In This Issue . . .

Ford Stresses Importance of Researching Plastic Repairs

Operation Comfort’s AutoMotivation Program

INSIDE THE INDUSTRY TECHNOLOGY TARGET
NEW TECHNICAL SERVICE BULLETINS
Industry Events Calendar
New Parts Warranty Announced
USING APPROVED PAINT SYSTEMS
STEEL REPAIRABILITY MATRIX

Pickup Cab and Box Offerings
Ford Stresses Importance of Researching Plastic Repairs

Though much attention has been focused recently on the continually expanding role of high-strength, ultra-high-strength and other exotic steels—and the repair methods and methodologies associated with them—Ford Motor Company would like to remind repairers of the equal importance of plastic component repairs which, when performed properly, can create a robust and high-quality repair.

Gerry Bonanni, Ford’s senior damageability engineer, has long advocated researching all vehicle repairs before any work is begun and this is especially true of plastic components, which include their own set of rules and guidelines to ensure a proper repair.

“While a lot of attention continues to be placed on exotic steel repairs, which is good, it remains vitally important for repairers to research every aspect of the repair, which includes plastic components,” said Bonanni. “With the recent announcement of changes to Ford’s official workshop manual, repairers are presented with a unique opportunity to re-familiarize themselves with the necessary plastic component repair information available to them, found in Section 501-35 and Section 501-25.”

Before any work is started, several considerations need to be taken into account that will determine the viability of plastic repair procedures:

- Is the damage cosmetic or structural?
- Can the repair be carried out on the vehicle?
- Is the part readily available?
- Is component-repair the most cost-effective method?
- Will the repair provide for the fastest, highest-quality repair?

If it is determined that repair is a viable option, (typically, components with molded-in color or those with a textured finish are not considered repairable) repairers next need to identify the type (or types) of plastic to be repaired. Some plastic components—those that are not from recycled plastic—contain either a code or material designation moulded in or a stamp indicating the plastic type. Proper identification of the various types of plastics is vital to select the appropriate repair method necessary to carry out high-quality plastic repairs.

Though several types of plastic are used in Ford’s automotive applications, all plastics fall into two primary categories: thermosetting plastics and thermoplastics.

Thermosetting plastics generally are rigid or semi-rigid compounds made with a two-part thermosetting resin, which, when combined, create a chemical reaction that produces heat, generating a cure that is irreversible. A burn test can be utilized to determine if the part is made of thermosetting plastic by applying an open flame to the corner of the damaged component. If the material crystallizes and becomes rigid, it is a thermosetting plastic.

Sheet-Molded Composite (SMC) is a type of thermosetting plastic, similar but not identical to fiberglass since it utilizes glass, nylon or other fibers in combination with thermosetting polyester resins. When fully cured, SMC, which Ford utilizes in such large-panel components as fenders, hoods, liftgates and quarter panels, is strong and rigid.

Thermoplastics are solvent-reactive compounds produced by a process that is reversible. Thermoplastics can be repeatedly remolded by adding heat, a characteristic that makes plastic welding a possible repair alternative. However, care must be used when applying heat to thermosetting plastic parts as they soften and tend to lose their shape when heated. Types of thermoplastics include Thermoplastic Olefin (TPO), Polyvinyl Chloride (PVC) and Acrylonitrile Butadiene Styrene (ABS). Thermoplastics are widely used in interior trim components, wheel flares, body side cladding, stone shields, fender aprons, fender shrouds and some bumper covers.

Polyolefin, a unique type of thermoplastic, produces an oily or waxy feel when sanded or grinded and lends itself particularly well to remodeling through the use of heat. A number of tests can be performed to determine if the repair part is polyolefin. When grinded, polyolefin plastic will melt and smear, causing a ragged edge while a non-polyolefin plastic will grind smoothly, producing a powdery dust. Another test is a simple “sink or swim” test: polyolefin plastic will float in water; non-polyolefin plastic will not.

Once the plastic has been properly identified, repairers are further reminded of the following:

- Never apply solvents such as lacquer thinners or reducers at any stage of a plastic repair. Solvents, cleaners and even water are absorbed by many types of plastics and may swell in the area of the repair, causing the repair to fail.
- When repairing plastics, especially polyolefin, an adhesion promoter must be applied to the substrate to allow repair materials and paint to bond correctly. Re-application is required when grinding or sanding through the sealer or primered layers.

For the complete table of repair parts, please refer to page 2.

