



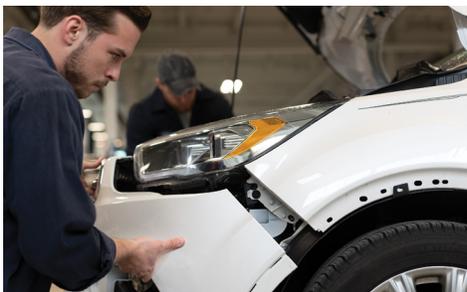
In this issue:

- Ford BLIS® System Introduction
- Ford Provides COVID-19 Disinfecting Practices
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- Ford GT Special Service Message

FORD REMOVES CORE CHARGE FOR ALL LIGHTING AND BUMPER FASCIAS

Ford Customer Service Division (FCSD) has announced that core charges have been removed from all lighting and bumper fascias, as well as some light repair parts and brake components. The change, which went into effect on June 1, 2020, saw the removal of core on 1,105 lighting part numbers and 461 fascia part numbers. All told, nearly 3,500 part numbers have had core charges removed.

The company stated bumper fascia and lighting parts that no longer have core applied should be destroyed and disposed of according to your local guidelines. Existing lighting and bumper fascia inventory within the Ford Parts Distribution Network will continue to have the core identification stickers applied until all existing stock is depleted. Once all existing, packaged inventory is depleted,



core notification stickers will no longer be used. These parts do not need to be returned to the dealer.

The core charge removal does not apply to aluminum wheels and they must still be returned to the selling Ford or Lincoln dealer in the original box.

"FCSD implemented the core charge and return process on lighting and bumper fascias in 2010," said Ford Global Collision & Strategy Manager Jennifer Boyer. "After conducting an in-depth

evaluation of this decade-old policy, we identified the opportunity to eliminate core on these parts. Effective June 1, 2020, you will no longer need to manage core on these parts."

"In recent years, feedback from wholesaling dealers and collision repairers has suggested the program has become burdensome to the industry and impacts market competitiveness," said FCSD Collision Technical Operations Manager Adam Gair. "Upon further evaluation, the fascia and lighting core programs are not as relevant as they once were due to integration of advanced driver assistance systems, design changes in the fascias and the overall complexity of current lighting components."

For additional information, visit FordCrashParts.com or contact the Ford Crash Parts Hotline at cphelp@fordcrashparts.com.

FORD RELEASES NEW POSITION STATEMENTS WARNING AGAINST THE USE OF NON-OEM STRUCTURAL RIVETS AND GLASS

Continuing its directive to promote proper and safe repairs, Ford Motor Company has issued two new position statements detailing the importance of using OEM structural rivets and OEM automotive glass for both Ford and Lincoln vehicles.

USE OF NON-OEM STRUCTURAL RIVETS ON FORD & LINCOLN MOTOR COMPANY VEHICLES

Based on the important role that structural rivets used on Aluminum Intensive Vehicles (AIV) play in the structural strength and performance of the vehicle, this statement is being released to provide guidance on the use of aftermarket rivets.

Key topics include:

- Quality, safe repairs to Aluminum Intensive Vehicles require the use of OEM repair procedures and parts, including the use of the required OEM structural rivets and rivet tooling as described in the repair procedures.
- An overview of the key mechanical fasteners used in Ford and Lincoln Motor Company vehicles that fasten aluminum structural and cosmetic body components, including Self-Piercing Rivets (SPR), Blind Rivets, Solid Rivets and Flow Drill Screws (FDS).

"While self-piercing rivets are now a big component of the overall repair plan for our aluminum-alloy vehicles, all rivets, fasteners and adhesives required for every repair are specifically called out for a reason," said Gerry Bonanni, senior damageability engineer for Ford Motor Company. "In order to create a safe, fully approved repair, technicians need to be aware of each rivet type, location and the quantity needed regarding each unique repair. In addition to the Ford Workshop Manual—which includes step-by-step repair procedures—the instruction sheets for the F-150 and Super Duty offer repairers an additional roadmap to help plan their repairs, including the specific types of rivets needed, down to the part number."

