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 Ford Customer Service Division

Ford Motor Company
 PO Box 1904
 Dearborn, Michigan 48121

January 30, 2024

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE RECOMMENDED DELIVERY HOLD
 Customer Satisfaction Program 23B84
 Certain 2022 - 2023 Model Year F-150 Vehicles
 Windshield Water Leak Inspection**

PROGRAM TERMS

This program will be in effect through January 31, 2025. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2022 – 2023	Dearborn	October 17, 2022 through October 21, 2022
F-150	2022 – 2023	Kansas City	November 12, 2022 through November 23, 2022

US population of affected vehicles: 13,089. Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may be in the process of being repaired at the plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in Labor Allowances and Parts Ordering Information for more information.

REASON FOR THIS PROGRAM

In some of the affected vehicles, there may be a sealing concern where the windshield urethane bead path is off location. A urethane bead path that is off location may create a gap allowing water intrusion into the cabin.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers will remove windshield glass, inspect sealer bead location, clean glass and sheet metal flange per technical instructions, and reinstall glass per standard procedure. Vehicles with sealer bead off location will also receive a cab inspection for water entry and be repaired as necessary. 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 when parts are available, 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 (rentals are authorized – see Rental Vehicles)
 - 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 February 12, 2024. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

- Administrative Information

- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Mobile Service Repair Assessment
- Mobile Repair/Vehicle Pick-Up & Delivery Record
- Owner Notification Letter

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 'S' and 'B'.

Stacy L. Balzer

Customer Satisfaction Program 23B84**MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All repairs in this program have the following assessment level:
 - Enhanced 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 – due to the simplicity of this repair, 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.

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 will be activated on January 30, 2024.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on January 30, 2024. Owner names and addresses will be available on February 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 program 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 service action.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- 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.

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.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded / salvaged title vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Dealers are pre-approved for 1 day for a rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day is required from the SSSC. Contact the SSSC via the SSSC Web Contact Site for consideration and approval if appropriate.

MOBILE REPAIR CLAIMING QUESTIONS

Dealers participating in the Remote Experience Program:

- Ford Dealers - refer to EFC12071 2023 Remote Experience Program.
- Lincoln Retailers - refer to EFC12074 2023 Lincoln Mobile Service Experience Program.

Dealers NOT participating in the 2023 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.

PICK-UP & DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- Ford Dealers - Refer to EFC12071, 2023 Remote Experience Program, Pick-Up & Delivery Offset section for additional details.

PICK-UP & DELIVERY- Non-participating Dealers

Ford Dealers not participating in the 2023 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 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 before completing the repair.

- Dealers participating in the Remote Experience Program –
 - Ford Dealers - refer to EFC12071 2023 Remote Experience Program.
 - Lincoln Retailers - refer to EFC12074 2023 Lincoln Mobile Service 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 (see Repair Procedure Improvement & Revised Labor Time), with the repair order documentation.
 - Claim the mobile repair allowance Labor Operation Code 23B84MM 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:** Includes cleaning supplies, consumables, and either Dow® or Sika® brand automotive glass bonding materials. Submit on the same line as the repair.
 - Program Code: 23B84
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$100.00

Customer Satisfaction Program 23B84

LABOR ALLOWANCES

Note: Due to the complexity of this repair, the labor operations have been split into multiple operations to better allow easier allocation within the different dealership departments.

Description	Labor Operation	Labor Time
Inspect sealer bead location on the sheet metal flange and prep if necessary	23B84B	0.4 Hours
Remove and Re-Install Front Windshield (Includes Cowl and A-Pillar R&I) – Cannot be claimed with Sublet Glass Removal/Installation Provision	23B84C	1.3 Hours
IPMA camera alignment – If equipped	23B84D	0.3 Hours
Mobile Service: This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers. 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	23B84MM	0.5 Hours
Vehicle Pick-Up & Delivery Allowance: This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle Pick-Up & Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	23B84PP	0.5 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 (Up to \$100.00)
	Glass Cleaner		
	Dow BETAPRIME 5504G Primer / Sika Primer-207 or equivalent		
	SikaTack MACH 60 / SikaTack MACH 30 / Dow BETASEAL Express / Sika Tack ASAP Urethane Adhesive or equivalent		
	Isopropyl Alcohol		
	Sandpaper (Grit #600) or Scotch-Brite Pad Type A		

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

Related Damage Only Part Numbers			
Part Number	Description	Order Quantity	Claim Quantity
* -1503100- *	Windshield (VIN Specific) (If necessary due to windshield breakage)	As Needed VIN Specific – Only necessary if windshield breaks during removal procedure.	

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

Note: It is estimated that 10% of the affected vehicle population is expected to require windshield replacement.

DEALER PRICE

For 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. 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 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 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.).

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 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.

23B84

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 23B84 Field Service Action program.

Mobile Repair – Date: _____

OR

Pick-up – Date: _____

Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

Customer Satisfaction Program 23B84
Certain 2022 - 2023 Model Year F-150 Vehicles
Windshield Water Leak Inspection













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)

Customer Satisfaction Program 23B84
Certain 2022 - 2023 Model Year F-150 Vehicles
Windshield Water Leak Inspection

   – 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

CERTAIN 2022-2023 MODEL YEAR F-150 VEHICLES — WINDSHIELD WATER LEAK INSPECTION

SERVICE PROCEDURE

NOTE: These instructions are not intended to be followed from beginning to end. There are several locations where procedures must be completed by other groups before the procedure in these instructions can be resumed.

The instructions should be followed in this order.

1. Glass Company - Part One – Remove windshield – Steps 1-27 as required.
2. Body Shop - Part One – Improve Flange adhesion – Steps 1-8 as required.
3. Glass Company - Part Two – Install windshield – Steps 28-36.
4. Body Shop - Part Two – Calibrate Image Processing Module A – Step 9.

BODY SHOP - PART ONE

1. Cover/protect the body and interior of the vehicle.
2. Using a scraper, cut the urethane vertically across the urethane bead down to the painted surface. Once reaching the painted surface, pry one side of the bead up with the scraper. Using fingers, work to peel the urethane off the windshield body flange.
3. If the urethane bead was found to miss the flange in a local region, scuff the clear coat paint locally using Sandpaper (Grit #600) cut to 1inch (25 mm) width or Scotch-Brite pad Type A (very fine) to remove the clear coat paint where the urethane should have been applied on the flange. See Figure 1.

