

General Service Bulletin (GSB):	Paint Defects / Damage (Warrantable / Non- Warrantable)
GSB Overview:	Use this GSB to help determine (Warrantable / Non-Warrantable) Paint Defect / Damage
NOTE: This information is not intended to replace or supersede any warranty, parts and service policy, Work Shop Manual (WSM) procedures or technical training or wiring diagram information.	

This GSB is designed to provide pictorial examples of paint defects / damage to assist in the warrantable / non-warrantable determination. Refer to the latest version of the Warranty and Policy Manual for paint defect warranty coverage.

NOTE: Paint defects are only warrantable on the original factory paint.

The portion of the pre-delivery inspection procedure which covers touch up or buffing of minor chips or scratches and repairs that are required because of improper storage or damage that occurs while the vehicle is in dealership storage are the responsibility of the dealership and are not reimbursable by Ford.

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Paint Defect / Damage GSB

Reference

Paint/Panel Corrosion

- The New Vehicle Warranty coverage includes body sheet metal that has corrosion damage without perforation, and the damage is not the result of abnormal usage and/or extreme environmental conditions. This is outlined in section 3 of the Warranty & Policy Manual. This corrosion must be naturally occurring and not influenced by damage.
- The Warranty & Policy Manual, section 3, states: Underbody surface rust on frame or chassis components on vehicles reported as sold is not warrantable.
- The Corrosion Warranty coverage: rust damage resulting in perforation (holes) in body sheet metal panels is covered for 5 years, unlimited miles. This is outlined in section 3 of the Warranty & Policy Manual.
- Utilize the Part Coverage Tool to ensure the affected base part number has coverage.

Minor Damage

Pre-existing dents, dings, chips, or scratches which are documented on an RO by the selling dealer within 7 days of the new vehicle delivery date/warranty start date, as noted in OASIS may be warrantable. Claims will not be accepted in the Warranty Claiming System for these repairs made after one month in service. This damage must be pre-existing and reasonable to believe it could have been missed during pre-delivery vehicle inspections due to its nature, size, and/or location. This is outlined in section 2 of the Warranty & Policy Manual.

Tape Test

The tape test is utilized to exhibit a paint adhesion defect. If Prior Approval is required, an image must be captured of masking tape placed over the suspected area and peeled backward to reveal a mirrored image of paint removed vs. paint adhered to the tape. If an adhesion defect is present, paint will be removed in a large sheet showing a primer surface. Multiple small flakes of paint removed indicate loose paint as a result of damage or corrosion.

Paint Defect / Damage GSB

Not Warrantable

Ingress/Egress Damage

Chips, scratches, and other paint damage from entering or exiting the vehicle is not covered under warranty.



Paint Defect / Damage GSB

Not Warrantable

Paint Chips

Paint chips are not covered within the New Vehicle Warranty, refer to section 2 & 3 of the W&P Manual. Paint Chips are commonly the result of, but not limited to, stones, road debris, and blunt objects making contact with the finish.

Note: Corrosion that develops from a paint chip or impact to the finish is not warrantable.



Paint Chips or jagged edges with no lifting to indicate peeling.

NOTE: When performing the tape test (refer to Tape Test in reference section) little or no paint will be removed.



Paint Defect / Damage GSB

Not Warrantable

Paint color difference

Urethane and steel body panels have a different paint and curing process, a slight color difference may be seen. This difference can be exaggerated at different angles. If the difference can only be seen at certain angles, the difference is not warrantable.



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Not Warrantable

Seam Sealer

Seam sealer along a hem flange may occur during manufacturing of the panel. Seam sealer in a hem flange is a normal manufacturer process and is not warrantable.



Paint Defect / Damage GSB

Not Warrantable

Clear coat peel

Ford uses a “wet on wet” paint process which applies clear coat to an existing wet color coat. These layers dry together creating a chemical bond. This ensures only one layer of paint remains atop the primer surface. This process prevents clear coat from peeling and separating from the base color coat.



