



GENERAL SERVICE BULLETIN

Paint And Bumper Concern Analysis

20-7081
04 August 2020

This bulletin supersedes 20-7010. Reason for update: Not Applicable

Model:

Ford
2013-2018 C-MAX Hybrid
2010-2012 Crown Victoria
2010-2019 E-Series
2018-2020 EcoSport
2010-2020 Edge
2010-2020 Escape
2010-2020 Expedition
2010-2020 Explorer
2010-2011 Explorer Sport Trac
2010-2020 F-150
2010-2020 F-Super Duty
2011-2019 Fiesta
2010-2019 Flex
2010-2018 Focus
2010-2020 Fusion
2010-2020 Mustang
2010-2019 Police Interceptor - Sedan
2011-2020 Police Interceptor - Utility
2019-2020 Ranger
2014-2020 Transit
2010-2020 Transit Connect
Lincoln
2020 Aviator
2017-2020 Continental
2020 Corsair
2015-2019 MKC
2010-2016 MKS
2010-2019 MKT
2010-2018 MKX
2010-2020 MKZ
2019-2020 Nautilus
2010-2020 Navigator
2010-2011 Town Car
Mercury
2010-2011 Grand Marquis / Marauder
2010-2011 Mariner
2010-2011 Milan
2010 Mountaineer

Summary

This article supersedes GSB 20-7010 to update the Service Information.

This article is designed to provide examples of paint conditions / damage to assist in determining if the condition is warrantable / non-warrantable. Refer to the latest version of the Warranty and Policy manual for the latest paint damage warranty coverage. Paint damage is only warrantable on the original factory paint. Use this document to assist in determining warrantable paint concerns.

Service Information

Ford Motor Company recommends that when resolving customer paint finish appearance concerns, every effort should be made to preserve the factory paint and corrosion protection. Repairing or improving paint finish appearance concerns with touch-ups and polishing techniques should be considered whenever possible as an alternative to removing and refinishing painted surfaces. Minor imperfections in sheet metal seams (inside door areas, inside liftgates, tailgate and under hood areas) can be considered normal in some situations. Efforts to repair or refinish these areas for minor cosmetic defects may compromise or remove the factory corrosion protection and may cause long-term durability concerns. Make sure the vehicle owner is aware of these conditions before attempting repairs.

Environmental damage can be removed by following the Acid/Alkaline Wash Decontamination Procedure detailed in section 501 of the Workshop Manual. Once the environmental damage is removed, buffing and polishing may be required.

According to the Owner's Manual, owners are expected to wash and wax their vehicle regularly, including the bumper system, to remove harmful deposits from the vehicle's surfaces to help protect the finish.

Clean chrome and stainless steel parts with polish to prevent rust or corrosion.

IMPORTANT: Follow the guidelines within the vehicle's Owner's Manual when cleaning chrome and/or stainless steel parts.

Non-warrantable Conditions

- Surface rust and deterioration of paint, trim, and appearance items that result from use and/or exposure
- Dents, dings, scratches, nicks, chips, punctures, bird and/or bee droppings, tree sap, road salt
- Normal paint deterioration due to exposure
- Underbody surface rust on frame or chassis components on vehicles reported as sold

Warranty Conditions

- Bumper under-chrome defects; thin or peeling chrome
- Paint runs, over spray, sags, blistered / peeling paint
- Excessive dirt specs in paint
- Thin paint, orange peel
- Wavy sheet metal, file, grinder or weld marks
- Outward sheet metal dents
- Body sheet metal corrosion & rust damage resulting in perforation (holes)
 - **NOTE:** See the Warranty and Policy Manual for specific coverages.
- Iron oxide (rail dust) or acid rain
 - **NOTE:** Although not a factory defect, damage caused by airborne material / environmental fallout damage (such as rail dust or acid rain) to exterior finish has limited coverage according to the Warranty and Policy Manual.