Instruction sheets and other repair information for the F-150 can be found here: FordCrashParts.com/F-150.

Instruction sheets and other repair information for Super Duty can be found here: FordCrashParts.com/Super-Duty.

USE OF NON-OEM GLASS ON FORD & LINCOLN MOTOR COMPANY VEHICLES

Based on the integral role glass plays in the vehicle structure and the growing role it plays in the functionality of advanced driver assistance systems (ADAS), the Glass Position Statement provides guidance on the installation and use of aftermarket glass. Key topics include:

- Advanced driver assistance systems (ADAS), including Lane-Keeping, Pre-Collision Assist with Automatic Braking, Evasive Steering Assist and Auto High-Beam Headlamps
- Head Up Display (HUD)
- SoundScreen® acoustic windshield and side glass
- Use of OEM repair procedures

The quality, performance and safety of aftermarket replacement windshield and side glass may not meet Ford Motor Company's exacting specifications, and can result in key safety features not functioning properly and reduced customer satisfaction in the performance of their vehicle. For these reasons, Ford Motor Company does not approve the use of aftermarket windshield or side replacement glass.

Continued on page 2...

USE OF NON-OEM GLASS CONTINUED ...

“The vehicles of today are complex machines with many complex components all designed to work together,” said Gerry Bonanni, senior damageability engineer for Ford Motor Company. “The only way to ensure the vehicle’s proper functionality and safety are maintained is to utilize OEM replacement parts—including OEM glass—and to follow the official repair procedures. Those procedures include the proper preparation of the vehicle’s substrate, which is very important, as the windshield adheres directly to it.”

“Automakers demand entire surface control within the windshield manufacturing process,” said Ken Pew, FCSD/Carlex technical services manager. “They can have 30 to 50 embedded sensors in the final check of windshield glass, which helps ensure the glass will not only have the correct, exacting measurements in terms of its four sides, but the unique and exact curvature of the glass, which plays a large role in providing accurate ADAS feedback to the driver.”

Information on how to ensure you are using OEM glass can be found in [On Target, 2019 - Vol. 4](#).

Detailed fixed glass repairs, as mandated by Ford, can be found in [On Target, 2019 - Vol. 2](#).

Additional information on Ford’s SoundScreen® acoustic glass can be found in [On Target, 2019 - Vol. 1](#).

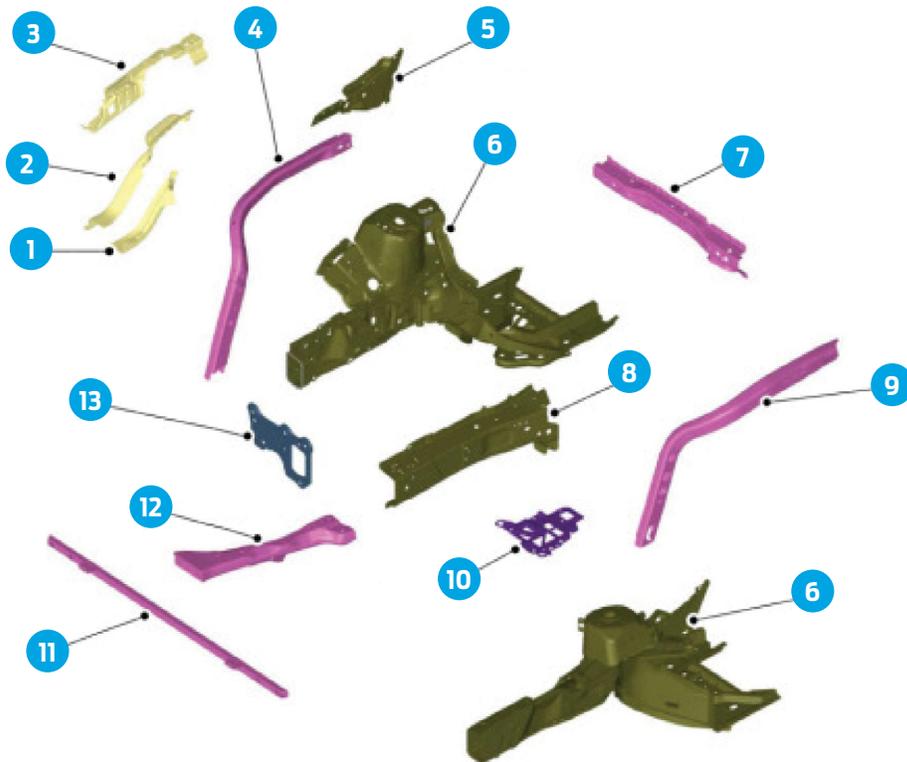
Additional information on dimensionally correct windshields can be found in [On Target - 2018, Vol. 3](#).