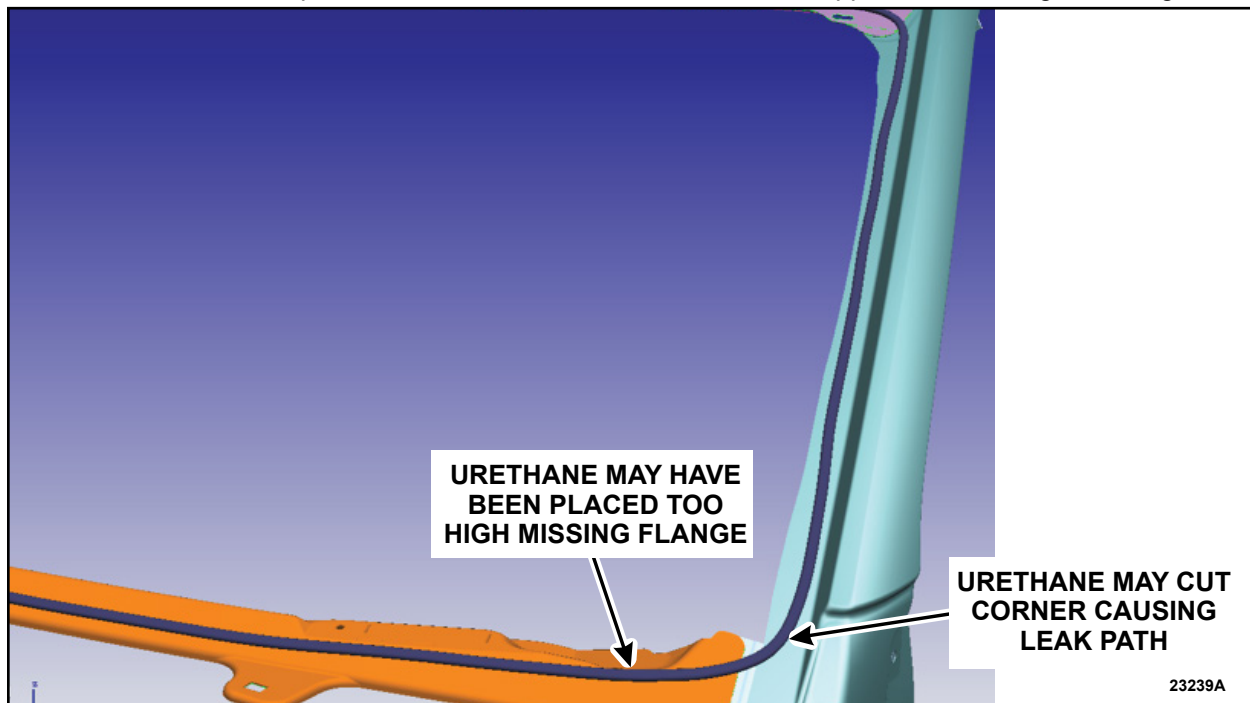


FIGURE 1



4. Remove the protective cover from the vehicle and clean off the entire windshield flange from all dirt and debris.
5. Using Isopropyl Alcohol and a lint-free cloth, clean off the scuffed flange surface.
6. Apply a continuous (no streaks, bubbles or skips) layer of Dow BetaPrime™ 5504G primer to the entire abraded region of the flange ensuring to cover any scratches that go down to the bare metal. After 2 minutes flash time assuming room temperature (6 min. for temperatures as low as 0° Fahrenheit), apply a second layer of primer to previously primer layer of the flange.
7. Was the urethane bead found to be off location?

YES - Proceed to Step 8.
NO - Proceed to Step 9.
8. Inspect the cabin interior for any evidence of water intrusion such as visual water, a musty odor smell, or a wet/damp carpet. If there is evidence of water intrusion into the cabin interior, contact the SSSC for further instructions and next steps.

BODY SHOP - PART TWO

NOTE: Part Two may only be performed once the Glass Company repair procedures have been completed.

9. 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.



CERTAIN 2022-2023 MODEL YEAR F-150 VEHICLES — WINDSHIELD WATER LEAK INSPECTION

SERVICE PROCEDURE

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The instructions should be followed in this order.

1. Glass Company - Part One – Remove windshield – Steps 1-27 as required.
2. Body Shop - Part One – Improve Flange adhesion – Steps 1-8 as required.
3. Glass Company - Part Two – Install windshield – Steps 28-36.
4. Body Shop - Part Two – Calibrate Image Processing Module A – Step 9.

GLASS COMPANY - PART ONE

1. Raise the windshield wiper pivot arms into the SERVICE-UP position. See Figure 1.

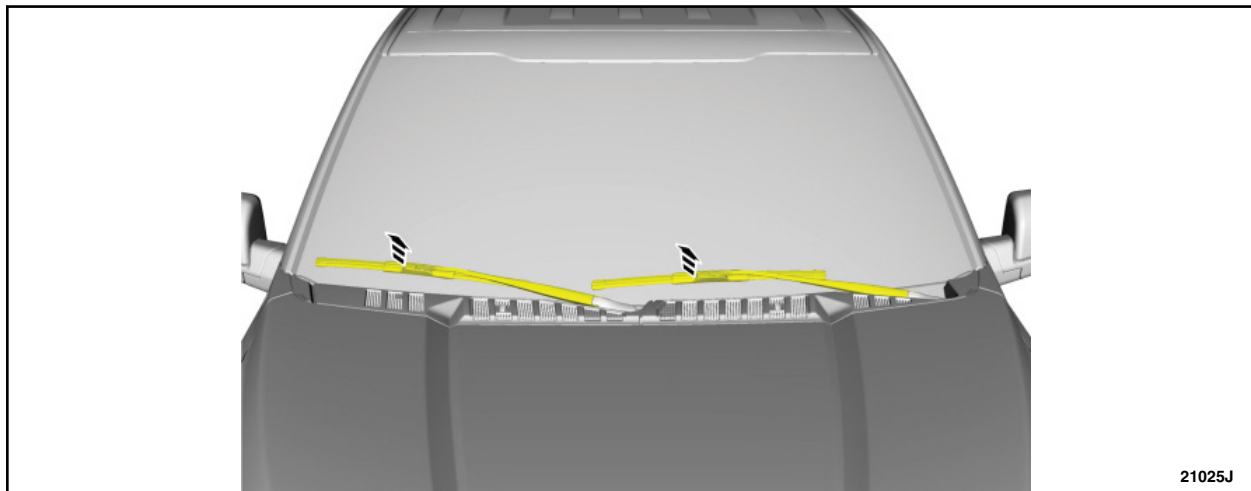


FIGURE 1

2. Remove the windshield wiper pivot arms. See Figure 2.
 1. Release the windshield wiper pivot arm latch.
 2. Remove the windshield wiper pivot arm.

NOTE: During installation, it is necessary to fully release the windshield wiper pivot arm latch and hold while installing the pivot arm onto the wiper linkage assembly.



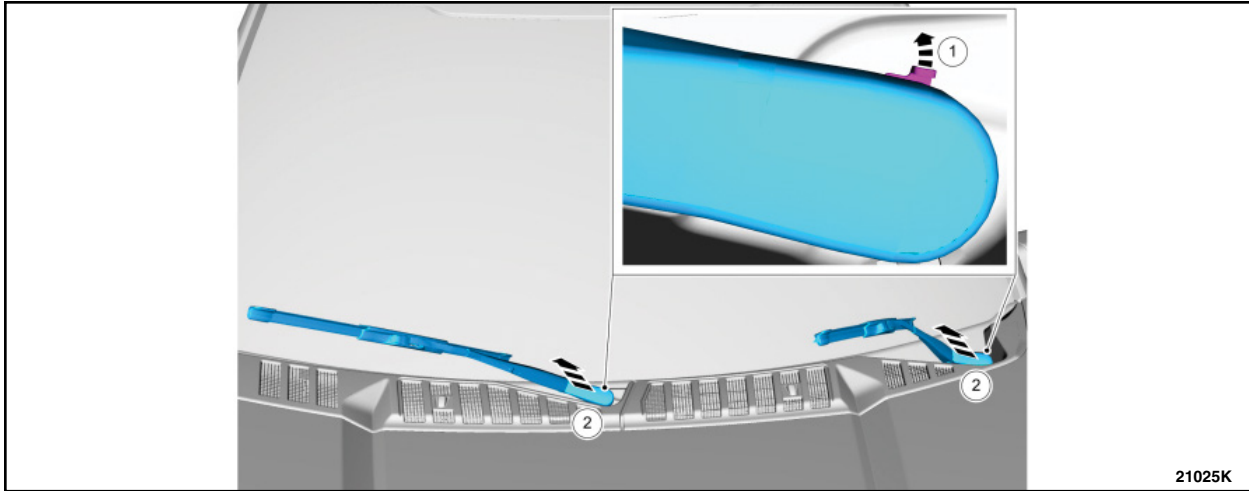


FIGURE 2

3. Release the left hand side tabs and lift the cowl trim panel to release the underside pin-type retainers. See Figure 3.