<table>
<thead>
<tr>
<th>Item</th>
<th>Service Part Number</th>
<th>Description</th>
<th>Torque</th>
<th>Material Name</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>170957</td>
<td>Front bumper cover</td>
<td>-</td>
<td>Thermalplastic Olefin</td>
<td>-</td>
</tr>
<tr>
<td>2</td>
<td>17626-A Right Hand (RH) 17626-B Left Hand (LH)</td>
<td>Front bumper cover lower panel</td>
<td>-</td>
<td>Thermalplastic Olefin</td>
<td>-</td>
</tr>
<tr>
<td>3</td>
<td>5810177 Left Hand (LH) Rocker panel - Thermalplastic Olefin</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>4</td>
<td>16003 Right Hand (RH) 16004 Left Hand (LH) A-pillar to door</td>
<td>-</td>
<td>-</td>
<td>Acrylonitrile Butadiene Styrene</td>
<td>-</td>
</tr>
</tbody>
</table>

Continued on page 2
Researching Plastics Repairs

Continued from page 1

- Ford also strongly recommends carrying out as much of the plastic repair on the vehicle, since parts mounted on the vehicle are held in correct alignment throughout the repair. Attempting to repair the part removed from the vehicle may cause misalignment, which could affect the overall quality of the repair.

Additional important reminders include:
- **Always** refer to the manufacturer’s label directions and technical data sheets regarding the various types of repair materials, fillers, adhesives and bonding agents being used, as they are material-specific.
- Identifying the repaired plastic component as grained or smooth is key, as it determines how the part should be properly cleaned and prepared for refinishing.
- **Always** be sure to utilize the correct cleaner. This is dependent on whether a solvent-based or waterborne paint system is being used.

### Item Service Part Number Description Material Name

<table>
<thead>
<tr>
<th>Item</th>
<th>Service Part Number</th>
<th>Description</th>
<th>Material Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1N881S</td>
<td>Rear bumper cover</td>
<td>Thermoplastic Olefin</td>
</tr>
<tr>
<td>2</td>
<td>1N881S</td>
<td>Rear bumper cover extension</td>
<td>Thermoplastic Olefin</td>
</tr>
<tr>
<td>3</td>
<td>5444210 AA</td>
<td>Rear spoiler</td>
<td>Acrylonitrile Butadiene Styrene (ABS)</td>
</tr>
</tbody>
</table>

Section 501-35: Body Repairs in Ford’s official workshop manual (Section 501-25 in newer-format manuals) contains all of the information repairers need to correctly identify each type of plastic and its correct, corresponding repair procedure.

For more information, visit [www.motorcraftservice.com](http://www.motorcraftservice.com). Questions on any Ford Motor Company plastic repair procedure can also be directed to Gerry Bonanni (313-317-9000 or gbonanni@ford.com) or the Ford Collision Parts Hotline at cpwhelp@ford.com.

**Ford Unveils New Parts Warranty**

Ford Motor Company has announced the launch of a new 24-month, unlimited-mileage warranty on Genuine Ford and Motorcraft service parts.

The new warranty also calls for fleets and independent repair facilities to be reimbursed up to $150 in labor coverage and includes a customer towing reimbursement for repairs made at any Ford or Lincoln dealership.

Ford’s previous service parts warranty was 12 months or 12,000 miles, whichever occurred first, and labor was covered if the part was installed by a Ford or Lincoln dealership, but not on parts sold over-the-counter to a fleet or installer.

The company notes, however, that the new warranty does not affect or change Ford’s lifelong guarantee on original equipment sheet metal parts or the current three-year warranties on some systems, such as powertrain.

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### Independent Repair Shops on the Rise

The latest figures from the federal government show the number of body shops nationwide actually increased in 2012. The Bureau of Labor Statistics puts the shop count at the end of the year at 34,437, an increase of 79 shops from the previous year, and the first such upward movement since 2001.

### Deer-Vehicle Collisions Decline

According to State Farm Insurance, the number of deer-vehicle collisions in the U.S. declined 3.5 percent in 2013 year compared to 2012. The insurer estimates the odds of a driver hitting a deer over the next 12 months at 1 in 174, down 4.3 percent versus the 1 in 167 odds given last year. North Dakota saw the biggest drop at 24.8 percent, followed by Nebraska (22 percent), South Dakota (12.6 percent) and Michigan (11.4 percent).

### Length of Rental Holds Steady in Third Quarter

According to data provided by Enterprise Rent-A-Car, the average length of rental (LOR) for 2013’s third quarter was 10.8 days, the same as the same period in both 2012 and 2013.
Ford’s Direct Repair Program Helps Fix Vehicles Right the First Time

Today’s Ford and Lincoln vehicles use more high-strength steels, composite materials and new technologies than ever before, which translates into more complex repairs when accidents occur. Making it critical for consumers to seek out certified, factory-trained technicians using genuine parts.

