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Ford Motor Company  
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July 1, 2022

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**  
**Safety Recall 22S20 - Supplement #2**

Certain 2016 and 2020 Model Year Transit Connect Vehicles  
 Windshield Reseal

**REF:** **DEMONSTRATION / DELIVERY HOLD - Safety Recall 22S20 – Supplement #1**  
 Dated June 15, 2022

**New! REASON FOR THIS SUPPLEMENT**

- Add labor operation code to claim when OSL is used

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Transit Connect	2016	Valencia	01-December-2015 through 30-June-2016
Transit Connect	2020	Valencia	01-November-2019 through 29-February-2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, significant portions of the windshield may have inadequately adhered to the vehicle. An improperly adhered windshield may not stay adequately retained in a crash, which may increase the risk of injury to an occupant. Affected vehicles could experience increased wind noise, water leaks, or looseness of the windshield glass.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to reseal the affected build date windshield. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters were mailed the week of May 16, 2022. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

**ATTACHMENTS**

Attachment I: Administrative Information  
*Attachment II: Labor Allowances and Parts Ordering Information*  
Attachment III: Technical Information  
Owner Notification Letters  
Recall Reimbursement Plan

**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,



David J. Johnson

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**OASIS ACTIVATION**

OASIS was activated on April 28, 2022.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on April 28, 2022. Owner names and addresses were made available May 30, 2022.

**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 recall 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 recall.

**SOLD VEHICLES**

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles. 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.

**DEALER-OPERATED RENTAL VEHICLES**

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting, or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

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**OWNER REFUNDS**

- This safety recall does not need to be performed if the windshield was replaced after the date of vehicle manufacture date. This recall will close if the windshield was replaced after the date of vehicle manufacturer date, refer to labor allowance – inspection.
- Claiming a refund for windshield reseal will not close the recall on the vehicle.
- Ford Motor Company is offering a refund for owner-paid repairs covered by this recall if the repair was performed prior to the date indicated in the reimbursement plan, which is posted with this bulletin. Owners are directed to seek reimbursement through authorized dealers or, at their option, directly through Ford Motor Company at P.O. Box 6251, Dearborn, MI 48121-6251.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the end date specified in the reimbursement plan. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with windshield reseal.

**RENTAL VEHICLES**

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance that may require a rental vehicle, please contact the SSSC via the SSSC Web Contact Site.

**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 prior to completing the repair.

**CLAIMS PREPARATION AND SUBMISSION**

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims, select claim type 31: Field Service Action. The FSA number 22S20 is the sub code.
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.

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**CLAIMS PREPARATION AND SUBMISSION CONTINUED**

- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.  
**IMPORTANT:** Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 22S20
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.
  - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **Additional parts not listed in the parts section:** Additional parts and/or material may be submitted on the same repair line on which the FSA is claimed. Additional parts totaling more than \$100.00 requires prior approval from the SSSC.
- **New! Sublet Glass Removal/Installation:** *Sublet repairs to remove and install the windshield must be claimed with 22S20E. Sublet documentation must be retained. Submit on the same line as the repair.*
  - Program Code: 22S20
  - Misc. Expense: FSAOSL
  - Misc. Expense: Claim up to \$250
- **Provision for Locally Obtained Supplies:** Cleaning supplies, consumables, and either Dow® or Sika® brand automotive glass bonding materials. Submit on the same line as the repair.
  - Program Code: 22S20
  - Misc. Expense: OTHER
  - Misc. Expense: Claim up to \$100