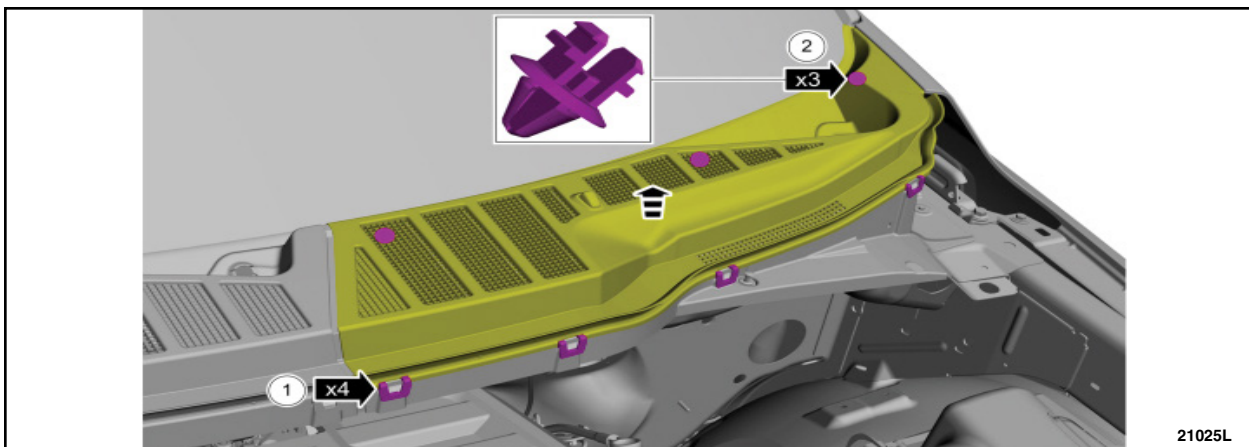


FIGURE 3

4. Disconnect the windshield washer tube and remove the cowl panel grille. See Figure 4.

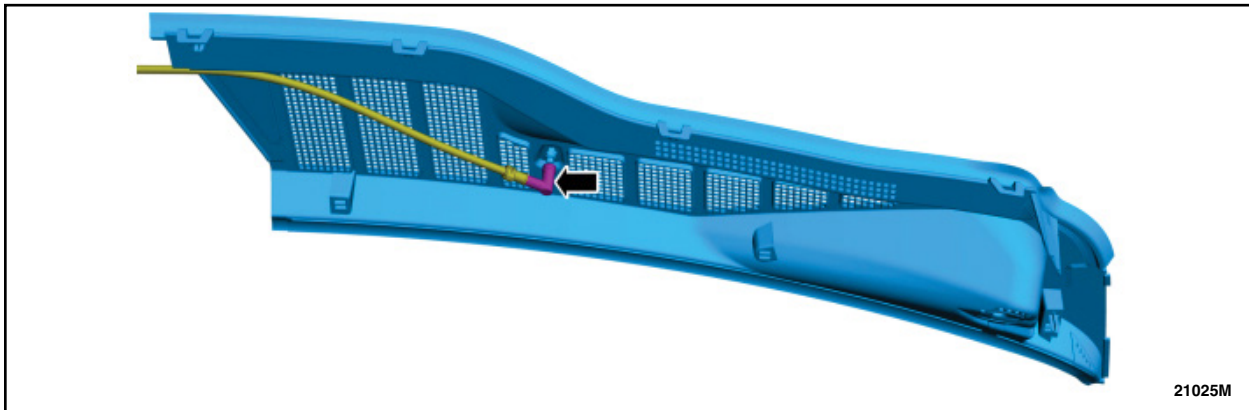


FIGURE 4



5. Release the right hand side tabs and lift the cowl trim panel to release the underside pin-type retainers. See Figure 5.

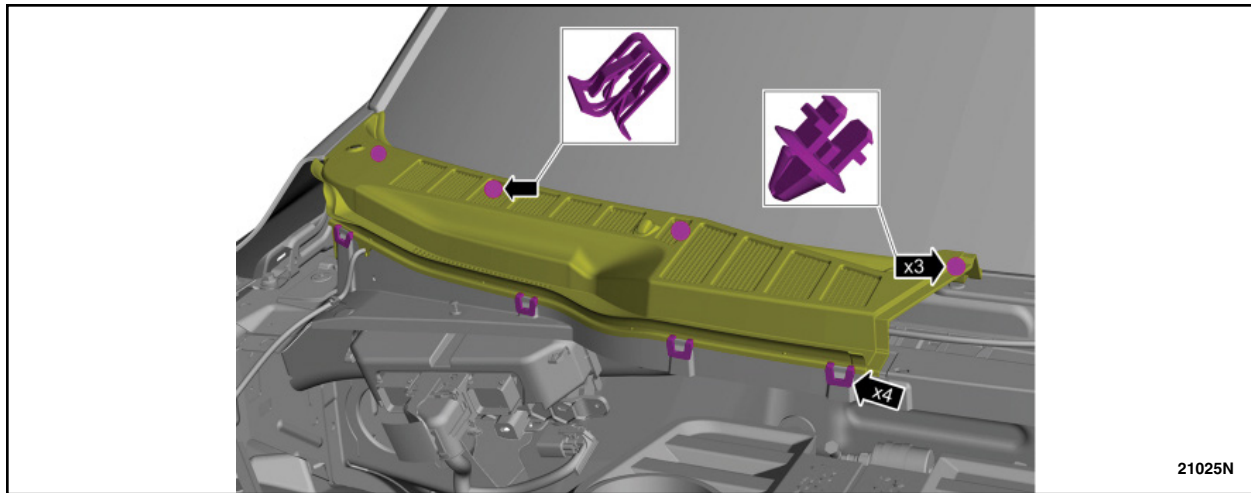


FIGURE 5

6. Disconnect the windshield washer tube and remove the cowl panel grille. See Figure 6.

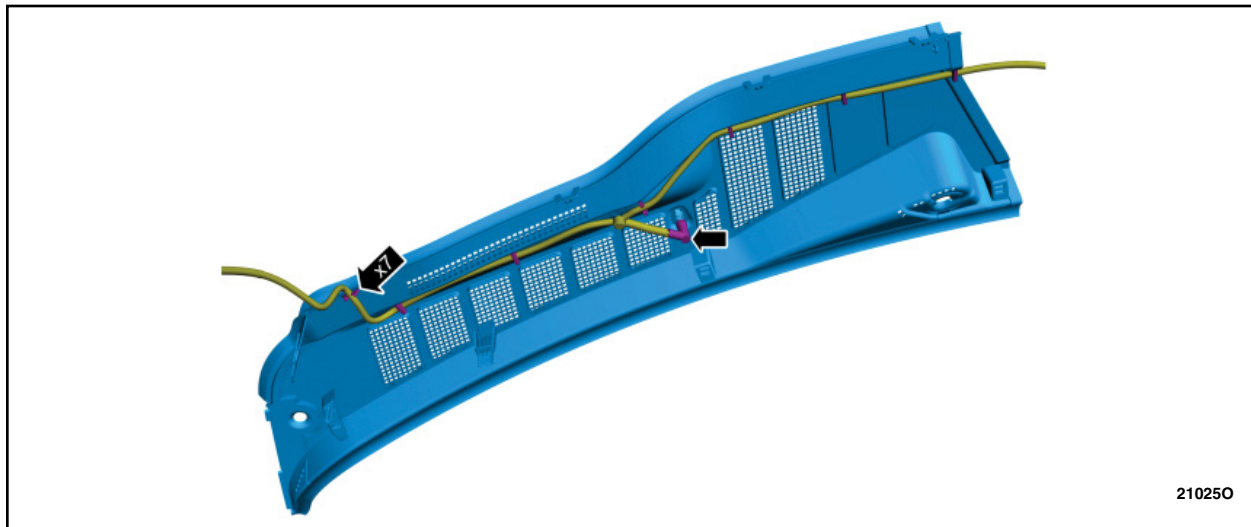


FIGURE 6



7. Remove the sun visor on both sides. See Figure 7.

1. Remove the bolt cover.
2. Remove the bolt.
3. Remove the sun visor.
4. If equipped, disconnect the sun visor electrical connector.