Additional information on proper installation of fixed glass and calibration of Head Up Display (HUD) for the 2017 Lincoln Continental can be found in a four-part series, beginning in [On Target - 2017, Vol. 3](#).

Both position statements, with versions for Ford and Lincoln vehicles, can be found on FordCrashParts.com/position-statements. For questions on this or the proper repair of any Ford or Lincoln vehicle, contact the Ford Crash Parts Hotline at cphelp@fordcrashparts.com.



FOR QUESTIONS ON THE PROPER REPAIR OF ANY FORD OR LINCOLN VEHICLE, CONTACT THE FORD CRASH PARTS HOTLINE AT cphelp@fordcrashparts.com.



BODY CONSTRUCTION DETAILS FOR 2020 LINCOLN CORSAIR

In its last issue, *On Target* introduced the 2020 Lincoln Corsair to repairers by examining [some of its key exterior components](#). Here, we focus on the vehicle’s front panels, aprons and side members.

Please note the following information is intended as a general guideline and is not all-inclusive. For more in-depth repair information on this and other Ford and Lincoln vehicles, consult the Ford Workshop Manual, found at Motorcraftservice.com.

For more information, refer to **Section 501-26: Body Repairs – Vehicle Specific Information and Tolerance Checks, Description and Operation**.

Above are some callouts on the 2020 Corsair highlighting specific component-level material construction.

On Target plans to include additional repair information on the 2020 Corsair in future issues.

For more information on the Corsair, or any Ford or Lincoln vehicle, contact the Ford Crash Parts Hotline at cphelp@fordcrashparts.com or visit I-CAR’s RTS Portal at RTS.i-car.com.

FRONT PANELS, APRONS AND SIDE MEMBERS

ITEM	DESCRIPTION	STEEL TYPE
1	Support	Mild Steel
2	Reinforcement	Mild Steel
3	Reinforcement	Mild Steel
4	Fendor Apron Brace	Dual Phase (DP) 800 Steel
5	Reinforcement	Dual Phase (DP) 600 Steel
6	Apron Assembly	Dual Phase (DP) 600 Steel
7	Reinforcement	Dual Phase (DP) 800 Steel
8	Side Member	Dual Phase (DP) 600 Steel
9	Fendor Apron Brace	Dual Phase (DP) 800 Steel
10	Battery Tray Assembly	Aluminum Alloy
11	Radiator Support	Dual Phase (DP) 800 Steel
12	Floor Side Member Assembly	Dual Phase (DP) 800 Steel
13	Bumper Mounting Bracket	High-Strength Low-Alloy (HSLA) 420 Steel

FORD PROVIDES RECOMMENDED CORONAVIRUS DISINFECTING PRACTICES

AUTOMAKER PROVIDES GUIDELINES FOR FORD AND LINCOLN DEALERS DURING UNPRECEDENTED COVID-19 PANDEMIC.