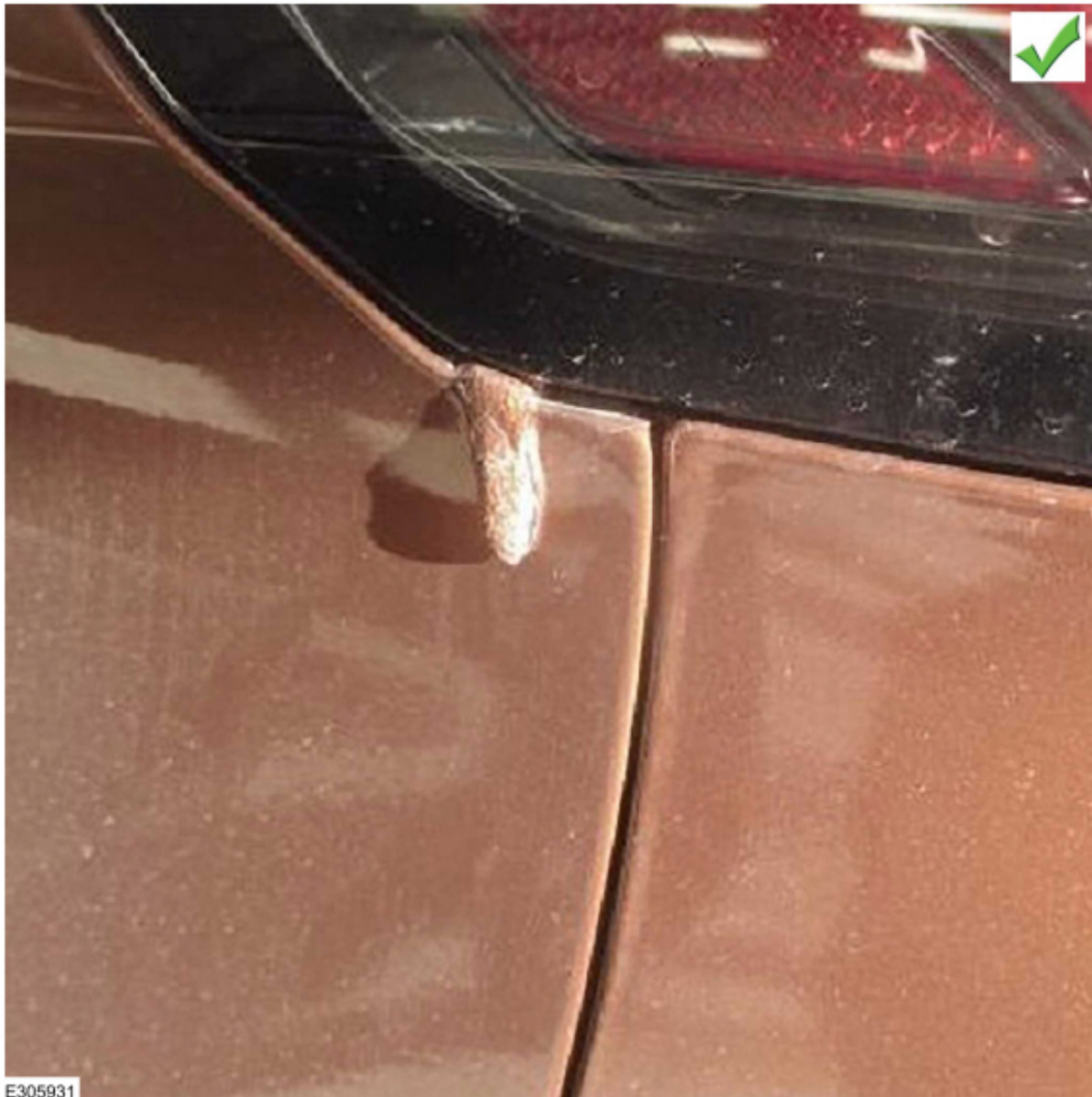
Dirt In The Finish (Warrantable)

Dirt, sealer, and other debris trapped during the factory finish application. (Figures 1-2)

Figure 1



Figure 2



Impact (Chips, Dents) (Non-warrantable)

Impact damage causing removed finish, substrate damage, and jagged edges. (Figures 3-4)

Figure 3



Figure 4



Peeling (Warrantable)

Peeling (without damage) to indicate an adhesion defect. (Figures 5-6)