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**New! LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect to verify windshield production date. Windshield production date after vehicle production, the recall does not apply – no further action - close recall	22S20A	0.2 Hours
Verify windshield production date is on or prior to vehicle manufacture date, remove the windshield, scrape off old, apply new polyurethane and install windshield (cannot claim 22S20C if the windshield is reused)	22S20B	1.4 Hours
Install new windshield if cracked during R&R procedure (cannot claim 22S20B if the windshield is replaced)	22S20C	1.1 Hours
IPMA camera alignment (if equipped)	22S20D	0.3 Hours
<i>Verify windshield production date is on or prior to vehicle manufacture date and OSL completes reseal procedure (cannot claim 22S20A, 22S20B, and 22S20C if OSL is used to complete recall)</i>	22S20E	0.2 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
<b>Consumables Required for all Vehicles</b>			
Obtain Locally	Masking Tape	Claim as MISC OTHER	
	Glass Cleaner		
	Dow BETAPRIME 5504G / Sika Primer – 207 or equivalent		
	SikaTack MACH 60 / SikaTack MACH 30 / Dow BETASEAL Express / Sika Tack ASAP Urethane Adhesive or equivalent		
	Roloc Disks or equivalent		
	Isopropyl Alcohol		
	Ford Approved Epoxy Based Primer		

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Related Damage Only Part Numbers	
DT1Z 5403100 AU	Windshield
DT1Z 543100 AH	Windshield
DT1Z 5403100 J	Windshield
DT1Z 5403100 AN	Windshield
DT1Z 5403100 AD	Windshield
DT1Z 5403100 AT	Windshield
DT1Z 5403100 Y	Windshield
KT1Z 5403100 Q	Windshield
KT1Z 5403100 M	Windshield
KT1Z 5403100 L	Windshield
KT1Z 5403100 R	Windshield
KT1Z 5403100 N	Windshield
KT1Z 5403100 K	Windshield
KT1Z 5403100 J	Windshield
KT1Z 5403100 H	Windshield
KT1Z 5403100 U	Windshield
KT1Z 5403100 T	Windshield
KT1Z 5403100 B	Windshield
DT1Z 5403100 D	Windshield
DT1Z 5403100 AR	Windshield
DT1Z 5403100 Z	Windshield
DT1Z 5403100 AB	Windshield
DT1Z 5403100 X	Windshield
DT1Z 5403100 AK	Windshield
DT1Z 5403100 AQ	Windshield
KT1Z 5403100 S	Windshield
KT1Z 5403100 G	Windshield

VIN Specific – Only if breaks during the removal procedure

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.  
 Less than 10% of the affected vehicle population is expected to require windshield replacement.

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**DEALER PRICE**

For the 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**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup> 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup> 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.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1<sup>st</sup> 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.



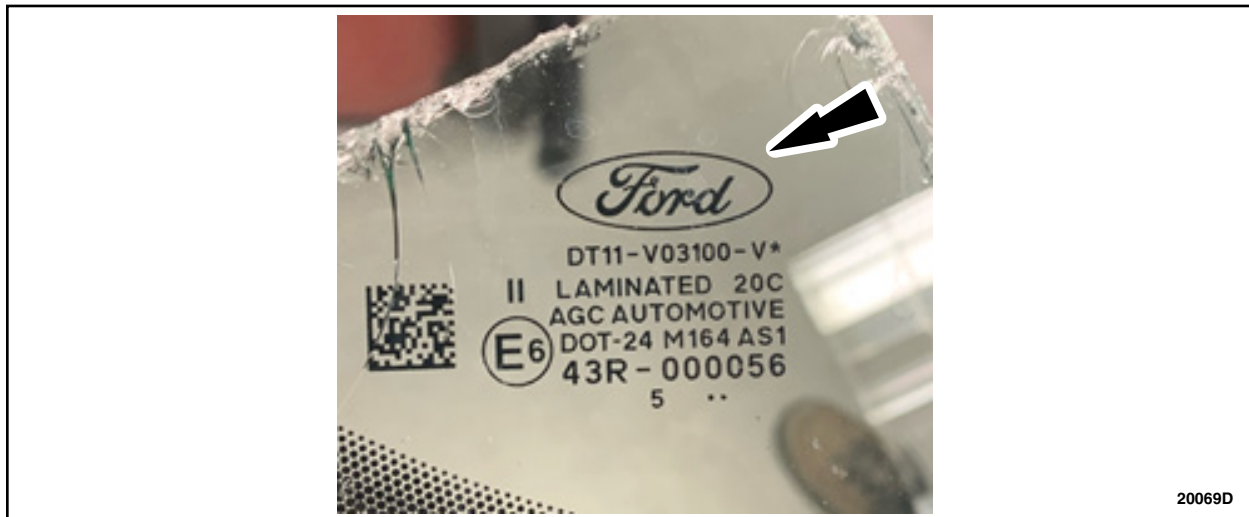
## CERTAIN 2016 AND 2020 MODEL YEAR TRANSIT CONNECT VEHICLES — WINDSHIELD GLASS RESEAL