COVID-19, the infectious disease caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2), has lived up to its title of a global pandemic, disrupting lives and businesses around the world.

While many businesses had no choice but to close, others have adapted to the new situation with remote-working options, and still others, including automotive collision repair and maintenance centers in many states, have been declared essential, and have remained open.

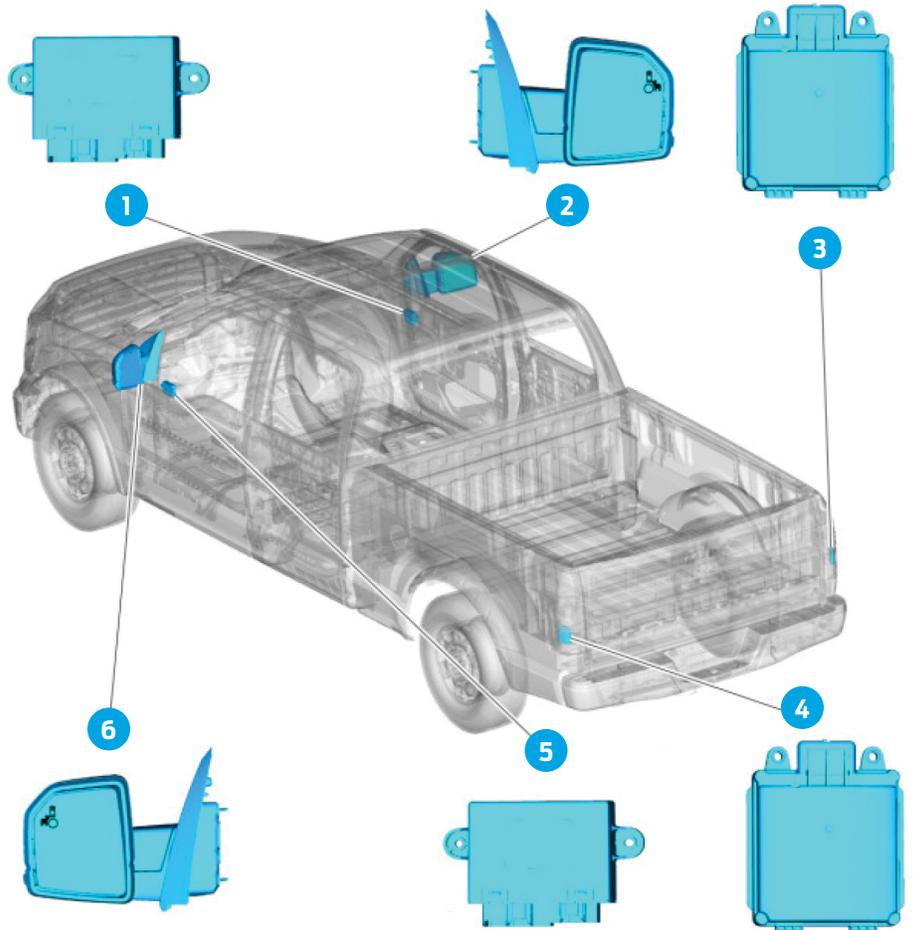
While very minor repairs or maintenance could possibly be postponed, some vehicles may require more advanced repairs, or be included in potentially serious safety recalls that will need to be addressed before the pandemic passes.

To that end, and out of an abundance of caution, Ford Motor Company recommends its collision repair centers institute a disinfection process for their customers' vehicles. These additional disinfecting steps can help create a safer experience for both customers and collision center employees.

