

<b>General Service Bulletin (GSB):</b>	<b>Wipers – Warrantable vs Non-Warrantable</b>
<b>GSB Overview:</b>	Use this GSB to help determine (Warrantable / Non-Warrantable Wiper Blades Defect vs. Damage)
<b>NOTE:</b> 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.	

**Wiper Blade New Vehicle Limited Warranty Coverage (refer to the vehicles Warranty Guide):**

2003 – 2011 models; wiper blade replacement is considered normal wear beyond 12 months in service regardless of miles driven.

2012 & newer models; wiper blade replacement is considered normal wear beyond 6 months in service regardless of miles driven.

Note: There are Extended Service Plans in which wiper blade replacement is covered, please refer to the applicable ESP plan for coverage and claiming information.

**Service Maintenance Reminder:**

Modern car wash chemicals and environmental fallout can result in wiper blade and/or windshield contamination that left alone, may contribute to poor wipe quality. Overall wiper blade performance can be improved by properly cleaning the wiper blades and/or the windshield.

**Cleaning:**

Refer to the Owner’s Manual for vehicle specific cleaning procedures. Cleaning of the wiper blades and windshield should be performed prior to making a warranty determination as several conditions exist that can be corrected with proper cleaning. Customers are expected to maintain and clean the wiper blades and windshield according to the instructions in the vehicle’s Owner’s Manual as a condition of vehicle warranty.

**Before making a warranty repair, the wiper blade must be checked to ensure:**

- The wiper blade is the correct OEM part for the vehicle (refer to the OEM Wiper Blade Application Chart)
- OEM wiper blade length and style is correct for the application (refer to OEM Wiper Blade Application Chart)
- Wiper blade is not an aftermarket or Motorcraft part (look for logo on Wiper Blade)
- Wiper blade does not contain non-warrantable damage
- Wiper blade build date falls within 6 months of the vehicle build date

**To aid dealers in making informed decisions, this GSB contains the following information:**

- OEM Wiper Blade Application Chart-----Page 2
- Examples of OEM wiper blades-----Page 3 - 4
- Examples of Motorcraft Wiper blades-----Page 5
- Examples of commonly observed non-warrantable damage-----Page 5 - 6
- Wiper Blade build date identification information-----Page 7

## Wiper Blade GSB

### OEM Wiper Blade Application Chart

The table below shows the OEM wiper blade characteristics (blade type and length). If the wiper blade on the customer's vehicle does not match the table below, the wiper blade is not eligible for manufacturer warranty coverage.