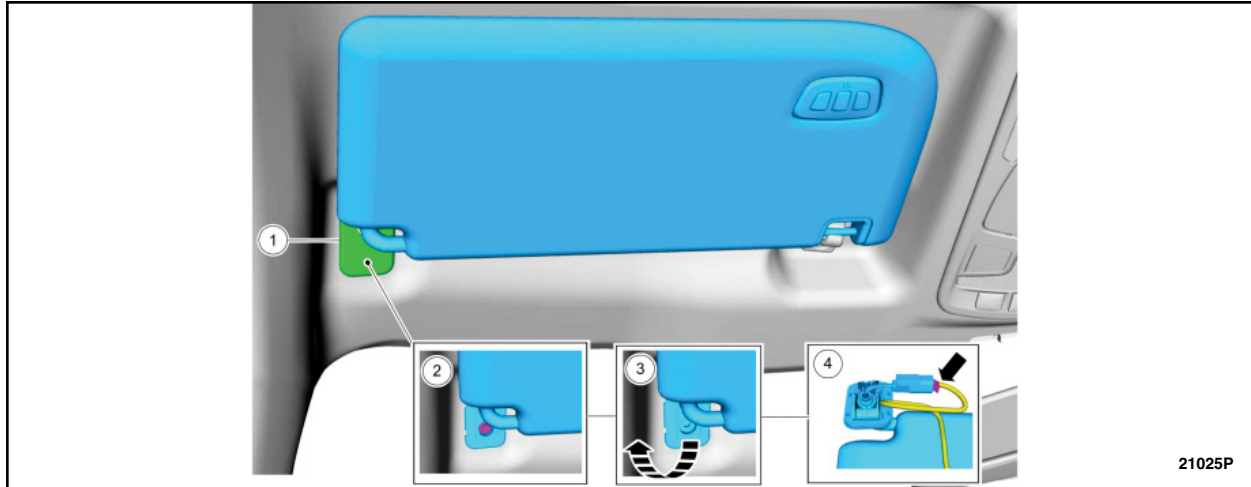


FIGURE 7

8. Mirror Types. See Figure 8.

NOTE: The location and number of electrical connectors may vary based on vehicle application.

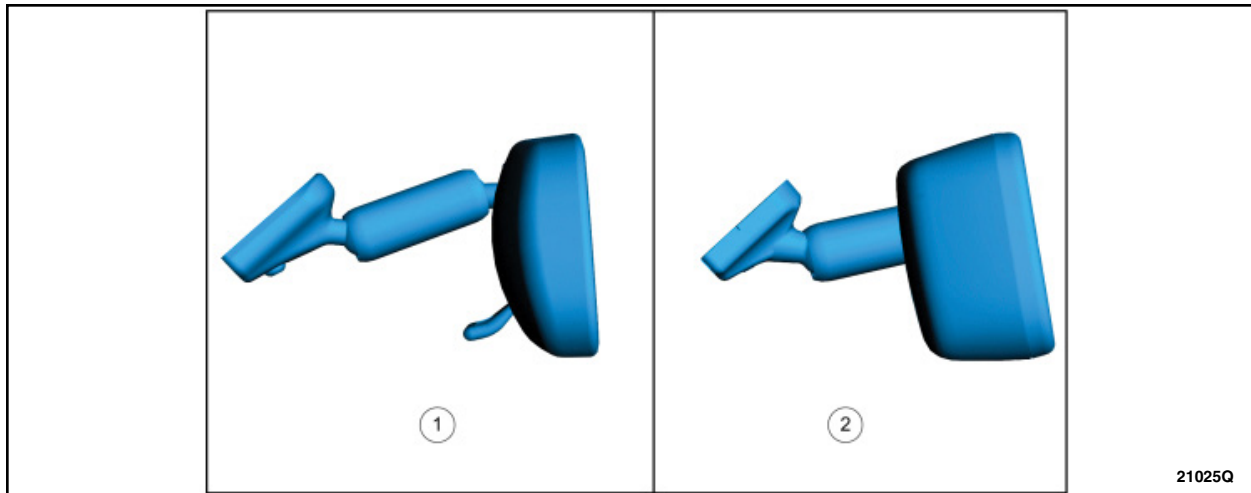


FIGURE 8



9. If equipped, remove the camera/rain sensor cover. See Figure 9.

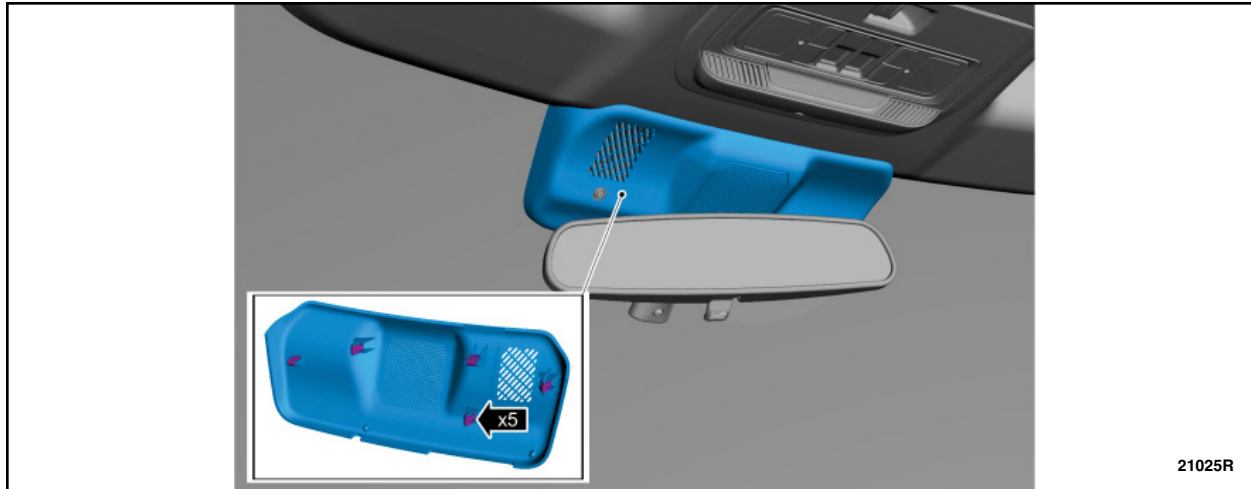


FIGURE 9

10. See Figure 10.

1. Disconnect the rain sensor electrical connector.
2. Disconnect the humidity and temperature sensor electrical connector.