Figure 5

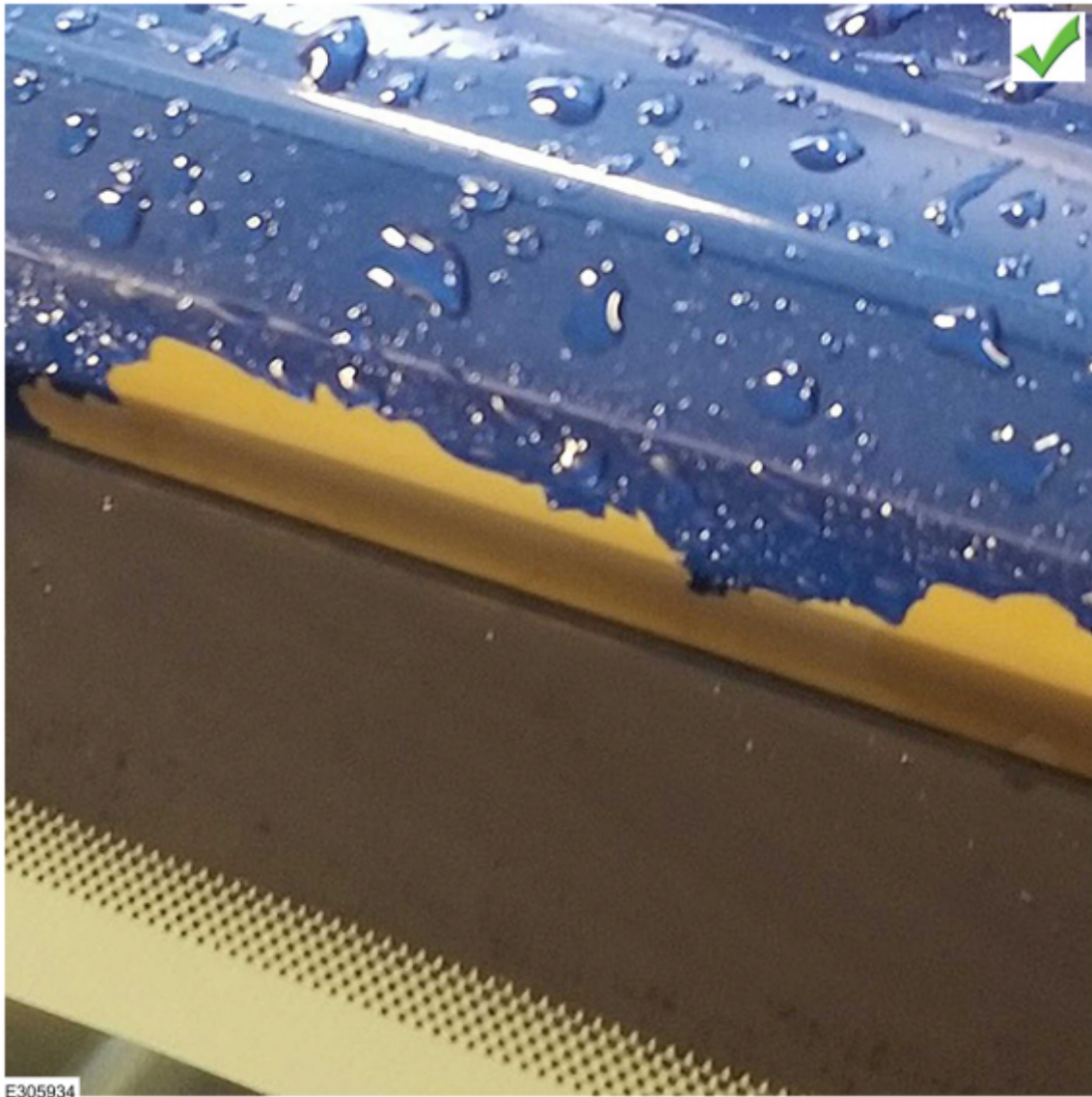