Model Year and Vehicle	Driver's Side Blade Type	Blade Length	Passenger's Side Blade Type	Blade Length	Rear Wiper Blade	Front Blade Code (see images below)
2011,12,13,14,15,16 <b>Fiesta</b>	Flat	25"	Flat	16"	Plastic Conventional 12"	<b>A</b>
2011 <b>Focus</b>	Conventional	22"	Conventional	19"		<b>B2</b>
2012,13,14,15,16 <b>Focus</b>	Flat	29"	Flat	29"	Plastic Conventional 12"	<b>B1</b>
2011 & 2012 <b>Fusion, Milan, MKZ</b>	Conventional	24"	Conventional	19"		<b>D</b>
2013,14,15,16 <b>Fusion</b>	Flat	26.7"	Flat	26.7"		<b>B1</b>
2011,12,13,14,15 <b>Taurus</b>	Flat	25.5"	Flat	20"		<b>B1</b>
2011,12,13,14 <b>MKS</b>	Flat Conventional	25.5"	Flat Conventional	20" 22"		<b>B1</b>
2011,12,13,14 <b>Flex</b>		23.5"			Plastic Conventional 12"	<b>B2</b>
2011,12,13,14 <b>MKT</b>	Flat	24"	Flat	22"	Plastic Conventional 12"	<b>B1</b>
2011 & 2012 <b>Crown Victoria</b>	Conventional	22"	Conventional	22"		<b>B2</b>
2011 <b>Town Car</b>	Conventional Conventional	22"	Conventional Conventional	22" 18"		<b>B2</b>
2011 <b>Ranger</b>		18"				<b>B2</b>
2011 <b>F150 F-Series</b>	Conventional	22"	Conventional	22"		<b>C2</b>
2012,13,14,15,16 <b>F150 F-Series</b>	Flat	22" 22"	Flat	22" 22"		<b>C1</b>
2011,12,13,14,15,16, <b>F250+ Super Duty</b>	Flat		Flat			<b>C1</b>
2011,12,13,14,15,16 <b>Mustang</b>	Flat	22"	Flat	20"		<b>B1</b>
2011,12,13,14,15 <b>Expedition</b>	Conventional	22"	Conventional	22"	Plastic Conventional 16"	<b>C2</b>
2011,12,13,14,15 <b>Navigator</b>	Conventional Flat	22"	Conventional Flat	22" 20"	Plastic Conventional 16" Plastic Conventional 12"	<b>C2</b>
2011 & 2012 <b>Escape</b>		20"				<b>B1</b>
13,14,15,16 <b>Escape</b>	Flat	27.6"	Flat	27.6"	Plastic Flat 11"	<b>B1</b>
2011, 12,13,14 <b>Edge</b>	Conventional	26"	Conventional	20"	Plastic Conventional 14"	<b>B2</b>
15,16 <b>Edge</b>	Flat	27.5"	Flat	27.5"	Plastic Flat 15"	<b>B1</b>
2011,12,13,14 <b>MKX</b>	Conventional	26"	Conventional	20"	Plastic Conventional 14"	<b>B2</b>
15,16 <b>MKX</b>	Flat	24"	Flat	18"	Plastic Conventional 11"	<b>B1</b>
15,16, <b>MKZ</b>	Flat	22.8"	Flat	20"		<b>B1</b>
2011 & 2012 <b>Transit Connect</b>	Conventional	21.5"	Conventional	19.5"	Conventional 13.5"	<b>E</b>
2014,15,16 <b>Transit</b>	Flat	29.5"	Flat	21"		<b>B1</b>
2011,12,13 <b>Econoline</b>	Conventional	20"	Conventional	20"		<b>C2</b>
15,16, <b>MKC</b>	Flat	25.6"	Flat	15.75"	Flat 11"	<b>B1</b>
2011,12,13,14,15,16 <b>Explorer</b>	Flat	25.6"	Flat	21.6"	Flat 11"	<b>B2</b>