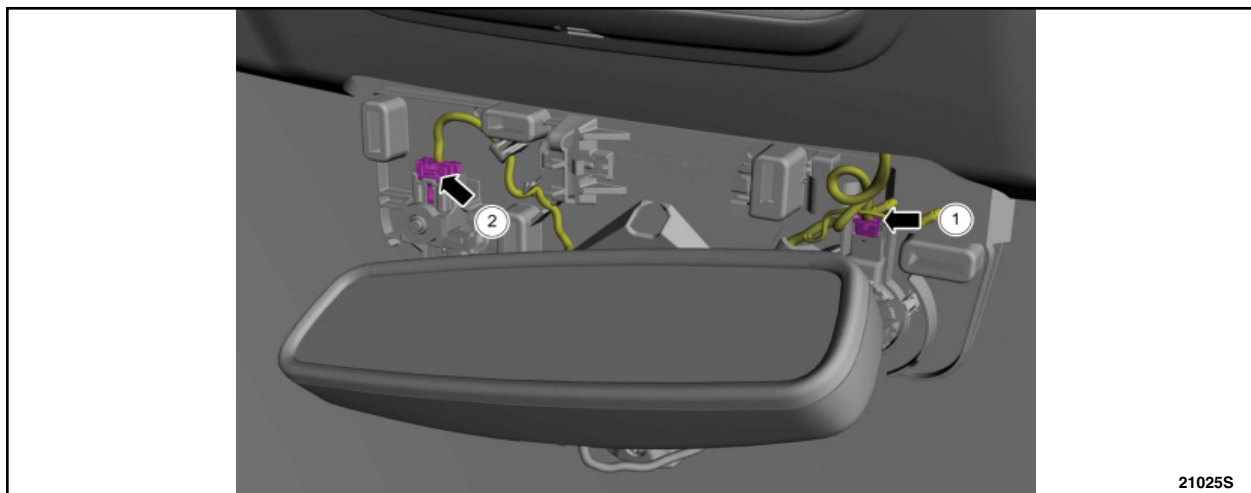


FIGURE 10



11. Disconnect the electrical connector and unclip the wiring harness. See Figure 11.

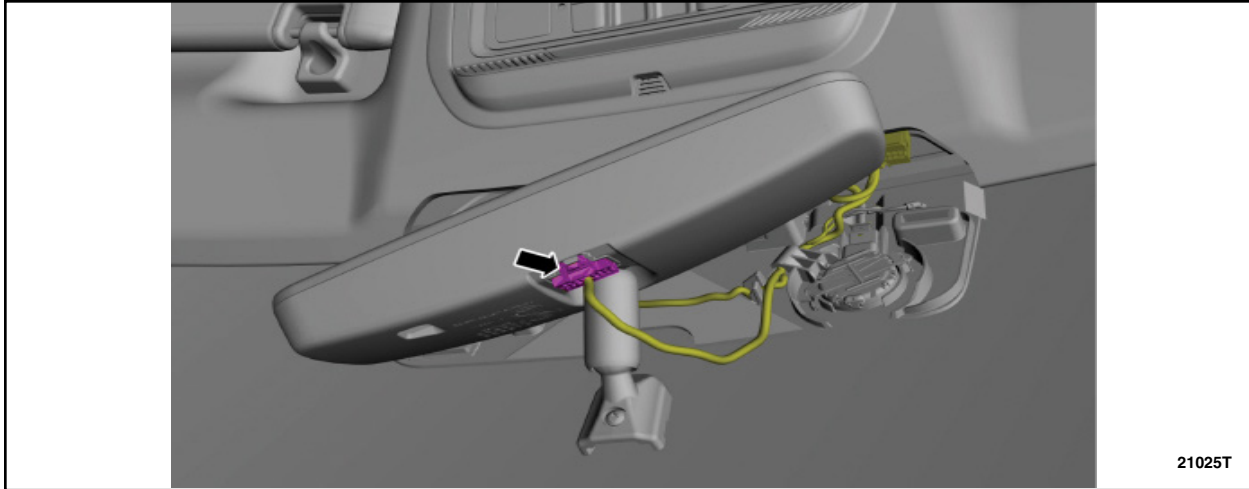


FIGURE 11

12. Remove the interior mirror. See Figure 12.

1. Loosen the set screw.
 - Torque: 17 lb.in (1.9 Nm)
2. Slide the interior mirror upward.

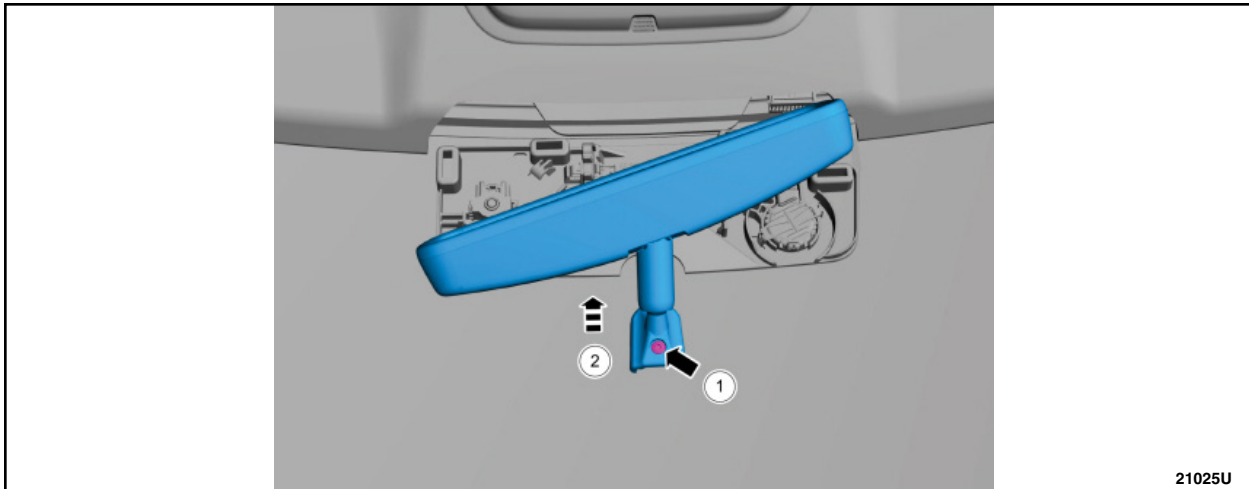


FIGURE 12



13. Release the tabs and remove the assist handle cover. See Figure 13.
Use the General Equipment: Pick Hook

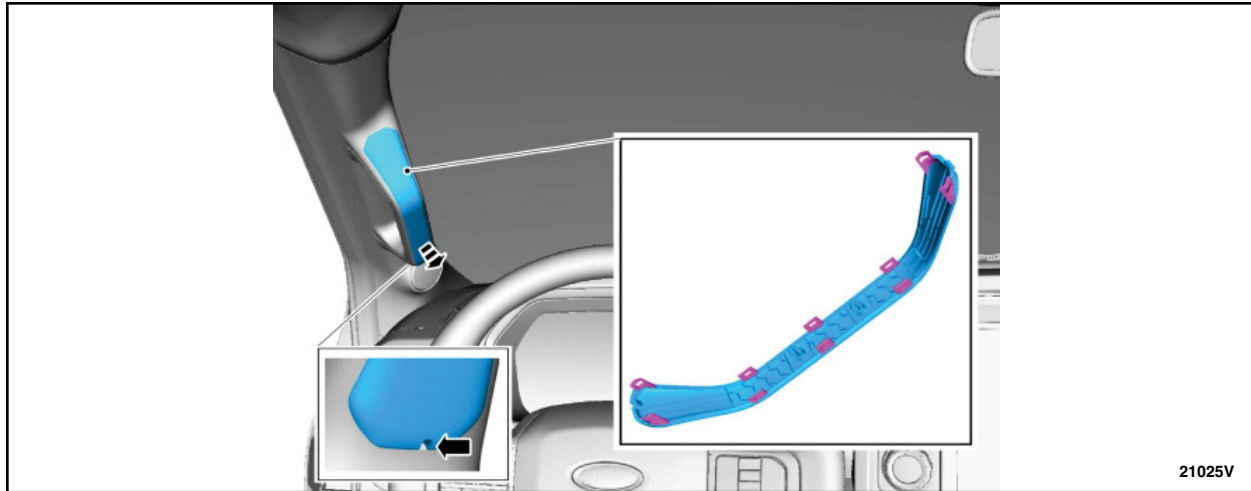


FIGURE 13

14. Remove the assist handle bolts. See Figure 14.
• Torque: 80 lb.in (9 Nm)

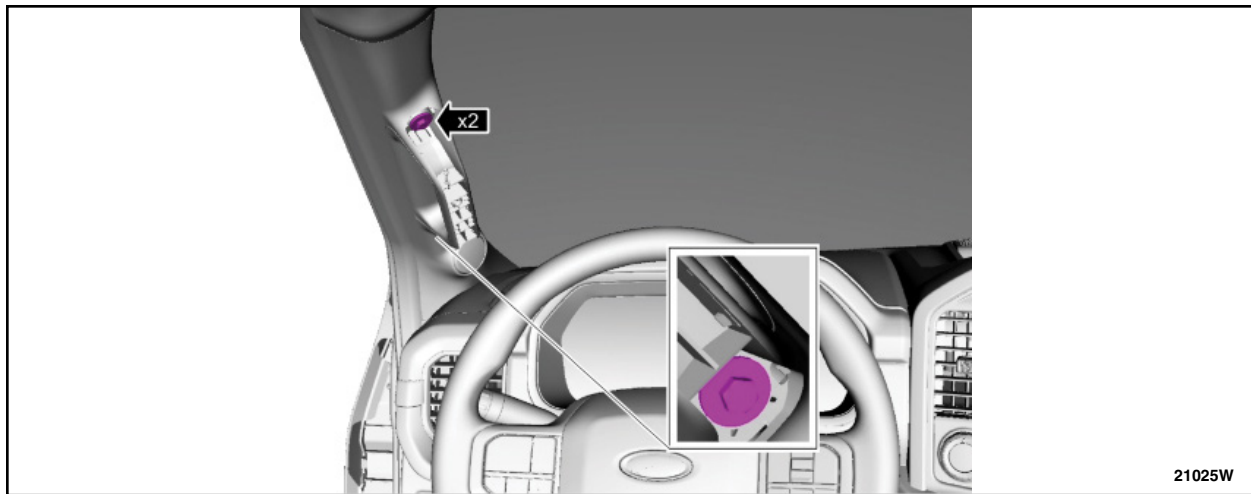


FIGURE 14



15. Remove the A-pillar trim panel. See Figure 15.

1. Release the A-pillar trim panel clip.
2. Lift upward and outward to disengage the A-pillar trim panel lower tabs.
3. If equipped, disconnect the front tweeter speaker electrical connector.

