

Glass Concern Analysis & Build Date Decoder, General Service Bulletin

General Service Bulletin (GSB):	Laminated/Tempered/Heated Glass Warrantable / Non-Warrantable Conditions
GSB Overview:	Use this GSB to help determine (Warrantable / Non-Warrantable) glass defects vs. damage as well as build information
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.	

Cleaning Glass

◆ All glass should be cleaned prior to evaluation including tree sap, chemicals, wax or bugs. Use steel wool on the surface no greater than 0000 grade, in a circular motion then rinse/wipe with water or a non-abrasive glass cleaner. Do not use razor blades or other sharp objects to clean glass, as this may scratch and damage the glass and will remove window grid line material from a heated glass panel.

Laminated Glass

- ◆ *Pen Test:* Slowly run the tip of a ballpoint pen along the length of the crack. If impact damage is present, the tip will catch into the depression caused by the impact (page 3).
- ◆ *Flashlight Test:* Aim a flashlight at a 45° angle along the crack. This will help to highlight the crack making it more visible to inspect for radiating cracks from impact damage.
- ◆ Stress cracks are cracks in fixed glass that originate beneath a molding or from an edge, with no evidence of impact on the glass or to the surrounding moldings or body panels. Refer to the Warranty & Policy Manual for coverage.

Tempered Glass

- ◆ Tempering is a special heat treatment developed to create a compressive stress on the surface of the glass. Tempered glass will crack into fragments if the outer surface has been impacted or deeply scratched. It may be possible to determine the origin by following the fracture pattern.
- ◆ The Warranty & Policy Manual outlines broken tempered glass is not a defect.
- ◆ Broken glass pieces may be forced outward from cabin pressure within the vehicle. This can occur from shutting a door if the glass was previously compromised (scratch/chip).
- ◆ If broken glass is the direct result of a defective component with warranty coverage it would be related damage, not defective glass.
- ◆ Quench Marks are small cloudy spots which appear in tempered glass from the heat treatment process. These spots will be most noticeable on curved windows due to light reflection angle. These quench marks seen in specific conditions are increased with polarized lenses should considered a glass characteristic (page 5).

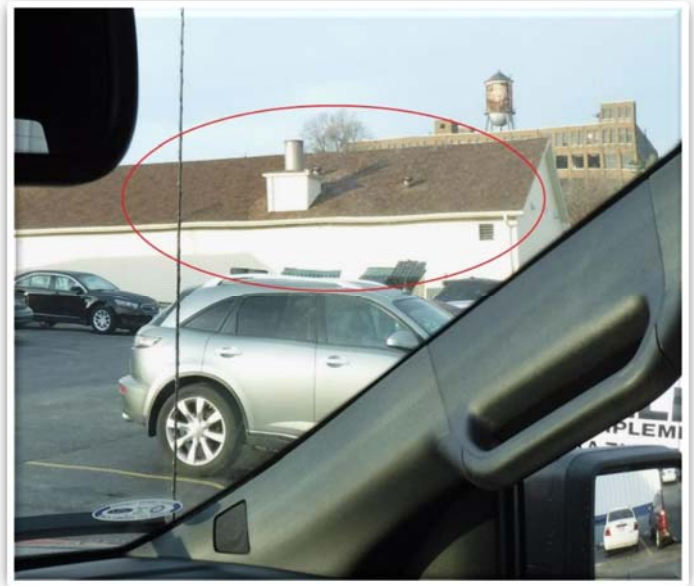
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- Page 5: Bubbling, quench marks
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Distortion in the primary viewing area
Warrantable



Distortion viewed at angles across the window or near the bottom/side of the glass
Not warrantable



**Cracks from the edge of a laminate glass, which passes the Pen Test.
*Refer to the Warranty & Policy Manual for coverage***