### SERVICE PROCEDURE

1. Does the windshield have a Ford oval trademark? See Figure 1.

Yes – Proceed to step 2.

No – Windshield has been replaced. This recall does not apply.



**FIGURE 1**

2. Determine what the vehicle's build date is.



3. Is the windshield production month the same month or older than the vehicle production build month?  
See Figure 2 for the location of the date code and the matrix below to determine the windshield production month.

Yes – Proceed to Step 4.

No – This recall does not apply. Windshield has been replaced with OE service part.

**NOTE:** The number in the Manufacture Date Code represents the year.

MANUFACTURE DATE CODE	BUILD DATE
*****5	January, 2015
*****5	February, 2015
****6	March, 2016
***6	April, 2016
**7	May, 2017
*7	June, 2017
8*****	July, 2018
8*****	August, 2018
9****	September, 2019
9***	October, 2019
0**	November, 2020
0*	December, 2020



FIGURE 2



4. Remove the Cowl Panel Grille. Please follow Workshop Manual (WSM) procedures in Section 501-02.
5. Remove the Interior Rear View Mirror. Please follow WSM procedures in Section 501-09.
6. Apply tape to the A-pillar and roof edge to protect from paint damage. See Figure 3.



**FIGURE 3**

7. Remove the windshield using a cold knife or a piano wire cut out tool.
  8. Remove the tape from the A-pillar and roof edge.
  9. Inspect the windshield for possible damage. Is there any damage to the windshield?  
  
Yes – Replace the windshield. Proceed to Step 10.  
No – Re-install the original windshield. Proceed to Step 12.
- NOTE:** Damage to the alignment pins does not require windshield replacement.
10. Use glass cleaner to clean the surface of the new windshield to be installed.
  11. Remove and transfer any necessary components onto the new windshield, then proceed to step 14.
  12. Using a utility knife or razor blade scraper with a new blade at roughly a 30 degree angle, completely remove the urethane and primer from the windshield, leaving the cowl windshield molding intact. See Figure 4.
    - To ensure best results, use one razor blade per side and cut in a single direction. More than one pass will be required to remove all of the primer and urethane from the surface of the glass.

**NOTICE:** Do not scrape the razor blade back and forth.

**NOTICE:** If the urethane and primer cannot be completely removed from the surface of the windshield, it must be replaced.