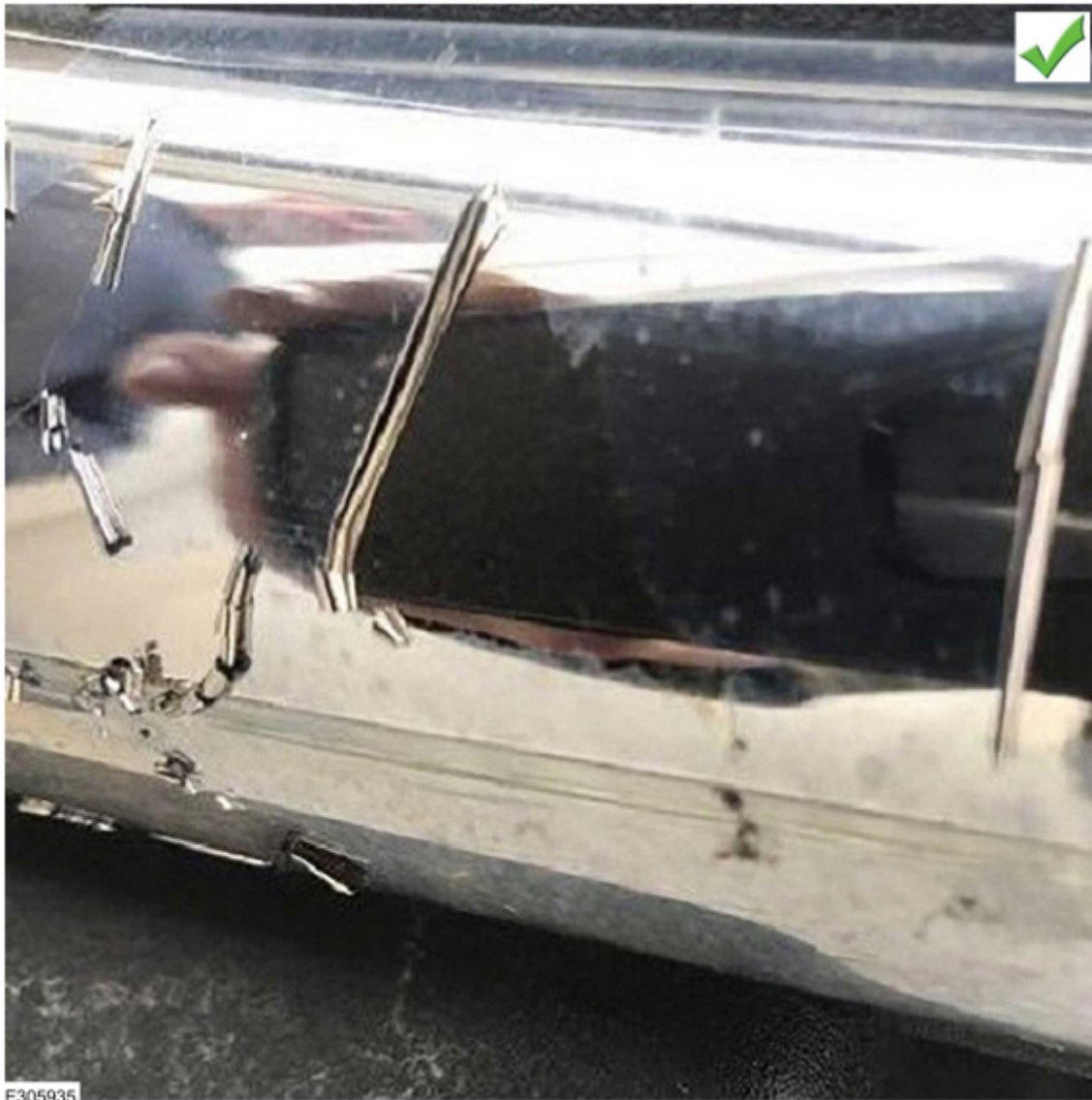