The recommended disinfecting process includes:

- Employees wear form-fitting nitrile or latex gloves when servicing and disinfecting a vehicle
- Use of seat covers, steering wheel covers and floor mats
- Using recommended disinfecting wipes (see below) to clean high-touch areas of customers' vehicles:
 - Exterior driver-side door handle
 - Steering wheel — including buttons
 - Center console — outside only
 - Gear selector (dial / handle)
 - Radio / HVAC areas
 - Touchscreen
 - Start / Stop button
 - Driver door armrest and center console
 - Window / seat / mirror controls
 - Rear-view mirror
 - Seatbelt buckle and anchor
 - Key fob
 - Other: depending on vehicle, ensure all other key touchpoints are wiped down

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BLIND SPOT INFORMATION SYSTEM (BLIS®)

As *On Target* has previously noted, advanced driver assistance systems (commonly referred to as ADAS), will continue to grow, becoming more enmeshed in current vehicles while spreading to include other, smaller vehicle lines as well.

To help repairers become more familiar with the detailed steps needed to complete approved, proper and safe vehicle repairs when it comes to these types of systems, we introduce a new installment on repair directives covering the Blind Spot Information System (BLIS®)—using the 2020 Ford F-150 as an example—straight from the official Ford Workshop Manual.

This introductory installment includes a cross-section view of the F-150, the specific

components included and their location on the vehicle. It can be found in **Section 419-04: Side and Rear Vision - Description and Operation**.

Please note the following information is intended as a general guideline and is not all-inclusive. For more in-depth repair information on this and other Ford and Lincoln vehicles, consult the Ford Workshop Manual, found at Motorcraftservice.com.

Additional information on BLIS®—as well as information on proper ADAS functionality, features and proper repairs—will continue in future installments of *On Target*.

BLIND SPOT INFORMATION SYSTEM - COMPONENT LOCATION

ITEM	DESCRIPTION	ITEM	DESCRIPTION	ITEM	DESCRIPTION
1	Passenger Door Module	3	Side Obstacle Detection Control Module - Right	5	Driver Door Module
2	RH Exterior Mirror	4	Side Obstacle Detection Control Module - Left	6	LH Exterior Mirror

FOR QUESTIONS ON THIS OR THE PROPER REPAIR OF ANY FORD OR LINCOLN VEHICLE, CONTACT THE FORD CRASH PARTS HOTLINE AT cphelp@fordcrashparts.com.

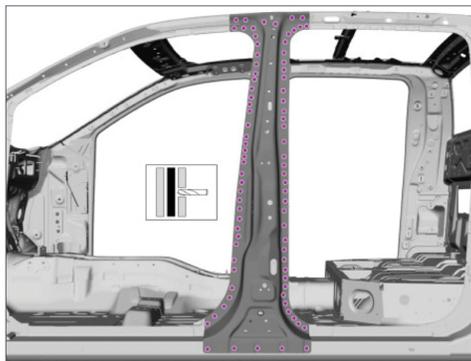


Figure 1

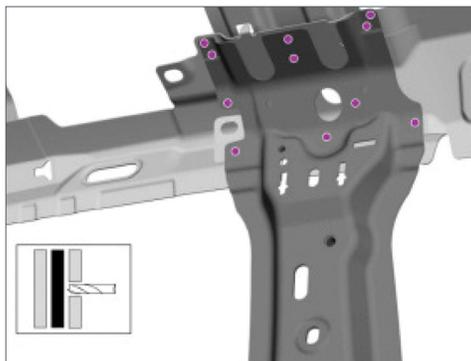


Figure 2

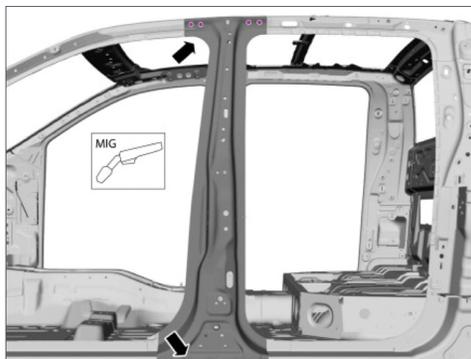


Figure 3



Figure 4

2019/20 FORD RANGER: B-PILLAR AND REINFORCEMENT (CREW CAB)

Ford Senior Damageability Engineer Gerry Bonanni resumes his conversation with *On Target* regarding specific repairs to the 2019/2020 Ford Ranger. This time, the topic turns to the vehicle's B-pillar and reinforcement, following the previous discussion regarding the B-pillar outer panel ([2020 - Vol. 1](#)).