# Wiper Blade GSB

## OEM Wiper Blade Examples

Flat Wiper Blade

A

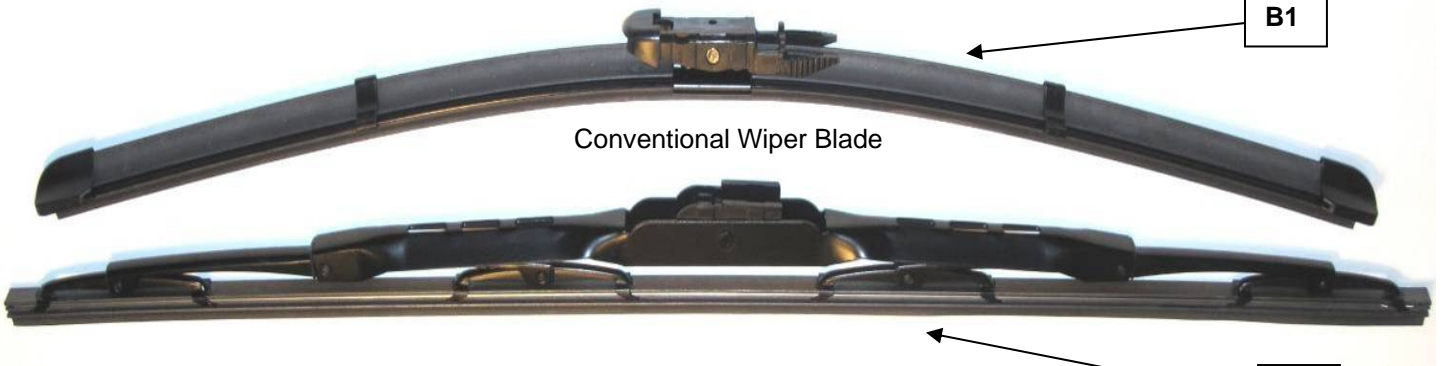


Flat Wiper Blade

B1

Conventional Wiper Blade

B2



# Wiper Blade GSB

## OEM Wiper Blade Examples

Flat Wiper Blade

C1



Conventional Wiper Blade

C2



Conventional Wiper Blade

D



Conventional Wiper Blade

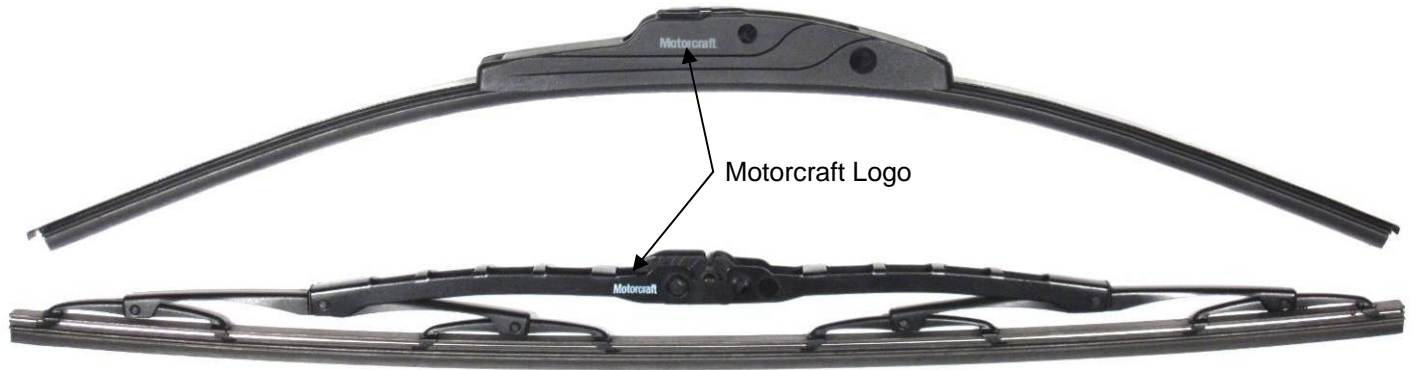
E



# Wiper Blade GSB

## Motorcraft® Wiper Blades

Motorcraft® wiper blades are not OEM parts and therefore not covered by the factory warranty. Please refer to Service Part Warranty guidelines for coverage and claiming information. (DO NOT claim under factory warranty)



## Damaged Wiper Blades

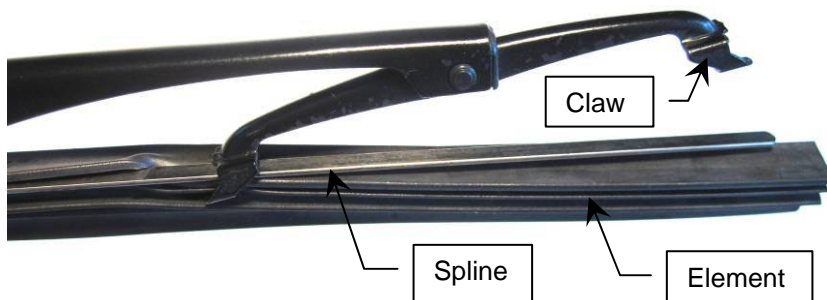
Prior to committing to warranty coverage, dealers must inspect the wiper blade for damage. Per W&P, damage is not a warrantable condition. If the transportation company damaged the wiper blade, the claim must be submitted using transportation program code (DO NOT claim as warranty).

Typical customer concerns for damaged wipers include: wiper assembly coming apart, wiper not wiping the glass fully, or the wiper blade element is torn.

### Indication of Damage and Likely Root Cause

- Scratches or cracks on the blade structure - Ice scraper
- Bent or broken structure - Pulled or grabbed (car wash equipment)
- Paint being worn or scraped off - Impacted
- Cuts or scratches on the blade - Impacted (ice scraper)
- The metal spline is disengaged from the blade structure retaining claws – Blade pulled or impacted
- Missing end cap with impact marks - Impacted (ice scraper)

### Example Pictures of Damaged Wiper Blades



Splines and rubber element twisted and pulled from claw at the tip of the wiper blade. This is typical of a significant impact to the blade tip or the blade being pulled away from windshield.