The Ford Motor Company Insurance Services (FMCS) Direct Repair Program (DRP) network consists of Ford and Lincoln-franchised dealerships with body shops, or affiliations with local independent shops that are inspected and approved and agree to specific program requirements. The program was originally set up to support quality repairs for Ford fleet vehicles—repairs that utilize only new OEM parts. “The use of new OEM collision repair parts on fleet vehicles helps to guarantee that when the vehicles are sold at auction, they are as close to new condition as possible,” said Chris Frey, program manager. “It also helps to ensure a vehicle repair with excellent fit and finish.”

Additionally, the FMCS program has been aligned with Ameriprise Auto & Home Insurance—an A.M. Best A-rated insurance company—since 2005. The Ameriprise referral repair shop program currently utilizes many Ford and Lincoln DRP facilities. When Ameriprise seeks to add a qualified repair facility in a specific market area to its network of body shops, the FMCS program manager can recommend a facility that has already been validated by American Road Services Company personnel who have inspected the repair facility and reviewed the necessary agreements and guidelines to participate.

Customers of the FMCS program (www.FordAutoInsurance.com) have the opportunity to possibly save on their current premiums. In addition, FMCS customers receive extra benefits when they utilize a participating repair facility*: including:

- Guaranteed workmanship for as long as they own their vehicle
- The use of genuine Ford parts for the first four years or 50,000 miles (whichever comes first)
- $100 off collision deductible when repairs are made at participating dealer-owned body shops

To keep pace with the frequent advances in the technology required to repair today’s vehicles, the DRP guidelines are currently being reviewed to determine if any program changes are necessary to help ensure continued quality repairs. Each Ford DRP facility will receive explicit details on how to implement any changes.

Ford employees who drive a company car that requires repairs can find their closest approved Ford DRP by accessing “Vehicle Programs” through the Ford HR website: HR Online > Vehicle Programs > Accidents, Damage & Glass Repair – Company Vehicles > Repairs. Other customers may contact their Ameriprise agent for the nearest approved Ford repair facility.

For more information on this program, please contact Chris Frey at cfrey@ford.com or (313) 584.1041 or contact the Ford Collision Parts Hotline at cphelp@ford.com.

* Insurance availability varies by state. The eligibility criteria for coverage and discounts may vary by state.

Ford Releases New Position Statement On Using Approved Paint Systems

Responding to industry concerns pertaining to the use of non-approved paint systems for warranty repairs, Ford Motor Company has released the following position statement:

In order to earn Ford Motor Company approval for use in warranty and collision repair, paint systems are required to meet a rigorous series of tests based on real-world conditions. Ford’s high standards for quality and durability are outlined in its refinish specification, WSS-M2P-100D, and the company cannot be confident about the performance of paint systems that have not been shown to meet this specification.

For these reasons, Ford Motor Company does not allow the use of non-Ford-approved paint products for warranty repairs of Ford and Lincoln vehicles and strongly recommends the use of only Ford-approved products on customer-pay and insurance-pay repairs.

Ford has also become aware of the troubling industry practice of mixing one paint product line with another during a single repair, and reminds repairers of the importance of using only one paint system throughout the refinishing process. Any deviation or substitution of products during the course of a repair may result in the ultimate failure of that repair, and paint companies will not warrant their products if it is determined that substitutes have been used. To help ensure proper performance and durability, Ford recommends that repairers strictly follow all guidelines detailed in the paint system manual.

For a list of all Ford-approved paint systems, contact your local Ford or Lincoln dealer. Ford and Lincoln dealers may access www.FMCS Customer Service Division > body shop > paint > [specific product brand] for a listing of all approved paint products.

For more information, please contact Gerry Bonanni, Ford’s Senior Reliability Engineer, at (313) 317-9000 or gbonanni@ford.com, or the Ford Collision Parts Hotline at cphelp@ford.com.

CCC Launches Parts Procurement Platform

CCC Information Services has launched its own electronic parts procurement system, CCC TRUE Parts Network, which provides repairers and insurers a direct link to part suppliers. The company says the system, which is integrated with the CCC ONE Platform, gives suppliers an opportunity to display their parts inventory and provide real-time pricing, and is open to all suppliers including OEM dealers.

Mature Drivers Favor Blind-Spot Warning Systems

Among a list of 10 new vehicle technologies, older drivers say blind-spot warning systems make them feel safest behind the wheel. That’s according to a new survey released by The Hartford and the MIT AgeLab, which also lists crash mitigation systems, emergency response systems, and drowsy-driver alerts as the next three technological advancements when it comes to making mature drivers feel safe.

Ford Dealer Donates Parts to Collision Schools

An Illinois Ford dealer recently donated $45,000 in automotive parts to local area schools. Arlington Heights Ford made the donation through the Collision Repair Education Foundation. The parts—which included door skins, quarter panels, core supports and other parts—will allow collision repair students to receive real-world training on current-model vehicle parts. “We are always willing to help educate and promote young technicians,” said Tony Guido, general manager at Arlington Heights Ford.