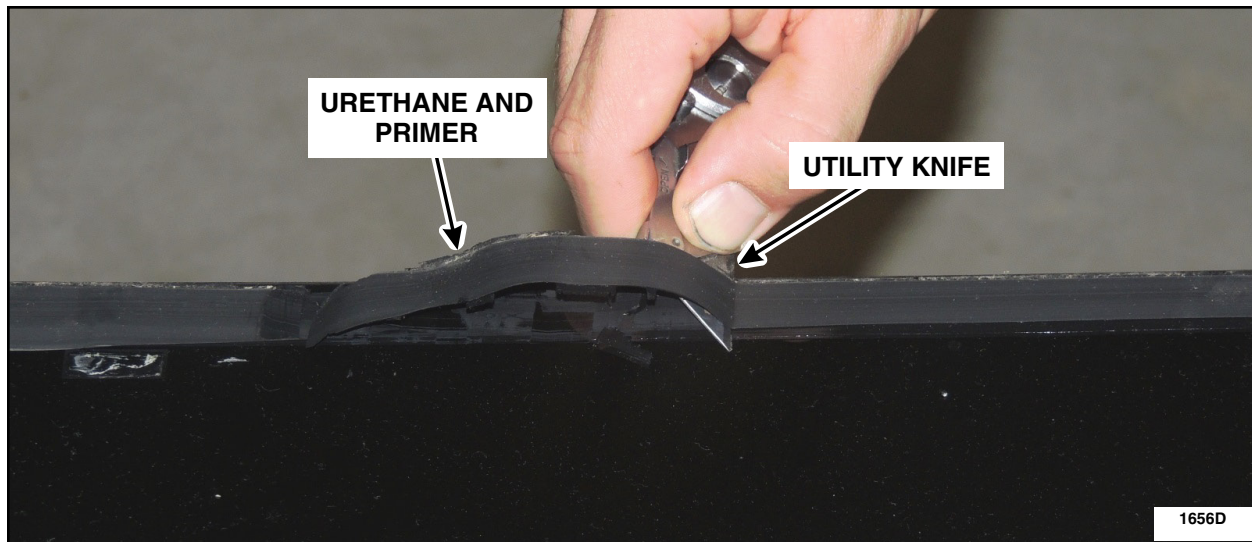


FIGURE 4

13. Prepare the windshield for installation.

- a. Clean the bonding surface using a *new* lint-free wiping tissue moistened with **acetone** for each edge of the windshield. Wipe in a single direction using constant pressure to remove any contaminants. Repeat this step two additional times.
- b. Clean the bonding surface using a *new* lint-free wiping tissue moistened with **isopropyl alcohol** for each edge of the windshield. Wipe in a single direction using constant pressure to remove any contaminants. Repeat this step two additional times.

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

Material: Sika® Aktivator PRO / Dow® BETAPRIME™ 5504G / Sika® Primer-207

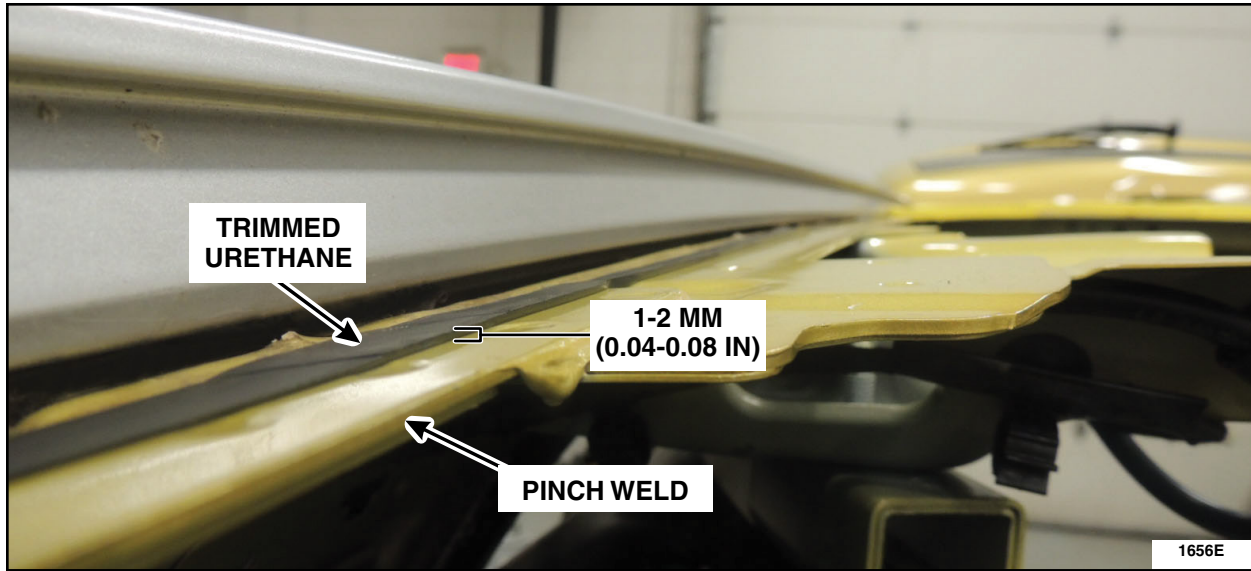
15. Prepare the vehicle pinch weld. See Figure 5.