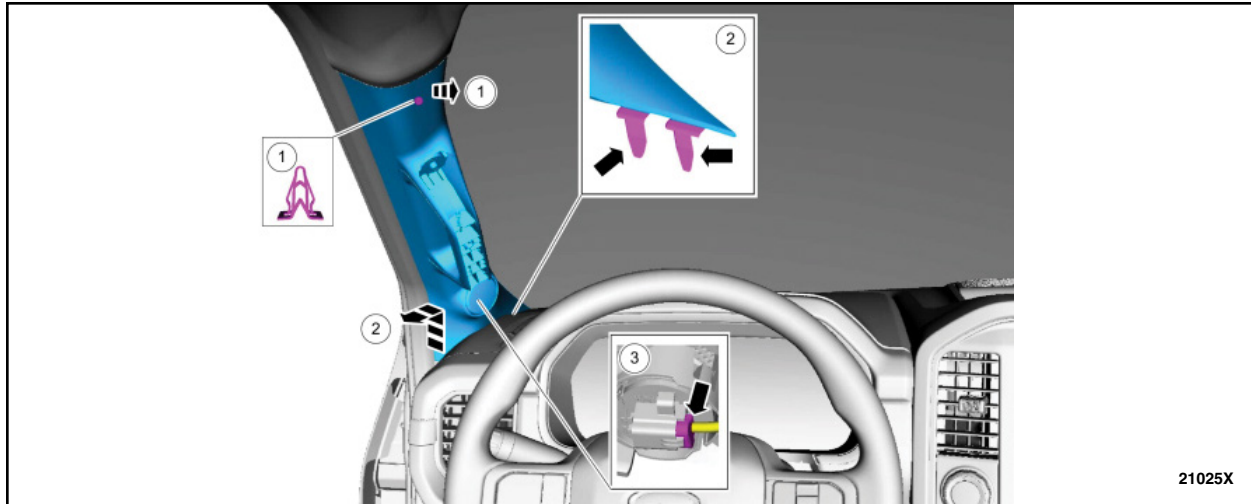


FIGURE 15

16. When installing, inspect and position the front door weather strip lip so that it overlaps the top of the A-pillar trim panel. See Figure 16.

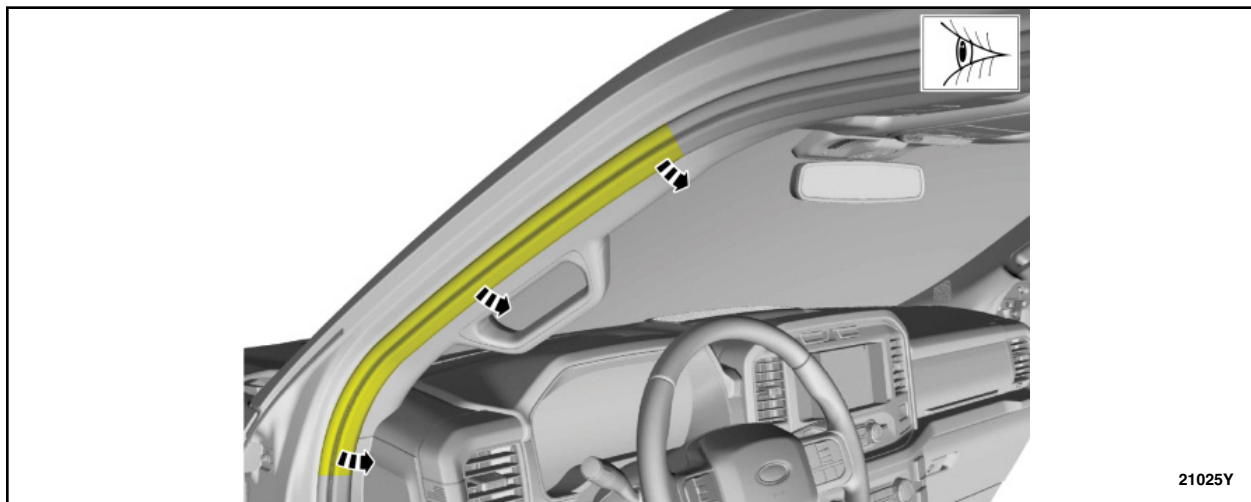


FIGURE 16

17. Apply tape to the perimeter of the windshield to protect from paint damage. See Figure 17.

NOTE: Tape off the roof panel near the centerline of the vehicle, where the roof extends forward. When using a piano wire to cut out the glass, the wire will roll over the class A paint in the roof area, once tension is applied to it. If using a nylon style string, this will not damage the paint.



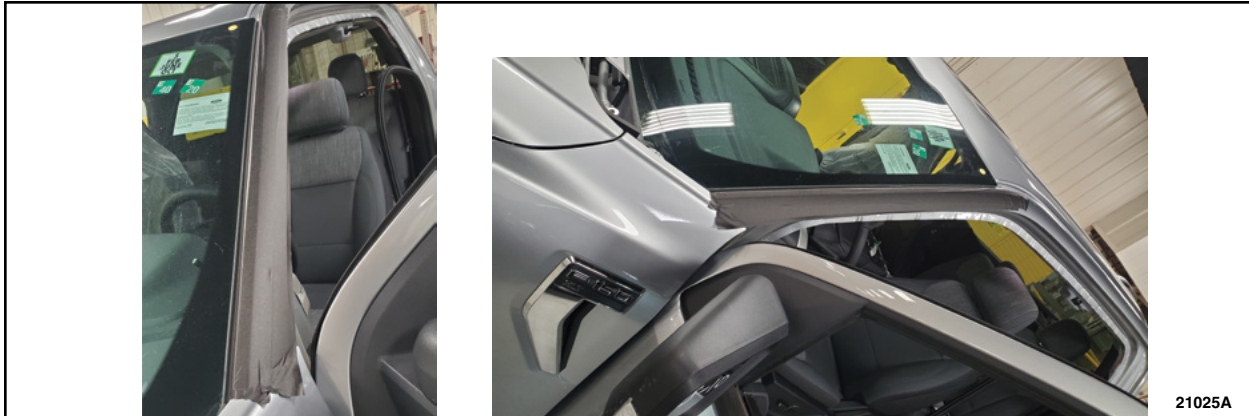


FIGURE 17

18. Remove the windshield using a piano wire cut out tool. See Figure 18.

NOTE: Manually route the wire under the rubber moldings on either side of the window to prevent damage. See Figure 19.