# Wiper Blade GSB

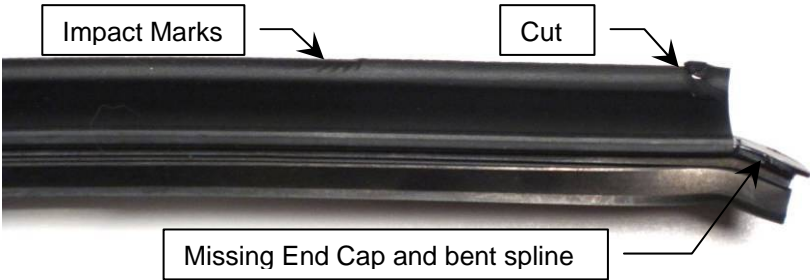
## Damaged Wiper Blades



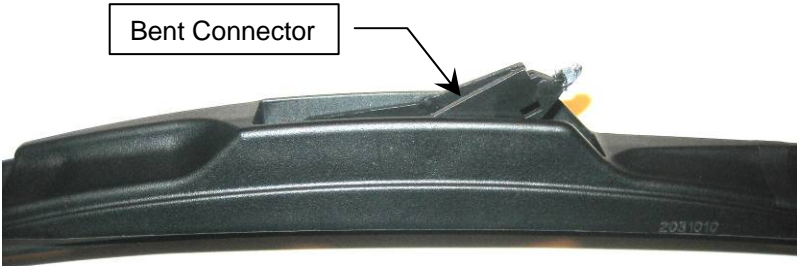
Splines and rubber element twisted and pulled from claw at the end of the blade. This is typical of a significant impact to the blade end forcing the barbed splines and element through the claw.



A torn rubber element constitutes damage



A missing End Cap is often the result of impact by an ice scraper. In this example one can see the impact marks, cut, and how the spline was bent.



A bent connector is generally a result of improper removal of the blade from the arm.


# Wiper Blade GSB

## Wiper Blade is Significantly Older than the Vehicle

Time in service plays a large factor in wiper performance as wiper blades do wear out. Wiper blades that have been swapped off of an older vehicle may exhibit performance issues sooner than expected. Please use the following information to determine if a wiper blade falls into this situation. Based on current factory practices (first in first out), Ford is confident that the wiper blade build date will fall within 6 months of the vehicle build date.

If the wiper blade is more than 6 months older than the vehicle, the original wiper blade has been replaced and the wiper in question is NOT Warrantable.

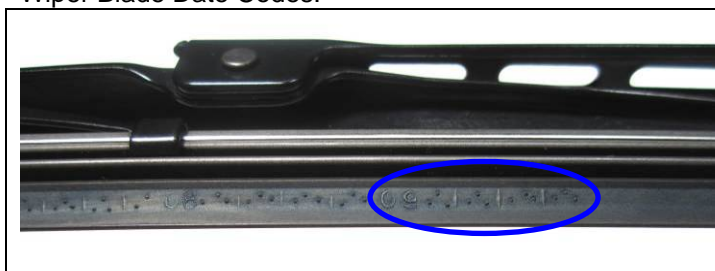
### Wiper Blade Date Codes:

<p>On Structure: 7 Digit Date Code: Digit 1: Line #, Digits 2-3: Month, Digits 4-5: Day, Digits 6-7: Year Example "2032610" was built on Line (2) on March (03), (26), 20(10)</p>	<p>On Connector: 4 Digit Date Code: Digit 1: Year, Digit 2: Month, Digit 3-4: Day Year: 2010=0, 2011=1, 2012=2, etc... Month: Jan=A, Feb=B, Mar=C, Apr=D, May=E, Jun=F, Jul=G, Aug=H, Sep=J, Oct=K, Nov=L, Dec=M Examples: 0G12→12-July-2010, 0B17→17-Feb-2010</p>	<p>On Rubber Element: Year and Quarter Year Marks Last two digits of the Year: 2009→09, 2010→10 Followed by a • for each quarter Example was built in the 1<sup>st</sup> quarter (Jan-Mar) of 2010</p>
		


### Wiper Blade Date Codes:

<p>On Structure: Date in DD-MMM-YY format Example "29-OCT-09" was built on October, 29<sup>th</sup>, 2009</p>	<p>On Connector: 4 Digit Date Code: Digit 1: Month, Digit 2-3: Day, Digit 4: Year Month: Jan=1, Feb=2, Mar=3, Apr=4, May=5, Jun=6, Jul=7, Aug=8, Sep=9, Oct=0, Nov=N, Dec=D, Year: 2009=9, 2010=0, 2011=1, etc.. Example was built on October 18<sup>th</sup>, 2007</p>	<p>On Rubber Element: DDD YY format Day: 3 digits for the day of the year (1-365), Jan 1<sup>st</sup>=001, Dec 31<sup>st</sup>=365, Year: 2010=10, 2011=11, etc.. Example "296 09" was built on the 296<sup>th</sup> day of 2009 → October 23<sup>rd</sup>, 2009</p>
		

### Wiper Blade Date Codes:


<p>On the blade element there will be the last two digits of the build year followed by a dot for each month. A vertical line is added after every three dots, indicating quarters of the year. For this example "09" is followed by 4 sets of three dots indicating this blade was made in December of 2009.</p>

### Wiper Blade Date Codes:


<p>There is a date wheel on the arm to blade connector indicating the year and month it was made. For this example the blade was made the 5<sup>th</sup> month (5) of 2010.</p>