Please note that the following repair information and steps are intended as a general guideline and are not all-inclusive. For more in-depth repair information on this and other Ford and Lincoln vehicles, consult the *Ford Workshop Manual*, found at Motorcraftservice.com.

SECTION 501-29: SIDE PANEL SHEET METAL REPAIRS, REMOVAL AND INSTALLATION

The repair procedure begins by detailing the tools, equipment and materials needed, including:

- Resistance Spot-Welding Equipment
- 8mm Drill Bit
- MIG/MAG Welding Equipment
- Spot-Weld Drill Bit
- Locking Pliers

NOTICE: Body side sectioning is prohibited within 50mm of door hinges, safety restraints and striker anchoring points.

"The repair procedure includes a special note regarding the B-pillar reinforcement, which is constructed of boron and **cannot** be sectioned," cautioned Bonanni. "The component must be replaced at factory seams only."

REMOVAL

First, depower the supplemental restraint system (SRS), referring to [Section 501-20B](#), and verify the vehicle is dimensionally correct, referencing [Section 501-26](#).

Next, remove the front seat outboard safety belt and retractor ([Section 501-20A](#)) and the B-pillar outer panel ([Section 501-29](#)). Using the spot-weld drill bit, repairers are instructed to remove the welds and then remove the B-pillar reinforcement ([Figure 1](#)). "After removing the welds from inside the vehicle ([Figure 2](#)), repairers can remove the B-pillar, and begin preparations for installing the new component," said Bonanni.

INSTALLATION

NOTE: Factory welds may be replaced with resistance spot welds or MIG plug welds. Resistance spot welds may **not** be placed over original factory weld location. They **must** be placed adjacent to original location and match factory welds in quantity. MIG plug welds must equal factory welds in both location and quantity. MIG plug weld holes must be pre-drilled to 8mm.

Install, position and clamp the new B-pillar in place, using the locking pliers. Utilizing the resistance spot-welding equipment, install the welds inside the vehicle.

Using the 8mm drill bit, drill plug weld holes and install, position and—using the locking pliers—clamp the B-pillar reinforcement in place and weld into position with the MIG/MAG welding equipment and resistance spot-welding equipment ([Figures 3 and 4](#)).

Metal finish all welds as necessary and re-install the previously removed components.

Restore corrosion protection ([Section 501-25](#)) and repower the SRS.

For additional repair information on the Ranger—including its frame, front fender apron and A-pillar outer panel—visit FordCrashParts.com/On-Target.

On Target will continue detailing repair information on the Ranger in its next issue.



FOR REPAIR QUESTIONS ON THE RANGER, OR ANY FORD OR LINCOLN VEHICLE, CONTACT THE FORD CRASH PARTS HOTLINE AT cphelp@fordcrashparts.com OR VISIT I-CAR'S RTS PORTAL AT RTS.I-CAR.COM.



FORD GT SPECIAL SERVICE MESSAGES

As noted in our previous issue (*On Target - 2020, Vol. 1*), *On Target* now begins a series of some current Special Service Messages (SSM) regarding repairs on the high-performance Ford GT.

SSM 48435 (2017 – 2020 Ford GT) – Approved Bonding Adhesives for Carbon Fiber Repairs

2017-2020 Ford GT vehicles have carbon fiber body panels and features that utilize retainers, studs and brackets for assembly. These items are attached to the carbon fiber surface using specific urethane structural adhesives that do not generate excessive heat during the curing process. Using adhesives that generate excessive heat during the curing process can lead to distortion of the carbon fiber panel and/or damage to the painted surface.

