

# Part 573 Safety Recall Report

# 24V-486

**Manufacturer Name :** Ford Motor Company**Submission Date :** JUN 28, 2024**NHTSA Recall No. :** 24V-486**Manufacturer Recall No. :** 24C20**Manufacturer Information :**

Manufacturer Name : Ford Motor Company

Address : 330 Town Center Drive

Suite 500 Dearborn MI 48126-2738

Company phone : 1-866-436-7332

**Population :**

Number of potentially involved : 4,361

Estimated percentage with defect : 5 %

**Vehicle Information :**

Vehicle 1 : 2024-2024 Ford F-150

Vehicle Type : LIGHT VEHICLES

Body Style : PICKUP TRUCK

Power Train : NR

**Descriptive Information :** Ford's team reviewed plant records to determine the population of affected parts. Affected Ford F-150 vehicles produced between April 28, 2024 and May 2, 2024 may have inadequate front windshield adhesion to the vehicle body structure.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Production Dates : APR 28, 2024 - MAY 02, 2024

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Noncompliance :**

**Description of the Noncompliance :** The windshield may not have been properly bonded to the vehicle, which could allow it to detach. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard No. 212, Windshield Mounting.

FMVSS 1 : 212 - Windshield mounting

FMVSS 2 : NR

**Description of the Safety Risk :** A windshield that separates from a vehicle during a crash increases the risk of injury.

**Description of the Cause :** Improperly functioning windshield positioning equipment at the vehicle assembly plant caused variance in the location of the windshield during the urethane bead application.

**Identification of Any Warning that can Occur :** Customers may observe visible excess urethane sealer on the driver's side exterior A-pillar trim and on the interior passenger side A-pillar trim, hear wind noise or experience water leaks.

## Involved Components :

**Component Name 1 :** Windshield

**Component Description :** F-150 Windshield

**Component Part Number :** RL34-P03100-A, B, F

**Component Name 2 :** Urethane

**Component Description :** Bonding between windshield and body structure

**Component Part Number :** WSS-M2G316-B4

## Supplier Identification :

### Component Manufacturer

**Name :** Ford Motor Company

**Address :** 1 American Road  
Dearborn Michigan 48126

**Country :** United States

## Chronology :

May – June 2024

On May 9, 2024, an issue pertaining to windshield adhesion on certain F-150 vehicles was brought to Ford's Critical Concerns Review Group (CCRG) for review. On May 2, 2024, personnel at Ford's Kansas City Assembly Plant (KCAP) identified visible urethane sealer on the interior passenger side A-pillar that was off location relative to the windshield and flange. Upon further investigation, Ford discovered that variations in the manufacturing fixture process, used to position the windshield before applying the urethane, could lead to the possibility of insufficient adhesion between the windshield and the vehicle's structure.

To verify the potential for improper windshield adhesion along the A-pillar, Ford conducted vehicle windshield glass cut-out inspections at Ford's Kansas City Assembly Plant across the suspect vehicle build timeframe. Windshield air leakage testing and water leak audits were also performed on units within the suspect

population. Photos from an overhead camera Artificial Intelligence (AI) pilot program were utilized to further identify windshields that were improperly positioned during the urethane application.

Ford determined that suspect vehicles with this potential condition may not conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 212 Windshield mounting.

As of June 18, 2024, Ford is not aware of any warranty, field reports, or customer complaints related to this concern.

On June 21, 2024, Ford's Field Review Committee reviewed the concern and approved a field action.

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

## Description of Remedy :

**Description of Remedy Program :** Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the windshield glass removed and reinstalled using standard service procedures including camera calibration if required. If the windshield molding is damaged during the removal process the windshield glass will be replaced.

Ford provided the general reimbursement plan for the cost of remedies paid for by vehicle owners prior to notification of a safety recall in May 2023. Owners who have paid to have these repairs completed at their own expense may be eligible for reimbursement, in accordance with the recall reimbursement plan on file with NHTSA.

**How Remedy Component Differs from Recalled Component :** The windshield (RL34-P03100-A, B, F) will be installed with the correct urethane sealing process.

**Identify How/When Recall Condition was Corrected in Production :** Not required per 49 Part 573.

## Recall Schedule :

**Description of Recall Schedule :** Notification to dealers is expected to occur on 07/01/2024. Mailing of owner notification letters is expected to begin 07/08/2024 and is expected to be completed by 07/12/2024.

**Planned Dealer Notification Date :** JUL 01, 2024 - JUL 01, 2024

**Planned Owner Notification Date :** JUL 08, 2024 - JUL 12, 2024

\* NR - Not Reported