FIGURE 18

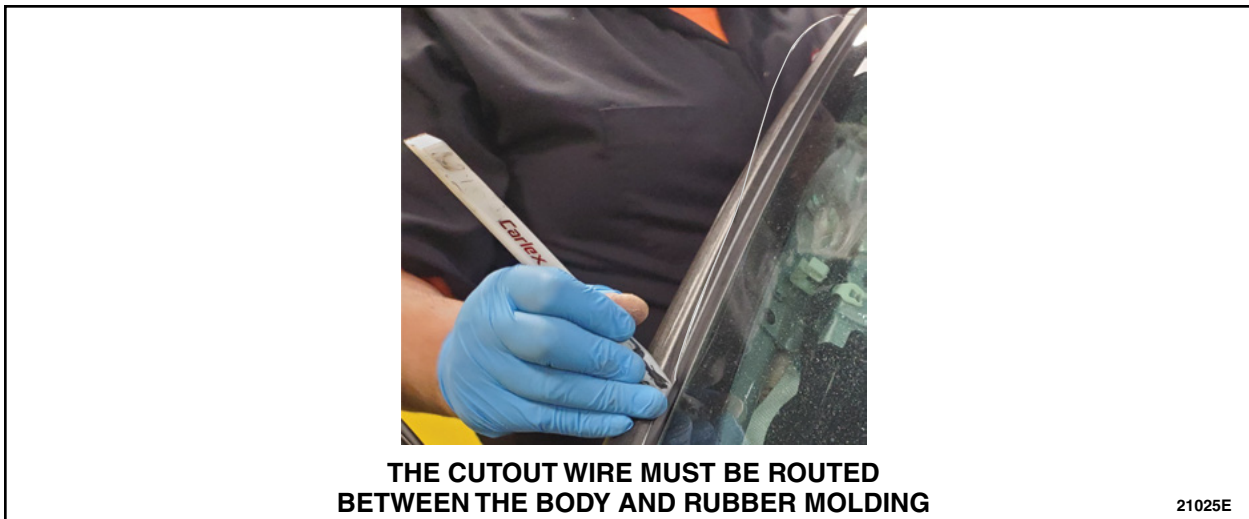


FIGURE 19



19. Inspect the rubber molding on both sides of the windshield for possible damage. Is there any damage to the molding on either side?

Yes – Replace the windshield. Proceed to Step 20.

No – Re-install the original windshield. Proceed to Step 28.

NOTE: Damage to the alignment pins does not require windshield replacement.

20. Use glass cleaner to clean the surface of the new windshield to be installed.

21. Release the tabs and remove the in-vehicle temperature and humidity sensor. See Figure 20.

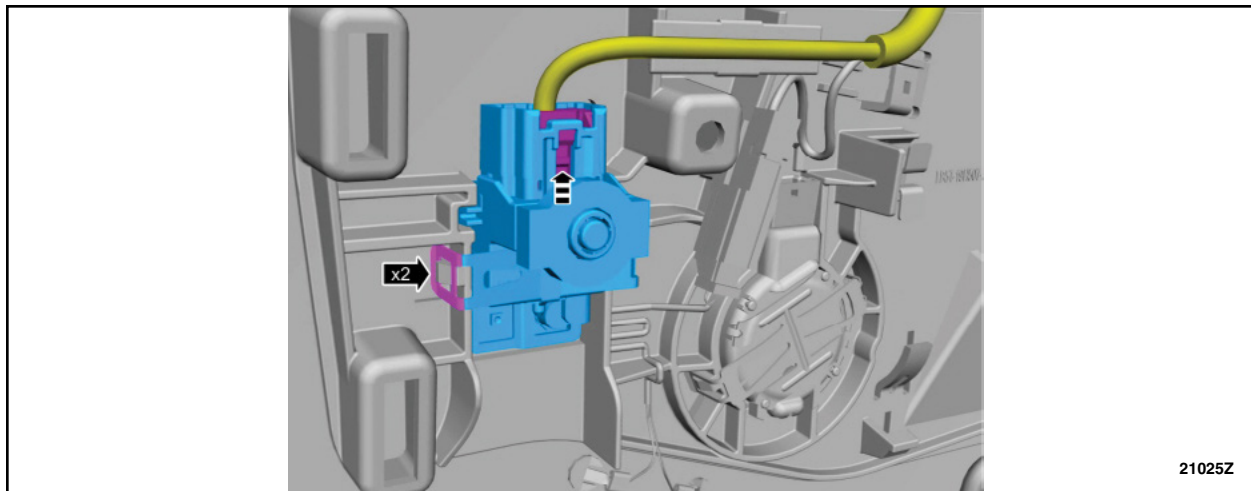


FIGURE 20

22. Re-install the temperature and humidity sensor into the new windshield.

23. Remove the Image Processing Module A (IPMA) Camera. See Figure 21.

1. Release the tab.

2. Release the tab and remove the IPMA camera.

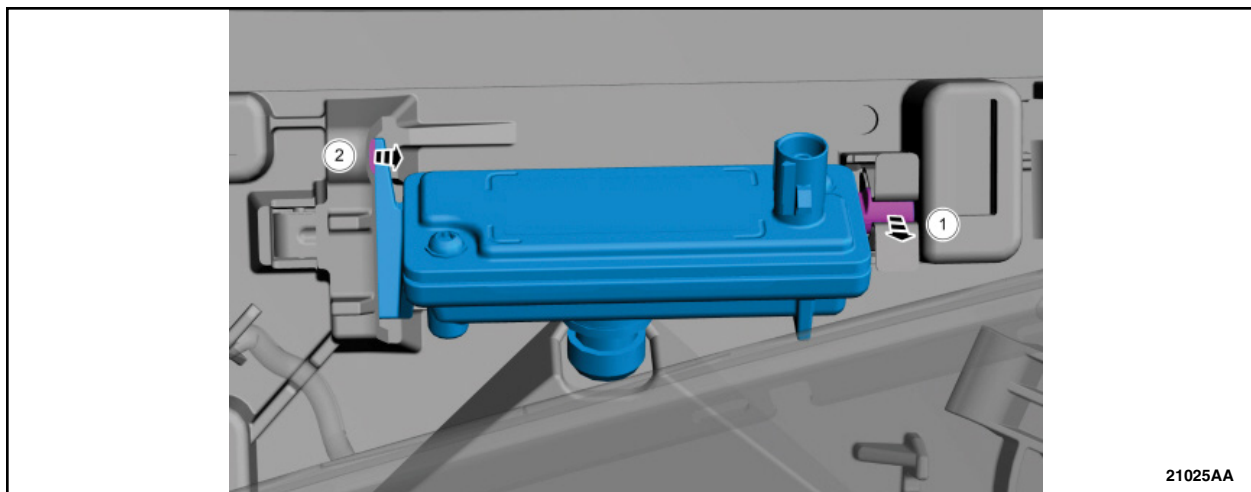


FIGURE 21



24. Re-install the IPMA camera into the new windshield.

25. Remove the rain sensor. See Figure 22.

1. Release the retainers.
2. Remove the rain sensor.

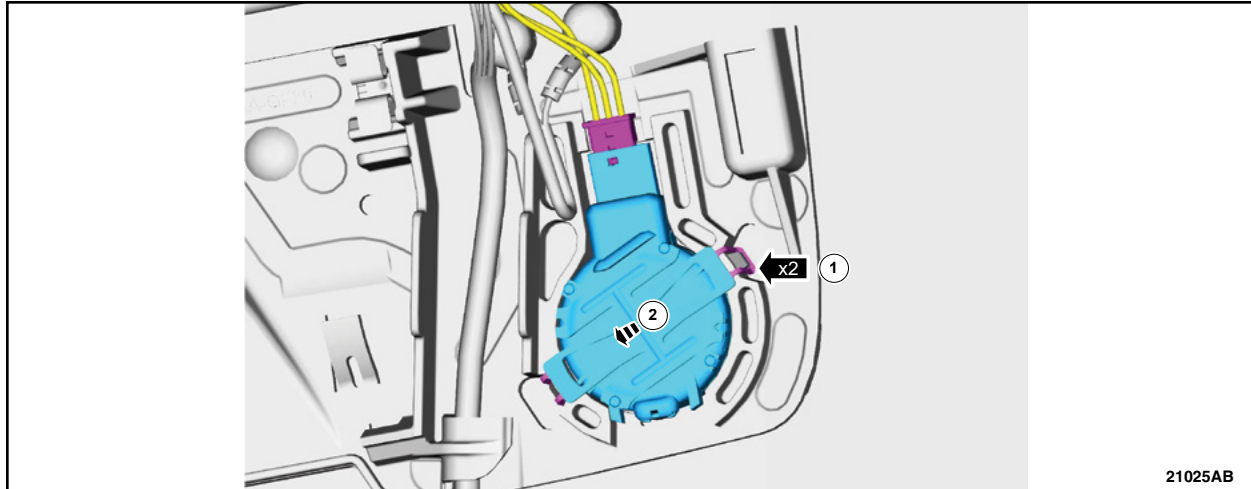


FIGURE 22

26. Inspect the rain sensor gel pack for damage. See Figure 23.

NOTE: If the rain sensor gel pack is damaged, install a new rain sensor.