Paint Defect / Damage GSB

Not Warrantable

Paint Peeling

Refer to Tape Test in reference section. Paint peeling with the same color paint revealed is an indication of a previous repair. This paint can still be shiny or even another color.

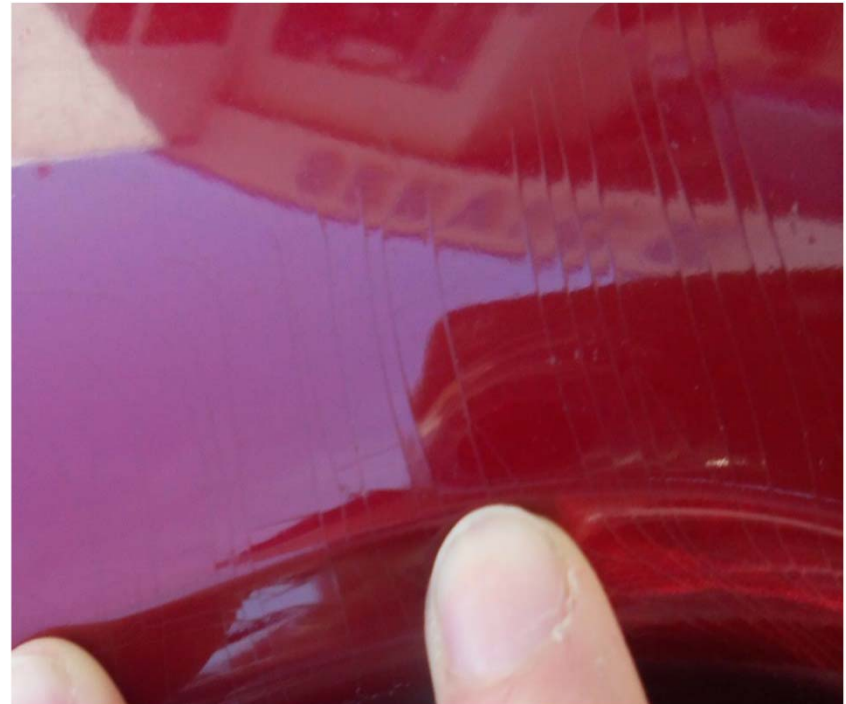


Paint Defect / Damage GSB

Not Warrantable

Cracked Paint

The cracks follow where the panel or bumper has been flexed. The pattern of cracks show the panel has been flexed causing the paint to crack.

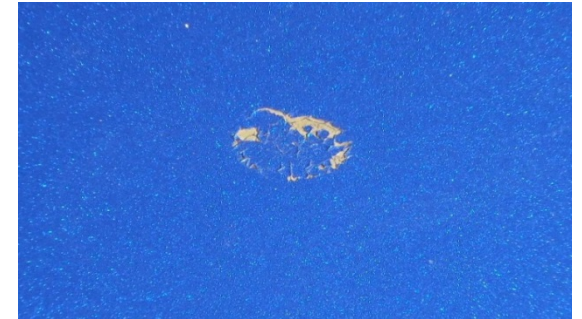


Paint Defect / Damage GSB

Not Warrantable

Environmental/Chemical Damage

When paint is etched or damaged from the top, the paint will crack and separate from the E-coat. The cracking in the surface of the paint is an indication that the paint has been damaged. This type of damage will also typically follow a drip or liquid type pattern.



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Warrantable

Paint Peeling (original factory paint)

NOTE: Paint Peeling is NOT Warrantable if it originates from damage, i.e. dents, dings, chips, or scratches or is not the original factory paint.