Ford is Newest ASA Corporate Member

The Automotive Service Association has welcomed Ford Customer Service Division as its newest Corporate Member, a new membership category introduced this year. “To have Ford among our corporate partners is truly an honor,” said Dan Risley, ASA executive director. George Gilbert, FCSD collision merchandising manager, echoed the sentiment, stating, “We are pleased to continue our long-standing support of ASA.”
Ford Returns to NACE; Looks Forward to Big Changes in 2014

After a brief hiatus, Ford Customer Service Division (FCSD) returned to the International Autobody Congress & Exposition (NACE) show floor this fall, in support of the Automotive Service Association (ASA) and the collision industry. Mingling with collision repairers, FCSD staff was on hand to answer questions and distribute flash drives containing a wealth of Ford collision repair information, including position statements, informational videos, press releases, technical repair data, the On Target newsletter and its joint-OEM Steel Repairability Matrix. (See revised version on page 7).

“As one of the first corporate members for ASA [a new membership category introduced this year] Ford was proud to show our support for the show and we look forward to what 2014 will bring,” said George Gilbert, FCSD collision merchandising manager.

As for 2014, ASA has already announced several significant changes, including new dates and locations. For the first time ever, NACE will take place during the summer (July 31 – August 2), and instead of Las Vegas, the show will be in Detroit, where attendees will be given the chance to experience many of the automotive industry-related attractions the Motor City has to offer. In addition, ASA has hired Stone Fort Group as its new show management company, ending the long-running affiliation with Hanley Wood Exhibitions.

While the show itself is being revamped, moving to the summer also let ASA co-locate NACE with three other popular collision industry events—the Collision Industry Conference (CIC), the Inter-Industry Conference on Auto Collision Repair’s (I-CAR) annual meeting, and the Collision Repair Education Foundation’s annual golf outing—creating a new “Industry Week” that will kick off July 28th.

FCSD will be there with a new booth, exciting new parts displays and plenty of repair information technicians need … we’ll have more details in our next issue. For more information on NACE / CARS for 2014, please visit www.asrwevents.com.

2014 Industry Events Calendar

<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
<th>Location</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Auto Body Council Golf Fundraiser</td>
<td>Jan. 15</td>
<td>Palm Springs, CA</td>
<td><a href="http://www.autobodycouncil.org">www.autobodycouncil.org</a></td>
</tr>
<tr>
<td>ASA / VISION HiTech Training and Expo</td>
<td>Mar. 3 – 9</td>
<td>Kansas City, MO</td>
<td><a href="http://www.asanashop.org">www.asanashop.org</a></td>
</tr>
<tr>
<td>Collision Industry Conference (CIC) General Meeting</td>
<td>Apr. 9 – 10</td>
<td>Portland, OR</td>
<td><a href="http://www.ciclink.com">www.ciclink.com</a></td>
</tr>
<tr>
<td>Denver International Auto Show</td>
<td>Apr. 9 – 13</td>
<td>Denver, CO</td>
<td><a href="http://www.paragonexpo.com">www.paragonexpo.com</a></td>
</tr>
<tr>
<td>Collision Industry Conference (CIC) General Meeting</td>
<td>Jul. 29</td>
<td>Detroit, MI</td>
<td><a href="http://www.ciclink.com">www.ciclink.com</a></td>
</tr>
<tr>
<td>I-CAR Annual Meeting</td>
<td>Jul. 30</td>
<td>Detroit, MI</td>
<td><a href="http://www.i-car.com">www.i-car.com</a></td>
</tr>
<tr>
<td>International Autobody Congress &amp; Exposition (NACE)</td>
<td>Jul. 31 – Aug. 2</td>
<td>Detroit, MI</td>
<td><a href="http://www.paragonexpo.com">www.paragonexpo.com</a></td>
</tr>
<tr>
<td>Congress of Automotive Repair and Service (CARS)</td>
<td>Jul. 31 – Aug. 2</td>
<td>Detroit, MI</td>
<td><a href="http://www.carshow.com">www.carshow.com</a></td>
</tr>
<tr>
<td>Specialty Equipment Market Association (SEMA)</td>
<td>Nov. 4 – 7</td>
<td>Las Vegas, NV</td>
<td><a href="http://www.semashow.com">www.semashow.com</a></td>
</tr>
<tr>
<td>Collision Industry Conference (CIC) General Meeting</td>
<td>Nov. 5 – 6</td>
<td>Las Vegas, NV</td>
<td><a href="http://www.ciclink.com">www.ciclink.com</a></td>
</tr>
</tbody>
</table>

VMT Up Slightly

The U.S. Federal Highway Administration reports vehicle miles traveled (VMT) nationwide increased 1.5 percent in September, pushing VMT for the first three quarters of the year to 0.4 percent ahead of 2012’s pace.