Warrantable



**Cracking radiating from a central impact point.
Tempered glass pieces may be forced outward due to cabin pressure**

Not warrantable



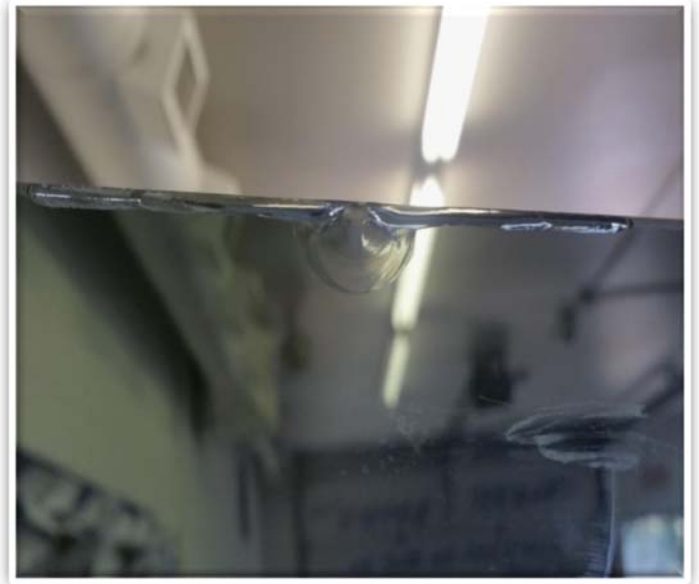
Delaminating from the glass edge
Warrantable



Scratches
Not warrantable



Chips
Not warrantable



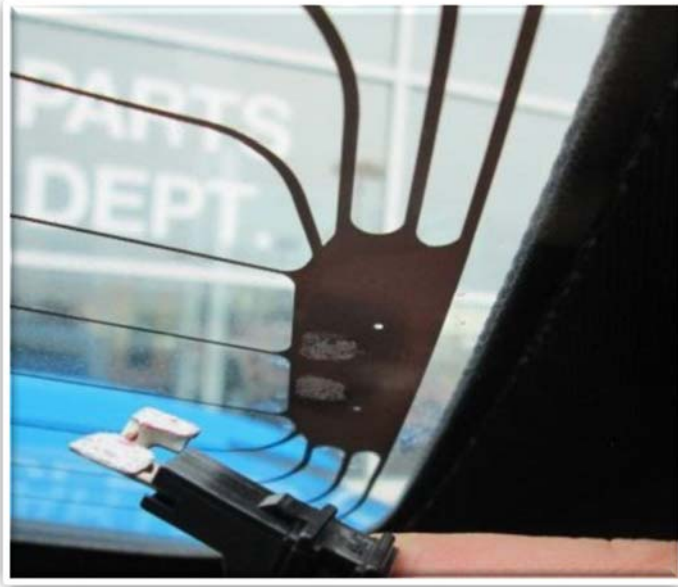
Bubbling from trapped air in laminate layers
Warrantable



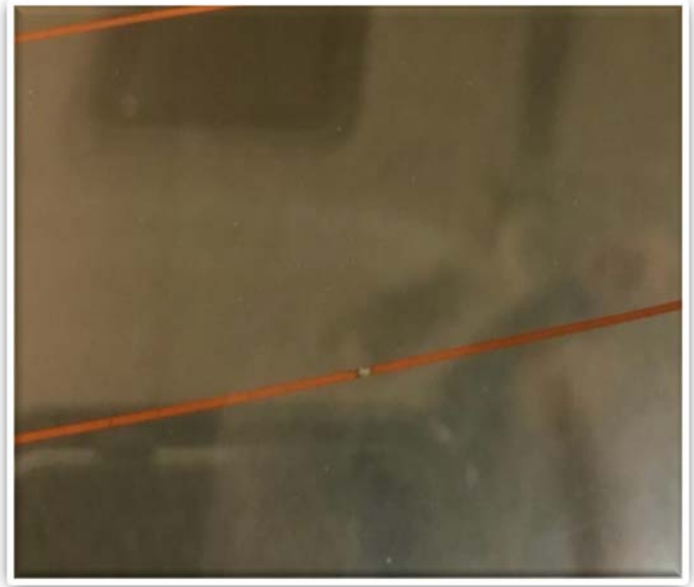
Bubbles in aftermarket window film with
air gaps near printing/grid lines
Not warrantable



Tempered glass quench marks prominent
at some angles or with polarized lenses
Not warrantable



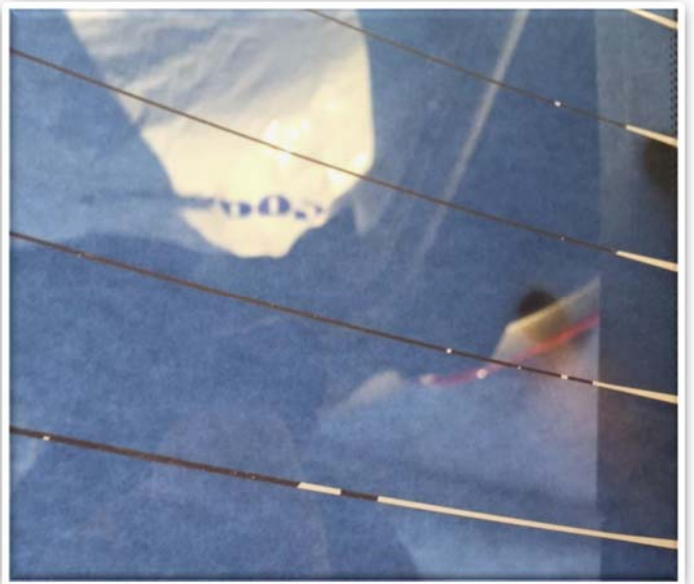
**Cold solder joint. Terminal detached with solder on both connections. *Repairable*
Warrantable**