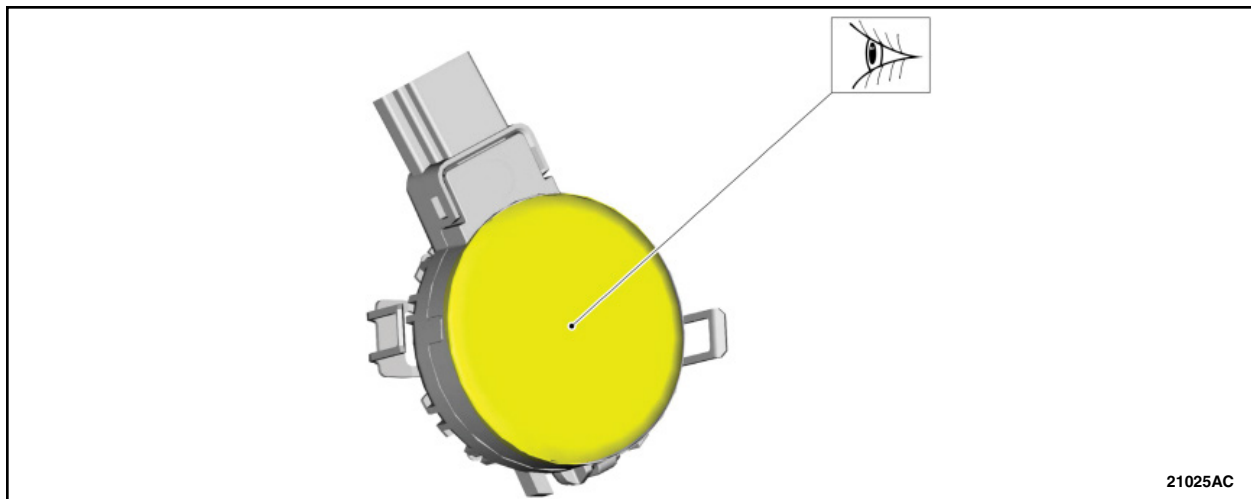


FIGURE 23

27. Re-install the rain sensor into the new windshield.



GLASS COMPANY - PART TWO

NOTE: Part Two may only be performed once the Body Shop repair procedures to the window flange have been completed.

28. Shave down the urethane on the original windshield until there is 1mm remaining. See Figure 24.



FIGURE 24

29. Apply two coats of *urethane body flange* primer according to the manufacturer's instructions to the entire *windshield body flange* at the urethane location. Additionally, apply two coats of window primer at any location where the clearcoat or paint layers have been damaged to provide environmental protection. Allow dry time between each coat applied.

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

NOTE: This step only applies when replacing the windshield.

31. Apply window primer according to the manufacturer's instructions to the fixed glass anywhere the urethane adhesive was completely removed. Allow dry time.

NOTE: This step only applies when reusing the original windshield.



32. Cut the urethane adhesive applicator tip to specification. See Figure 25.

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

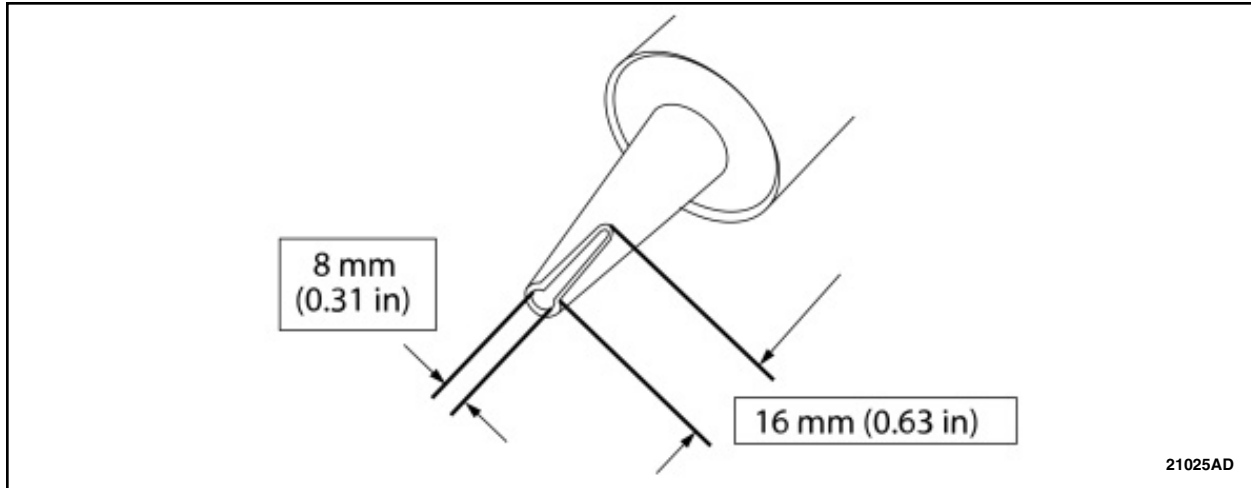


FIGURE 25

33. Apply a urethane adhesive bead. See Figure 26.

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.

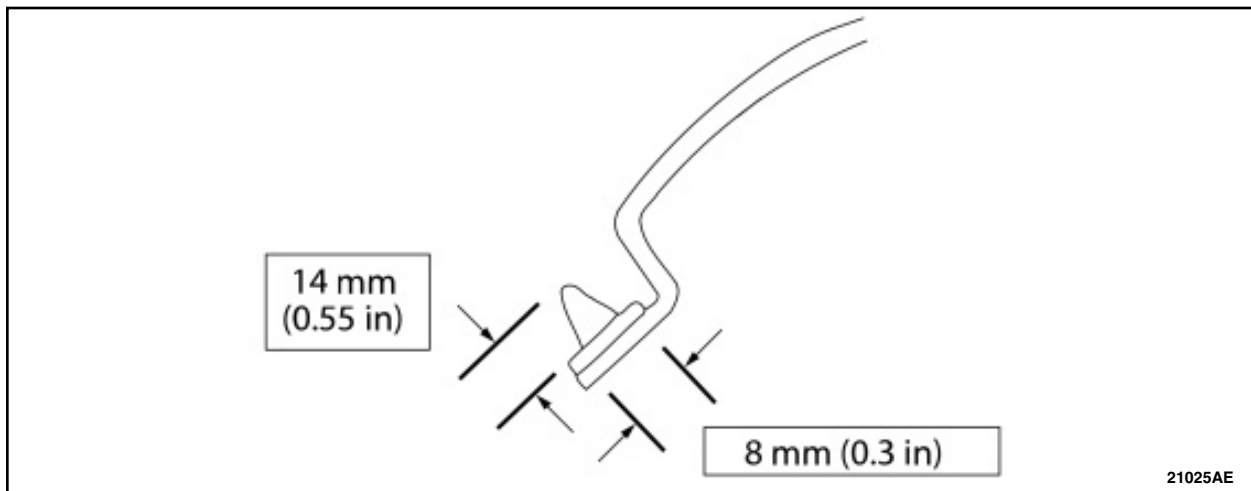


FIGURE 26



34. 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.

35. 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).

36. Re-install all previously removed components by reversing steps 1-16.