Accidents Down in Canada

Allstate Insurance Company of Canada says its customers were involved in 5.3 percent fewer accidents from July 2011 to July 2013, when compared to the previous two-year period. The study involved the insurer’s customers in Alberta, New Brunswick, Nova Scotia and Ontario.
The National Auto Body Council (NABC) has raised over $100,000 to help support the re-launch of Operation Comfort’s AutoMotivation—a unique program where wounded soldiers returning from Iraq and Afghanistan can simultaneously undergo occupational and rehabilitative therapies while they work on automotive-related projects.

Thanks to the collision industry’s support, renovations to a new leased facility for the AutoMotivation program are nearing completion. The new facility, as well as AutoMotivation itself, recently held its grand opening on December 9, 2013, and is expected to be fully-operational by January 2014.

Soldiers participating in this effort with Operation Comfort will have available to them training materials developed and donated by I-CAR designed to provide the basic-to-intermediate job skills required for entry-level-through-journeyman positions within the collision repair industry. The program is self-paced and accommodates participants in various stages of recovery and rehabilitation who require schedule flexibility for hospital appointments, therapy, and other physical and mental limitations due to their injuries. The ongoing desire is to help get both I-CAR and vocational instructors to help out for a week at a time as donated services, to work alongside and help guide these vets on the proper repair methods needed for today’s vehicles. Efforts also are underway to help fund the transportation and housing expenses for their donated efforts.

Operation Comfort was started in 2004, when patients at San Antonio’s Brooke Army Medical Center—the country’s primary medical facility for treatment of traumatic brain injuries, burns, amputations and other war wounds—converted a simple waiting room at the facility into a multi-purpose recreation area, allowing soldiers a place to relax away from their hospital beds.

The initiative soon added adaptive sports programs such as sled hockey, which encourage soldiers to resume an active, outdoor lifestyle in a safe, group-based environment. The AutoMotivation program was added in 2007, inspired by a request from a soldier whose hands were badly burned in an explosion while driving a fuel tank in Iraq. His main motivation during his healing was to be able to complete a car renovation project he had started with his dad prior to leaving for the service.

The program was unfortunately put on hold in March 2012, when its facility in San Antonio was leased to another party. Soon thereafter, however, NABC started its fundraising efforts to assist Operation Comfort in getting it restarted. “Our primary concern is for our wounded troops who have been without the valuable occupational therapies and rehabilitative benefits of AutoMotivation,” said Chuck Sulkala, NABC executive director. “Many disabled veterans will be better served today with industry resources re-focused on helping AutoMotivation become fully operational so they can once again have the opportunity to receive the positive therapeutic benefits they deserve.”

According to Janis Roznowski, executive director of Operation Comfort, many of the renovations to the new, leased facility are being completed by a number of veterans from Operation Comfort.

“Whether it is simply changing a tire or working on restoring a complete vehicle, these activities are important first steps in the recovery process for many participants in AutoMotivation,” said Roznowski. “We are extremely grateful to the many individuals and companies in the collision industry whose generous contributions enable us to continue supporting our wounded soldiers through AutoMotivation.”

For more information on Operation Comfort’s AutoMotivation or how you can support the program, visit www.operationcomfort.org or contact Operation Comfort Executive Director Janis Roznowski (210-826-0500) or NABC Executive Director Chuck Sulkala (888-667-7433 or chuck@nationalautobodycouncil.org).
TSB 13-5-18: Luggage Compartment Will Not Stay Open

**Issue:** Some 2013 Fusion vehicles equipped with a rear spoiler built on or before 5/2/13 may exhibit a luggage compartment lid that will not stay open.

**Service Procedure:**
1. Remove two (2) push-pin fasteners securing the luggage compartment lid striker trim cover and remove the cover. Remove the spare tire cover.
2. Remove four (4) cargo net fasteners and two (2) push-pin fasteners securing the luggage compartment trim and position trim aside on right and left sides. Support the luggage compartment lid in the full open position.
3. Remove the nylon tie strap holding the torsion bars. Release clip securing the luggage compartment lid torsion bar (Figure 1).
4. Hold torsion bar using large tongue-and-groove pliers or equivalent (Figure 2).
5. Lift up and push forward to remove the torsion bar from the bracket. Release tension by allowing the pliers to slowly rotate forward.
6. Remove the torsion bar from the opposite side hinge assembly and discard. Repeat these steps to remove the second torsion bar.
7. Reverse removal steps to install both the torsion bars in the same orientation as removed, ensuring the torsion bars are installed in the lower notch (Figure 3).
8. Repeat steps three to one in reverse order.  
   **Note:** Part numbers utilized: DS7Z-5444890-B (lower luggage compartment lid torsion bar) and DS7Z-5444891-B (upper luggage compartment lid torsion bar).