- a. Trim the original urethane adhesive using a utility knife, leaving a 1 mm to 2 mm (0.04 in to 0.08 in) base on the pinch weld.
- b. Remove any foreign material or dirt from the pinch weld using a soft brush or vacuum.
- c. If any of the pinch weld metal was exposed during windshield removal or urethane bead trimming, apply primer to the exposed metal.
  - If using Dow® brand products, apply Dow® BETAPRIME™ 5504G primer.
  - If using Sika® brand products, apply Sika® Primer-207 primer.

**NOTE:** Removal of urethane for the body side should follow normal urethane removal for windshield replacement or re-seal.

**⚠ NOTICE:** The windshield must be installed within 2 hours of cutting the urethane adhesive. Cut or scraped urethane becomes oxidized and inactive beyond 2 hours, reducing the effectiveness of the repair bond.

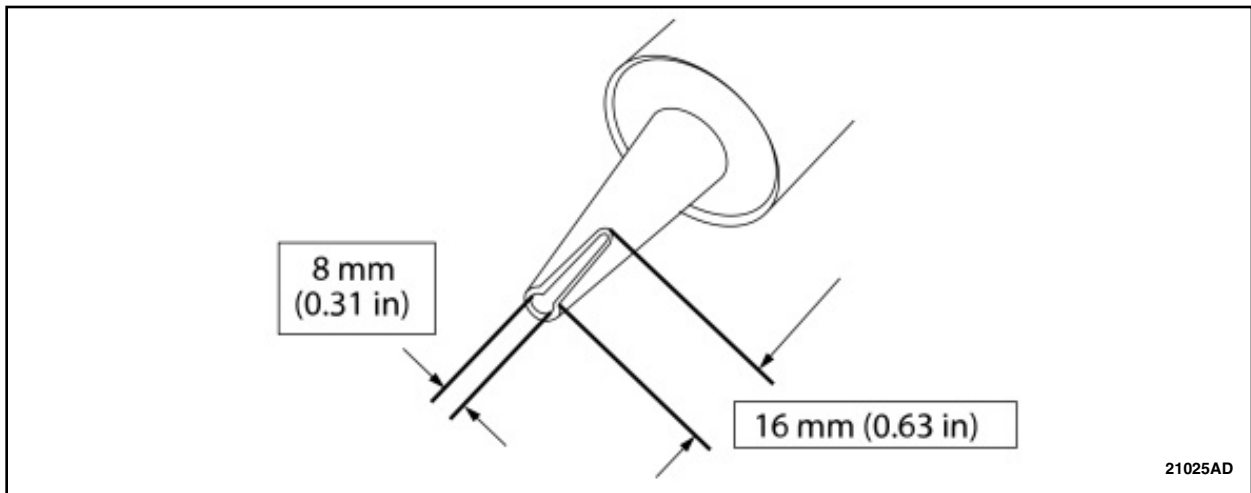




**FIGURE 5**

16. Cut the urethane adhesive applicator tip to specification. See Figure 6.

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



**FIGURE 6**



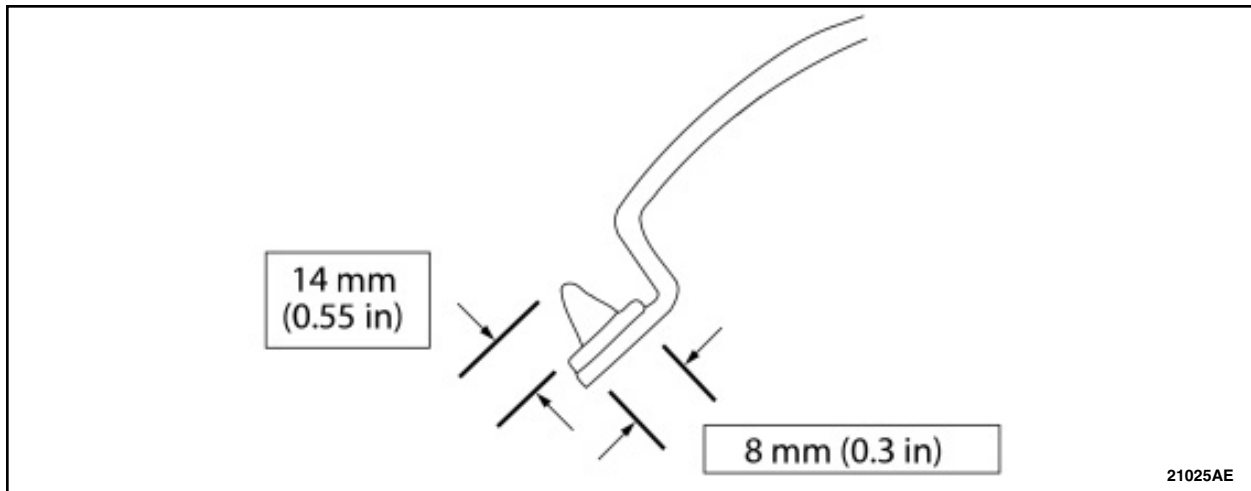


17. Apply a urethane adhesive bead. See Figure 7.
  1. Start and end at the original overlap points to prevent air and water leaks.
  2. Apply a urethane adhesive bead 14 mm (0.551 in) high and 8 mm (0.314 in) wide on top of the existing trimmed urethane adhesive bead on the pinch weld.
  3. Make sure 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 7**

18. 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.

19. 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).

20. Re-install all previously removed components by reversing steps 4-5.
21. 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.