When repairing or re-securing a bracket, it is recommended to use DOW BETAMATE 2810 MV or LV. When repairing or re-securing retainers and/or studs (other than roof-to-body outer bond stud), it is recommended to use 3M™ Scotch-Weld Epoxy Adhesive DP460 or 3M™ Scotch-Weld Epoxy Adhesive DP420. When repairing or re-securing the roof-to-body outer bond stud, only 3M™ Scotch-Weld Urethane Adhesive DP604NS should be used.

Additional Special Service Messages on the Ford GT are planned for future issues of *On Target*.

2020 LEGISLATIVE UPDATE

Several states have been considering crash parts-related bills, including those dealing with OEM repair procedures. Here's a rundown:

STATE	BILL #	STATUS AND DESCRIPTION
IL	H 4916	Requires insurers to pay for claims based on the use of OEM repair procedures and includes requirements for glass related to scanning and calibration.
MD	H 1418	Withdrawn. Required insurance policies to include option of requiring repairs be made with OEM parts.
NH	H 1455	Requires insurers to pay for claims based on use of OEM repair procedures and includes requirements for glass related to scanning and calibration.
WA	H 2782	Died in committee. Required insurance policy language stating vehicle "be restored to its condition prior to loss," including OEM repair procedures.
IA	SF 426	Increases total loss threshold from 50 percent to 70 percent before vehicle declared salvage.
KS	H 2482	Excludes cost of airbag replacement in determining whether total cost of vehicle repairs exceeds 75 percent of a vehicle's value for salvage designation.
WV	H 4639	Defeated. Would have scaled back state's vehicle safety inspection requirements.
NH	H 1114	Would eliminate mandatory vehicle safety inspections for non-commercial vehicles.



I-CAR®'S NEW MEMBER COUNCIL AMPLIFIES COLLABORATION WITH FORD

By Mark Bochenek, Principal, OEM Business Development

To ensure access to the knowledge and skills required to perform complete, safe and quality repairs, it requires a great deal of synergy within all aspects of the collision repair industry. In collaboration with Ford Motor Company and other inter-industry associations, I-CAR® is at the forefront of this vision with the launch of its new Member Council, which will continue to strengthen the relationship between the [Ford Certified Collision Network](#) (FCCN) and I-CAR.

Both organizations continue to work closely together, with I-CAR's Gold Class® recognition a requirement for all members in the FCCN network, along with four additional Ford-required courses. In 2019, Ford was the first OEM to join I-CAR's [Sustaining Partner™ Program](#), designed to engage the industry at a higher level in supporting I-CAR's vision for easy access to learning safe, quality repairs and increasing opportunities for the next generation of repair technicians.

The Member Council was formed by the I-CAR Board of Directors to match its industry participation proportion while increasing the opportunities for representation. The council is made up of a group of ambassadors, including FCCN Marketing Manager Dean Bruce, in different segments within the industry, (e.g., OEMs, Insurance, Collision Repair, Education and Suppliers).

Bruce and other members will be a sounding board to review and provide feedback to I-CAR on happenings in the industry and give a voice to the products and services I-CAR is developing.

"I-CAR's new Member Council is a strong step in ensuring that leaders across all segments of the industry have a voice through new course development and other training opportunities," said Bruce. "This council will provide a deeper tie to FCCN members by allowing them to meet future training demands and give I-CAR a better

glimpse into the product lifecycle. Ford, the FCCN and I are proud of our continued support of the collision repair inter-industry and providing quality training to all."

In addition to joining the council, Ford and I-CAR are continuing to raise the knowledge and skills bar together, developing foundational advanced driver assistance systems (ADAS) courses and additional Ford-specific courses for new models, including electric vehicles. Visit the [Ford requirements webpage](#) on I-CAR.com for more information on currently available courses, certification requirements and updates.

Learn more about Ford and I-CAR's training relationship at [I-CAR.com/Ford](#), or visit I-CAR's RTS Portal at [RTS.i-car.com](#).