TSB 13-8-12: Convertible Top – Headliner Pulled Out From Number 1 Bow (Supersedes TSB 10-4-13)

**Issue:** Some 2005 – 2014 Mustang vehicles equipped with a convertible top may exhibit a headliner that pulls away from the number 1 bow.

**NOTE:** The convertible top will need to be opened to the ¾ position to perform the following repairs.

**Service Procedure:**
1. Remove the right-hand (RH) / left-hand (LH) front weather-strip retainer channel (refer to WSM Section 501-18).
2. Remove the front compression panel, also referencing section 501-18. Remove the RH / LH staples from the number 1 bow.
3. Drill out the two (2) pop rivets located on each side of the top cover to the number 1 bow (Figure 1).
4. Fold the front of the top cover back exposing the header form panel and remove the six (6) screws. (Short screw is located in the front center position).
5. Detach the RH / LH head bow listings from the number 1 bow, revealing the headliner attachment (Figure 2).
6. The front of the headliner attachment / u-channel should now be visible. The center of the headliner u-channel can be re-attached to the groove in the number 1 bow. The headliner u-channel will need to be firmly seated into the groove on the number 1 bow using a small, rubber mallet (Figure 3). Note: The two (2) pieces of double-sided sticky tape present in the number 1 bow groove can be reused.
7. Remove the remainder of the drilled-out rivets from Step 3. Reinstall the two header bow listings to the number 1 bow.
8. Install the header form panel, ensuring that the center headliner cloth tab is secured between the number 1 bow and header form panel securing it with the rear screw. Install the short screw in the forward center position.
9. Before pulling the top cover over the header form panel, apply a light mist of water over the double-sided sticky tape on the header form panel to allow the top cover enough movement for securing before the tape bonds to the top cover.
10. Pull the top cover over the header form panel and install the top cover rivets to the number 1 bow.
11. After ensuring there are no wrinkles in the convertible top material, install stainless steel 10mm staples in the RH / LH front corner locations of the number 1 bow.
12. Install the compress panel and eleven (11) screws. Install the RH / LH front retaining channels.
13. Firmly press against the header panel to seat the double-sided tape.  
   **Note:** Part number utilized: W707504-S303 (rivet).
## Ford-Recommended Steel Repairability Matrix

Ford Motor Company has provided a slight revision to its popular Steel Repairability Matrix. The Matrix, which outlines the auto manufacturer’s recommended procedures for repairing several grades of steel on Ford vehicles, can be found in Ford’s official workshop manual, Section 501-35: Body Repairs (Section 501-25 in newer-format manuals).

<table>
<thead>
<tr>
<th>Grade</th>
<th>Trade Descriptions</th>
<th>Welding Method</th>
<th>Cold Repairs</th>
<th>Use of Heat for Repair</th>
<th>Temp. Range</th>
<th>Maximum Heat</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>MIG</td>
<td>RSW</td>
<td>MIG Braze</td>
<td>Yes**</td>
<td>Yes</td>
</tr>
<tr>
<td>Mild Steel</td>
<td>Mild</td>
<td>Yes</td>
<td>Yes</td>
<td>N/A</td>
<td>Yes**</td>
<td>Yes</td>
</tr>
<tr>
<td>Laminate Steel</td>
<td>Quiet Steel</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>Yes**</td>
<td>No</td>
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<tr>
<td>Bake-Hardened</td>
<td>BH 180, BH 210, BH 250, BH 280</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes**</td>
<td>Yes</td>
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<tr>
<td>Solid Solution-Strengthened</td>
<td>HSLA 250, HSLA 350, HSLA 550</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes**</td>
<td>Yes</td>
</tr>
<tr>
<td>High-Strength, Low-Alloy</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dual-Phase &lt;= 600 Mpa UTS</td>
<td>DP 500, DP 600</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes**</td>
<td>No</td>
</tr>
<tr>
<td>(particular to 780 and 980 grades)***</td>
<td></td>
<td></td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>UHSS Martensitic Boron****</td>
<td>Bare Boron USIBOR</td>
<td>Yes* (plug weld only)</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>TRIP</td>
<td>TRIP 590, TRIP 780, TRIP 980</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**NOTE:** MIG Braze allowed for non-structural applications only.

* Mig Plug Only, NO STITCH WELDING.

** Cold repairs can be performed if damage excludes kinks; may section only if Workshop Manual procedure allows.

*** Dual-phase steels DP 700, DP 780 and DP 980 must be replaced at factory joints; may section only if Workshop Manual procedure allows.