**NOTE:** This step only applies if equipped with an IPMA Camera.



**Ford Motor Company**  
**Recall Reimbursement Plan for 22S20**

*Ford and Lincoln dealers are in the best position to quickly and efficiently process reimbursement requests. However, federal legislation requires all motor vehicle manufacturers to establish processes through which customers may seek recall reimbursement directly from the manufacturer or from the dealers.*

*Regarding the specific reimbursement plan for Recall # 22S20, owners who have paid for service to remedy the defect or noncompliance must have had that service performed prior to May 30, 2022. After this date, if repairs related to this recall are performed by a non-Ford repair facility in an emergency situation, customers must submit any refund requests through their dealership. As required by this federal regulation, Ford Motor Company submitted the details of its latest General Recall Reimbursement Plan in a letter to the National Highway Traffic Safety Administration (NHTSA) in May 2021. The following is the text of that letter and the Plan:*

**General Recall Reimbursement Plan**  
(As submitted to the NHTSA)

Pursuant to the requirements set forth in 49 CFR Part 573 and Part 577 of the Code of Federal Regulations, Ford Motor Company (Ford) is submitting required information pertaining to our general reimbursement plan for the cost of remedies paid for by vehicle owners before they are notified of a related safety recall.

Set forth below is Ford's general plan to reimburse owners and purchasers for costs incurred for remedies in advance of notification of potential safety-related defects or noncompliance pursuant to Part 573.6 (c)(8)(i). This plan has not changed since our February 20, 2019 submission.