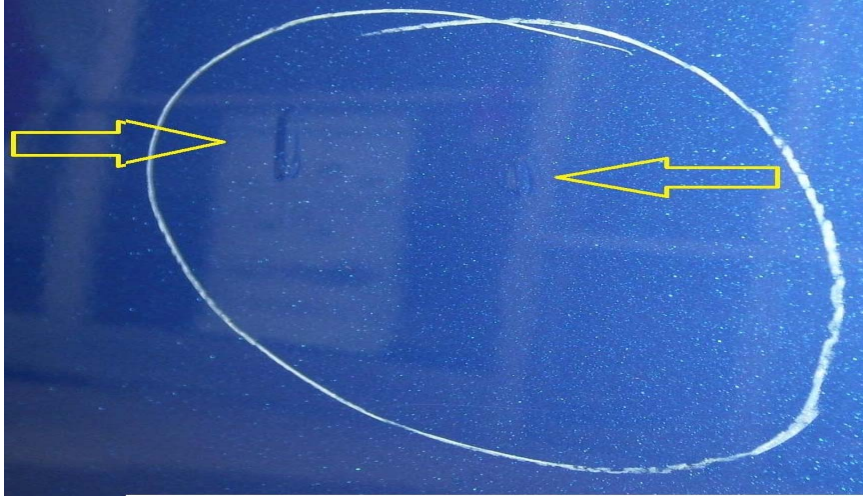
The lifting edges of the paint show that the paint is not adhering properly to the panel. A tape test (refer to Tape Test in the reference section) would determine if a defect is present. Paint will be removed in a large sheet showing a primer surface.



Paint Defect / Damage GSB

Warrantable

Paint Runs (Original Factory Paint)



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Warrantable

Dirt in Paint (Original Factory Paint)



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Warrantable

Chemical Popping (Original Factory Paint)



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Thin Paint (Original Factory Paint)

Thin paint will have a spray like pattern to the outside edges. It will not generally appear in small spots, but over an area of the entire panel.

NOTE: Thin paint on components with minimal visibility such as under the hood or in an inner wheel well may be manufacturing intent. Compare the finish on the component to several like units before making any repairs.



Paint Defect / Damage GSB

Warrantable

Orange Peel (Original Factory Paint)

Orange peel will appear dull and spotty. Objects in the reflection of the paint will not be able to be identified.



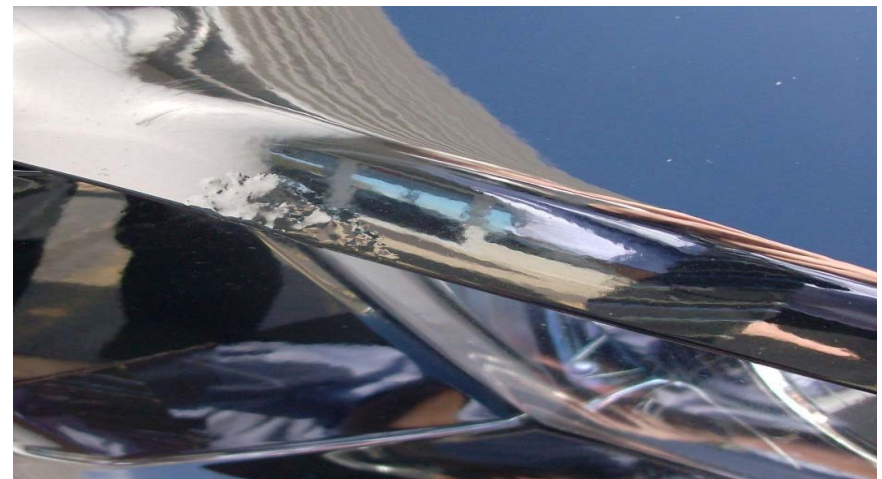
Paint Defect / Damage GSB

Warrantable

**Surface Corrosion (Original Factory Paint)
Covered under the New Vehicle Warranty**

Body sheet metal that has corrosion damage without perforation

Note: Corrosion that develops from a paint chip or impact to the finish is not warrantable.



Paint Defect / Damage GSB

Sheet Metal Perforation

Warrantable

Covered under the Corrosion Warranty



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