**** Boron components must be replaced at factory joints; no sectioning allowed.
**Ford Pickup Box and Cab Assemblies Offer Many Benefits**

A collision repairer calling for the replacement of a pickup truck’s box or cab is a major undertaking, but Ford reminds repairers that for select F-150 (boxes) and Super Duty (boxes and cabs) models, choosing the original equipment assemblies offered by Ford comes with many advantages:

- **Reduced repair cycle time**—the assemblies eliminate or the prep work often required on a salvage unit.
- **Shorter delivery time**—from the time of order it’s offered by Ford comes with many advantages:
  - **Improved overall repair quality**—the new assemblies are the same as those used in new-vehicle production, with equivalent fit, finish, structural integrity, corrosion protection and dent resistance, and come with Ford’s lifetime sheet metal guarantee.

**PICKUP BOX & CAB OFFERINGS**

<table>
<thead>
<tr>
<th>Part No.</th>
<th>Years</th>
<th>Model</th>
<th>Style</th>
<th>Description</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>BL3Z-9928508-C</td>
<td>2009 - Current</td>
<td>F-150</td>
<td>Styleside</td>
<td>5.5 ft. w/o wheel lip moldings</td>
<td>$1,963.68</td>
</tr>
<tr>
<td>BL3Z-9928508-D</td>
<td>2009 - Current</td>
<td>F-150</td>
<td>Styleside</td>
<td>5.5 ft. with wheel lip moldings</td>
<td>$1,851.25</td>
</tr>
<tr>
<td>BC3Z-9928508-B</td>
<td>2011 - Current</td>
<td>Super Duty</td>
<td>Styleside</td>
<td>8 ft. w/o exterior wheel lip</td>
<td>$2,484.80</td>
</tr>
<tr>
<td>BC3Z-9928508-J</td>
<td>2011 - Current</td>
<td>Super Duty</td>
<td>Styleside</td>
<td>6.5 ft. w/o wheel lip moldings</td>
<td>$2,061.45</td>
</tr>
<tr>
<td>BC3Z-9928508-H</td>
<td>2011 - Current</td>
<td>Super Duty</td>
<td>Styleside</td>
<td>6.5 ft. with wheel lip moldings</td>
<td>$2,011.33</td>
</tr>
</tbody>
</table>

**Sport Trac Boxes**

<table>
<thead>
<tr>
<th>Part No.</th>
<th>Years</th>
<th>Model</th>
<th>Style</th>
<th>Description</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>BA2Z-9928508-7</td>
<td>2009 - 2010</td>
<td>Sport Trac</td>
<td>Styleside</td>
<td>N/A This is the inner box only. It is NOT a complete box with outer panels.</td>
<td>$4,097.22</td>
</tr>
</tbody>
</table>

**Super Duty Cabs**

<table>
<thead>
<tr>
<th>Part No.</th>
<th>Years</th>
<th>Model</th>
<th>Style</th>
<th>Description</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>BC3Z-25001824-A</td>
<td>2011 - Current</td>
<td>Super Duty</td>
<td>Regular Cab</td>
<td>w/o Fatboy Fenders</td>
<td>$6,949.67</td>
</tr>
<tr>
<td>BC3Z-25001824-C</td>
<td>2011 - Current</td>
<td>Super Duty</td>
<td>Regular Cab</td>
<td>w/ Fatboy Fenders</td>
<td>$7,222.10</td>
</tr>
<tr>
<td>BC3Z-26001824-A</td>
<td>2011 - Current</td>
<td>Super Duty</td>
<td>Crew Cab</td>
<td>w/o Fatboy Fenders with Moonroof</td>
<td>$8,194.94</td>
</tr>
<tr>
<td>BC3Z-26001824-B</td>
<td>2011 - Current</td>
<td>Super Duty</td>
<td>Crew Cab</td>
<td>w/ Fatboy Fenders with Moonroof</td>
<td>$8,230.64</td>
</tr>
<tr>
<td>BC3Z-26001824-D</td>
<td>2011 - Current</td>
<td>Super Duty</td>
<td>Crew Cab</td>
<td>w/ Fatboy Fenders with Moonroof</td>
<td>$9,975.72</td>
</tr>
<tr>
<td>BC3Z-26001824-E</td>
<td>2011 - Current</td>
<td>Super Duty</td>
<td>Crew Cab</td>
<td>w/ Fatboy Fenders with Moonroof</td>
<td>$9,060.15</td>
</tr>
<tr>
<td>BC3Z-28001824-A</td>
<td>2011 - Current</td>
<td>Super Duty</td>
<td>Super Cab</td>
<td>w/o Fatboy Fenders Auto Trans</td>
<td>$8,427.04</td>
</tr>
</tbody>
</table>

Pickup box assemblies are available for 15 current models (five F-150 and 10 Super Duty) and 2008 – 10 Sport Trac models, while cab assemblies are available for seven current Super Duty models.

For more information on Ford’s box and cab replacement assemblies, please contact the Ford Collision Parts Hotline at cphelp@ford.com or your local Ford or Lincoln collision parts wholesaling dealer.