**Reimbursement Notification**

Ford's notice to a vehicle owner in accordance with 49 CFR Part 577 will indicate that Ford is offering a refund if the owner paid to have service to remedy the defect or noncompliance prior to a specified ending date. In accordance with Part 573.13 (c)(2), this ending date will be defined as a minimum of ten calendar days after the date on which Ford mailed the last of its Part 577 notifications to owners, and will be indicated in the specific reimbursement plan available to owners for an individual recall. This notice will direct owners to seek eligible reimbursement through authorized dealers or, at their option, directly through Ford at the following address:

Ford Motor Company  
P.O. Box 6251  
Dearborn, MI 48121-6251

Ford notes that this rule allows for the identification of a beginning date for reimbursement eligibility. Under the rule, an owner who paid to remedy the defect or noncompliance prior to the identified beginning date would not be eligible for reimbursement. Ford generally has not established such a beginning date for reimbursement eligibility and does not presently anticipate changing this general policy. However, in any case where Ford determines a beginning date is appropriate, Ford will indicate that date in the owner notice. As permitted by 577.11(e), Ford may not include a reimbursement notification when all vehicles are well within the warranty period, subject to approval by the agency.

## **Costs to be Reimbursed**

For vehicles, reimbursement will not be less than the lesser of:

- The amount paid by the owner for the remedy that specifically addressed and was reasonably necessary to correct the defect or noncompliance that is the subject of the recall, or
- The cost of parts for the remedy (to be no more than the manufacturer's list retail price for authorized part(s), plus associated labor at local labor rates, miscellaneous fees (such as disposal of waste) and taxes.

For replacement equipment, reimbursement will be the amount paid by the owner for the replacement item (limited by the amount of the retail list price of the defective or noncompliant item that was replaced, plus taxes, where the brand or model purchased by the owner was different than the brand or model that was the subject of the recall). If the item of motor vehicle equipment was repaired, the reimbursement provisions identified above for vehicles will apply.

Ford notes that costs incurred by the owner within the period during which Ford's original or extended warranty would have provided for a free repair of the problem will not be eligible for reimbursement, as provided by Part 573.13 (d)(1).

### Entities Authorized to Provide Reimbursement

Ford will continue to use authorized dealers to reimburse owners under the specific reimbursement plans for a particular recall and will encourage owners to pursue requests for reimbursement directly through dealers to expedite reimbursement. Ford will also provide a mailing address to which customers can, at their option, send requests for reimbursement directly to Ford, as previously noted. Requests for reimbursement sent directly to Ford may take up to 60 days to process. Whether the owner chooses to pursue reimbursement requests through a dealer or directly through Ford, the owner will be directed to submit the required documentation, upon which reimbursement eligibility will be determined.

## **Required Documentation**

The reimbursement determination will depend upon the information provided by the customer. Consistent with Part 573.13 (d)(4) the following information must be submitted:

- Claimant name and address
- Vehicle make, model, and model year
- Vehicle identification number (VIN) and, for replacement equipment, a description of such equipment or, for tires, the model, size and TIN (DOT code)
- Identification of the recall number (either the Ford recall number or the NHTSA recall number)
- Identification of the owner of the recalled vehicle at the time that the pre-notification remedy was obtained
- An original receipt for the pre-notification remedy that includes a breakdown of the amount for parts, labor, other costs and taxes, including costs for the replacement item. Where the receipt covers work other than to address the recall or noncompliance, Ford may require the claimant to separately identify costs that are eligible for reimbursement.
- If the remedy was obtained during the warranty period, documentation indicating that the warranty was not honored or the warranty repair did not correct the problem related to the recall.

Failure to submit all of the above information may result in denial of the reimbursement request.



## **Additional Information**

The Part 577 required owner notice will provide a toll-free telephone number through which specific information about the reimbursement plan can be requested from Ford. This general reimbursement plan will be incorporated into notifications pursuant to Part 573.6 by reference. Information specific to an individual recall also may be incorporated into the Part 573.6 notification.