**Broken grid line.
Repairable up to 5mm in length
Warrantable**



**Terminal detached with removed conductor and solder
Not warrantable**



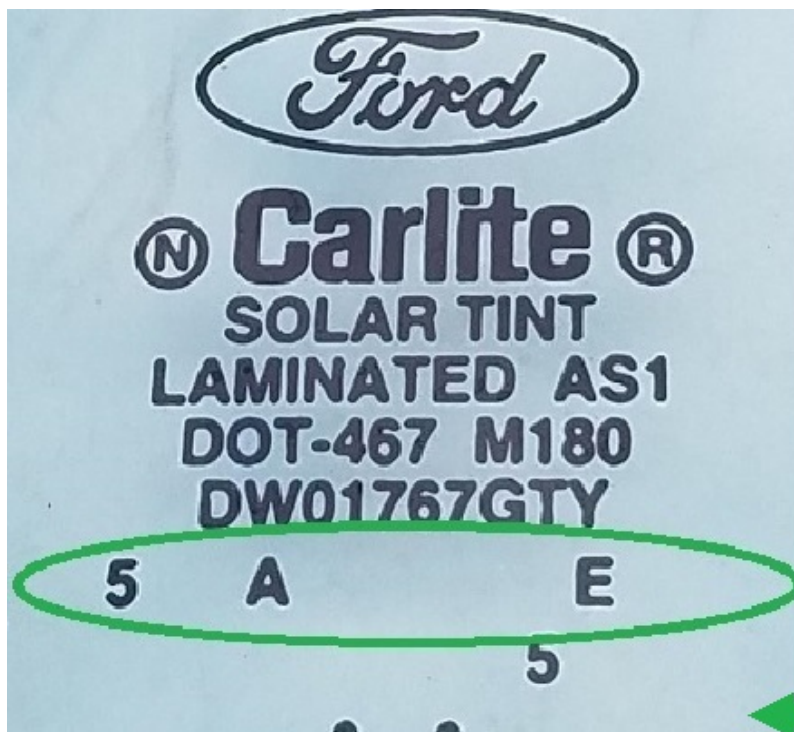
**Removed grid lines from multiple locations, often concentrated.
NOTE: antenna grid lines will not defrost
Not warrantable**

Decoding the Ford/Lincoln glass logo:

The following pages 7 & 8 offer three types of windshield glass logos as well as decoders to help determine if the glass is original to the vehicle.

While a Ford or Lincoln logo may be in place, this does not indicate an original glass. Aftermarket installers can purchase and install OEM glass.

- ◆ A replacement glass would not have a factory seal and not carry warranty coverage for wind/water leaks.
- ◆ Compare the build date of the glass to that of the vehicle. A glass built the month of, or shortly prior, is likely factory installed. Glass built after the vehicle build date has been replaced.
- ◆ Always consult the Workshop Manual for removal/re-sealing/replacement of glass. Some glass may have specific instructions to discard or ensure nearby components are not damaged during service.



Year (e.g. 8=2018)	Month
8	A = JAN
8	B = FEB
8	C = MAR
8	D = APR
8	E = MAY
8	F = JUN
8	G = JUL
8	A B = AUG
8	A C = SEP
8	A D = OCT
8	A E = NOV
8	A F = DEC

EXAMPLE: 2015 NOVEMBER



Month Year # (e.g. 8=2018)

JAN8
FEB8
MAR8
APR8
MAY	...8
JUN	..8
JUL	.8.....
AUG	8.....
SEP	8.....
OCT	8....
NOV	8..
DEC	8.

EXAMPLE: MARCH 2017



Month=.

Year (e.g. BH=2017)

YEARS

Week (below year)

JANBH
FEBBH
MARBH
APRBH
MAY	...BH
JUN	..BH
JUL	.BH.
AUG	BH..
SEP	BH...
OCT	BH....
NOV	BH.....
DEC	BH.....

A=0
B=1
C=2
D=3
E=4
F=5
G=6
H=7
I=8
J=9

•	first
••	second
•••	third
••••	fourth
•••••	fifth

EXAMPLE: 2017, OCTOBER, 4th week