**Consumer Collision Repair Brochures**

Ford Motor Company reminds repairers that their brand-specific consumer collision repair brochures make great customer handouts. The full-color pamphlets detail the ins and outs of the sometimes intimidating collision repair process, from the roles of insurers and body shops, to what every vehicle owner should know in the event of an accident.

The Ford and Lincoln booklets are formatted in an easy-to-read Q&A format and provide facts about the entire collision repair process, from choosing and working with the best insurance company and body shop, to the benefits of repairing a vehicle with Genuine Ford Original Equipment collision replacement parts.

Both brochures are available to dealers at FMCDealer.com (item # CPB2012 and CPB-LV2012), free of charge, in wrapped quantities of 25 with no ordering limit. For interested independent collision repair shops, please contact your local Ford or Lincoln collision parts wholesaling dealer or the Ford Collision Parts Hotline at cphelp@ford.com for more information.
ON TARGET

DID YOU KNOW

That 85% of the materials used on Ford vehicles are recyclable?

We are proud to be part of Ford’s global sustainability strategy to reduce its environmental footprint and accelerate the global development of advanced fuel-efficient vehicle technologies.

Since 2003, Ford’s Core Recovery Program has kept 120 million pounds of damaged vehicle parts from landfills. Reduce, reuse and recycle.

WHEEL CORE PROGRAM

Launched in 2005, the Wheel Core Program has kept 34,000+ wheels annually out of the landfills by recycling the metals. It also helps to eliminate aftermarket reconditioned wheels, which may be of poor quality and could potentially affect vehicle safety, from entering the market.

LIGHTING CORE PROGRAM

Every single part of the 26,000+ lights collected annually through the Ford Lighting Core Program can be recycled. Launched in 2011, the program’s number of reclaimed lights is increasing every year.

FASCIA CORE PROGRAM

Launched in 2010, over 23,000 (and growing) Ford fascias are collected annually and processed into pellets that are reused to make brand-new products.

SHARE YOUR THOUGHTS

The purpose of ON TARGET is to provide Ford and Lincoln dealership parts departments and independent collision repair shops with the general and technical information needed to deliver efficient, high-quality repairs to Ford, Lincoln and Mercury vehicle owners. In addition, information on parts wholesaling policies and procedures, and collision repair industry activities will also be featured. ON TARGET is scheduled to be published three times a year.

Your comments and article ideas are welcome. You can contact ON TARGET through e-mail at: cphelp@ford.com. Additional copies of ON TARGET are available through Ad Creator or FMCDealer.com. Independent collision repair shops should contact their Ford or Lincoln wholesaling dealer. ON TARGET is also available free of charge at Motorcraft.com under technical resources / quick guides.

ON TARGET

Produced for Ford and Lincoln wholesaling dealers and their collision repair customers.

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Dealership Information

CRASH PARTS ORDER FORM

Use this form to provide us with the information necessary to make certain we deliver the right parts on time ... the first time!

The information below can be found on the certification label located on the driver's-side door jamb. If the vehicle is damaged in this area provide us with the Vehicle ID# located on the driver's-side front corner of the dashboard.

<table>
<thead>
<tr>
<th>VEHICLE ID#</th>
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</thead>
<tbody>
<tr>
<td>TRIM CODE</td>
</tr>
<tr>
<td>YEAR</td>
</tr>
<tr>
<td>DAMAGE AREA (Circle)</td>
</tr>
<tr>
<td>MLDG. CODE</td>
</tr>
<tr>
<td>MAKE</td>
</tr>
<tr>
<td>FRONT</td>
</tr>
<tr>
<td>REAR</td>
</tr>
<tr>
<td>BODY CODE</td>
</tr>
<tr>
<td>PHONE ( )</td>
</tr>
<tr>
<td>LEFT SIDE</td>
</tr>
<tr>
<td>RIGHT SIDE</td>
</tr>
<tr>
<td>CONTACT</td>
</tr>
<tr>
<td>SHOP</td>
</tr>
<tr>
<td>UNDERBODY</td>
</tr>
<tr>
<td>LEFT / RIGHT</td>
</tr>
</tbody>
</table>

2013 - 14 FORD FOCUS ST

Date Ordered: PARTS ORDER Date Needed:

<table>
<thead>
<tr>
<th>QUANTITY</th>
<th>PART NUMBER / PART DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

NOTE: Refer to vehicle diagrams for part identification and numbers.

5011905C
02-2013
DH
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Front Bumper

<< CDH Focus >> 5 Body And Paint >> 0119 Bumpers And Grilles >> 05C Radiator Grille and Front Bumper

17A386
17A385
17B814
17K945
17D957
17C882
17C947
17C756
17B749
16975
17B749
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HN3
17E814
HS3
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17B968
HM1
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HS1
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