RECOMMENDED CORONAVIRUS DISINFECTING PRACTICES CONTINUED ...

Below is a list of Ford- and Lincoln-recommended commercial and consumer products for disinfecting vehicle surfaces that may be contaminated with the coronavirus. Due to the required urgency to provide this information to customers, these products have undergone limited material testing compatibility and have been deemed acceptable to the best knowledge of Ford Motor Company.

The disinfecting wipes and sprays on this list are currently the only recommended products for use on Ford and Lincoln vehicles. Wipes and sprays that contain a citrus fragrance (terpene hydrocarbon/d-limonene) and/or chlorine bleach (sodium hypochlorite) cleaning agents are **not** recommended at this time. Any disinfectant product dispersed by a pressurized aerosol container is **not** recommended.

It is recommended to follow the manufacturer's product label for the recommended disinfecting procedure, as it varies by product. These products should be applied to all customer vehicle touchpoints.

Recommended disinfecting products (wipes/sprays):

- Clorox Fresh Scent Disinfecting Wipes
- Sani-Cloth®
Prime Germicidal Disposable Wipe
- Clorox Commercial Solutions®
Hydrogen Peroxide Cleaner Disinfectant
- OXIVIR® 1 Wipes
- Sani-Prime® Germicidal Spray
- PURELL®
Foodservice Surface Sanitizer
- Clorox Healthcare®
Hydrogen Peroxide Cleaner Disinfectant
- OXIVIR® 1 RTU
- OXIVIR® Tb RTU

For more information, see the *Environmental Protection Agency's Registered Antimicrobial Products, List N*, visit FordCrashParts.com/Coronavirus or contact the Ford Crash Parts Hotline at cphelp@fordcrashparts.com.



On Target

Scheduled to be published four times a year, *On Target* aims to provide Ford and Lincoln dealership parts departments and independent collision repair shops with the technical information needed to deliver efficient, high-quality repairs to Ford and Lincoln vehicle owners.

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On Target Digital

Download *OnTarget* for free at FordCrashParts.com, or by clicking the Ford page on OEM1Stop.com.

GENUINE PARTING THOUGHTS

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INSIDE THE INDUSTRY

Coronavirus Reducing Traffic & Collisions

Stay-at-home orders designed to reduce the spread of the coronavirus have had a significant impact on both the amount of traffic and number of collisions on the nation's roadways. Vehicle traffic data firms report private passenger vehicle traffic in the U.S. saw a steep decline in the last full week of March versus the same week in February, and by mid-April it was down close to 50 percent. A California university survey found the number of traffic crashes fell 60 percent in the first 22 days of that state's shelter-in-place order compared to the same period in 2019.

More Support for Retaining Consent Decree

Four Republican congressmen from Georgia, Mississippi and South Carolina have joined the call to retain the 1963 auto insurance "Consent Decree." The representatives recently sent letters to the U.S. assistant attorney general requesting that the U.S. Department of Justice (DOJ) allow the Decree to continue, saying it helped to prevent anti-competitive conduct. Last year, the DOJ proposed eliminating the Decree, along with hundreds of other longstanding antitrust judgements without sunset dates. A number of collision repair associations and two U.S. senators had previously requested the Decree be left in place.

2020 NORTHEAST Show Cancelled; SEMA on Schedule

The Alliance of Automotive Service Providers of New Jersey has announced its popular NORTHEAST show has been cancelled for 2020. The event had already been rescheduled from March to August, due to the COVID-19 outbreak. It will resume its normal show dates next year, currently scheduled for March 19-21, 2021, at the Meadowlands Exposition Center in Secaucus, N.J. For more information, visit aaspnjnortheast.com.

The Specialty Equipment Market Association, however, says its 2020 SEMA show remains on schedule for November 3-6 in Las Vegas, though organizers are planning for alterations in how the show is operated as a result of the pandemic. Registration for the show opened in early June. For more information, visit semashow.com.

