overlap points to prevent air and water leaks.
 2. Apply a urethane adhesive bead 14 mm (0.551 in) high and 8 mm (0.314 in) wide on top of the existing trimmed urethane adhesive bead on the pinch weld.
 3. Make sure there are no gaps in the bead.

⚠ NOTICE: Make sure the urethane bead is uniform to prevent air and water leaks.

NOTE: The fixed glass must be installed within 10 minutes of applying the urethane adhesive.

NOTE: Use a power caulk gun that applies the urethane adhesive with less effort and a continuous bead.

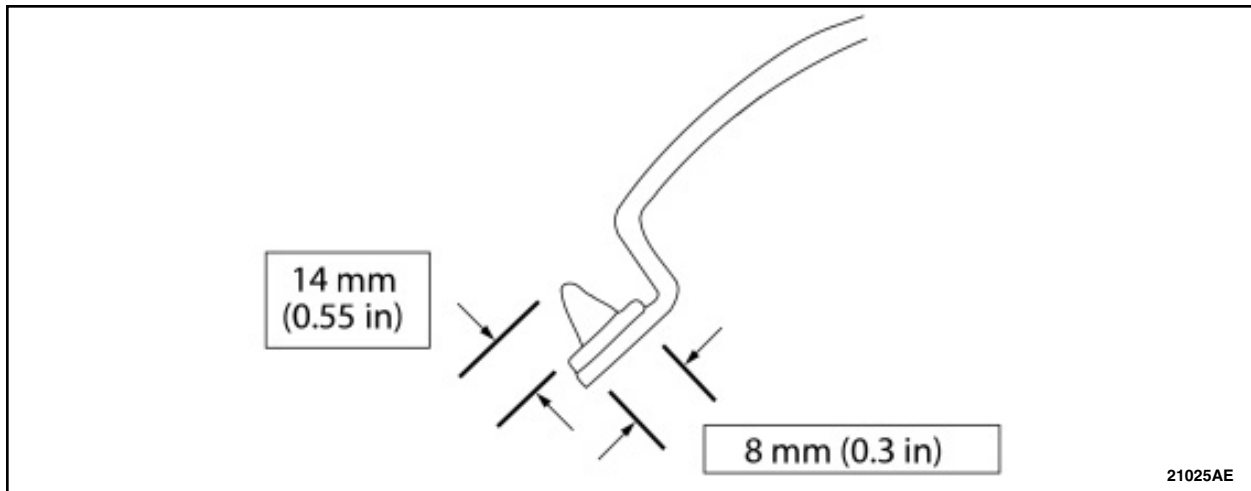


FIGURE 7

18. Open the vehicle windows to prevent the air pressure of closing doors from compromising the urethane adhesive bond.

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

19. Install the fixed glass to the vehicle.
 1. Install the fixed glass, pressing firmly by hand to ensure a good bond.
 2. Secure the fixed glass in the correct position with tape until the urethane adhesive has cured.

WARNING: Do not drive vehicle until the urethane adhesive seal has cured. Follow urethane adhesive manufacturer's curing directions. Inadequate or incorrect curing of the urethane adhesive seal will adversely affect glass retention. Failure to follow these instructions may result in serious injury to vehicle occupant(s).

20. Re-install all previously removed components by reversing steps 4-5.
21. After the windshield has been properly installed and the urethane has dried per the manufacturer's instructions, carry out the Image Processing Module A (IPMA) Camera alignment using a scan tool.

NOTE: This step only applies if equipped with an IPMA Camera.





Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

Customer Satisfaction Program 22N04

Mr. John Sample
123 Main Street
Anywhere, USA 12345

August 2022

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice? On your vehicle, portions of the windshield may be inadequately adhered to the vehicle. If your windshield is inadequately adhered, Ford Motor Company is providing a one-time windshield reseal.

What is the effect? An inadequately adhered windshield may cause increased wind noise, water leaks, or looseness of the windshield glass.
This one-time windshield reseal is available for a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first.

What will Ford and your dealer do? If you experience increased wind noise, water leaks, or looseness of the windshield glass, your vehicle is within the indicated time/mileage limitations, and if the windshield has not been previously replaced, Ford Motor Company has authorized your dealer to reseal the windshield free of charge (parts and labor). This is a one-time repair program.

How long will it take? If the component mentioned above requires replacement, the time needed for this repair is less than half-day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do? You do not need to return to your dealer for this repair unless you experience increased wind noise, water leaks or looseness of the windshield glass. Please keep this letter as a reminder of the one-time repair offer for your windshield reseal. If the windshield requires a reseal, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction

**What should you do?
(continued)**

Program 22N04. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

Have you previously paid for this repair?

If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service-related to the repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before February 15, 2023. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: ford.com/support.

For the hearing impaired, call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: fleet.ford.com.

Representatives are available Monday through Friday: 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (Eastern Time).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division