Figure 6



Peeling/Cracking Paint (With Damage) (Non-warrantable)

Peeling or cracks occur from stress due to impact or flexing of the substrate. (Figures 7-8)

Figure 7



Figure 8



Runs/Thin Paint (Warrantable)

Causes include excessive or lack of material. (Figures 9-10)

Figure 9

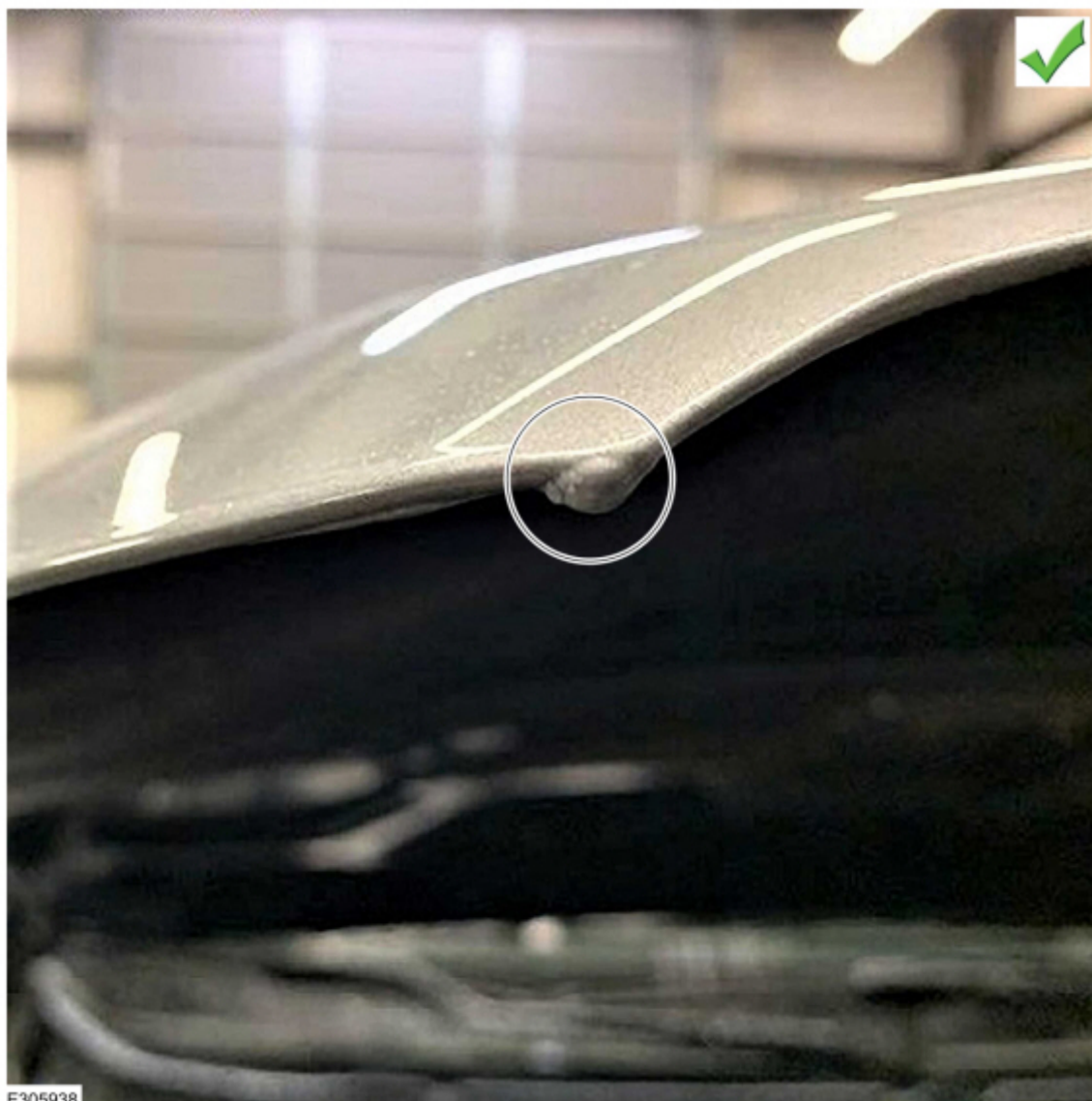


Figure 10



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Stains (Non-warrantable)

Stains may exhibit a drip pattern from abrasive liquids. Etching cannot be felt and will appear dull. (Figures 11-12)

Figure 11



Figure 12



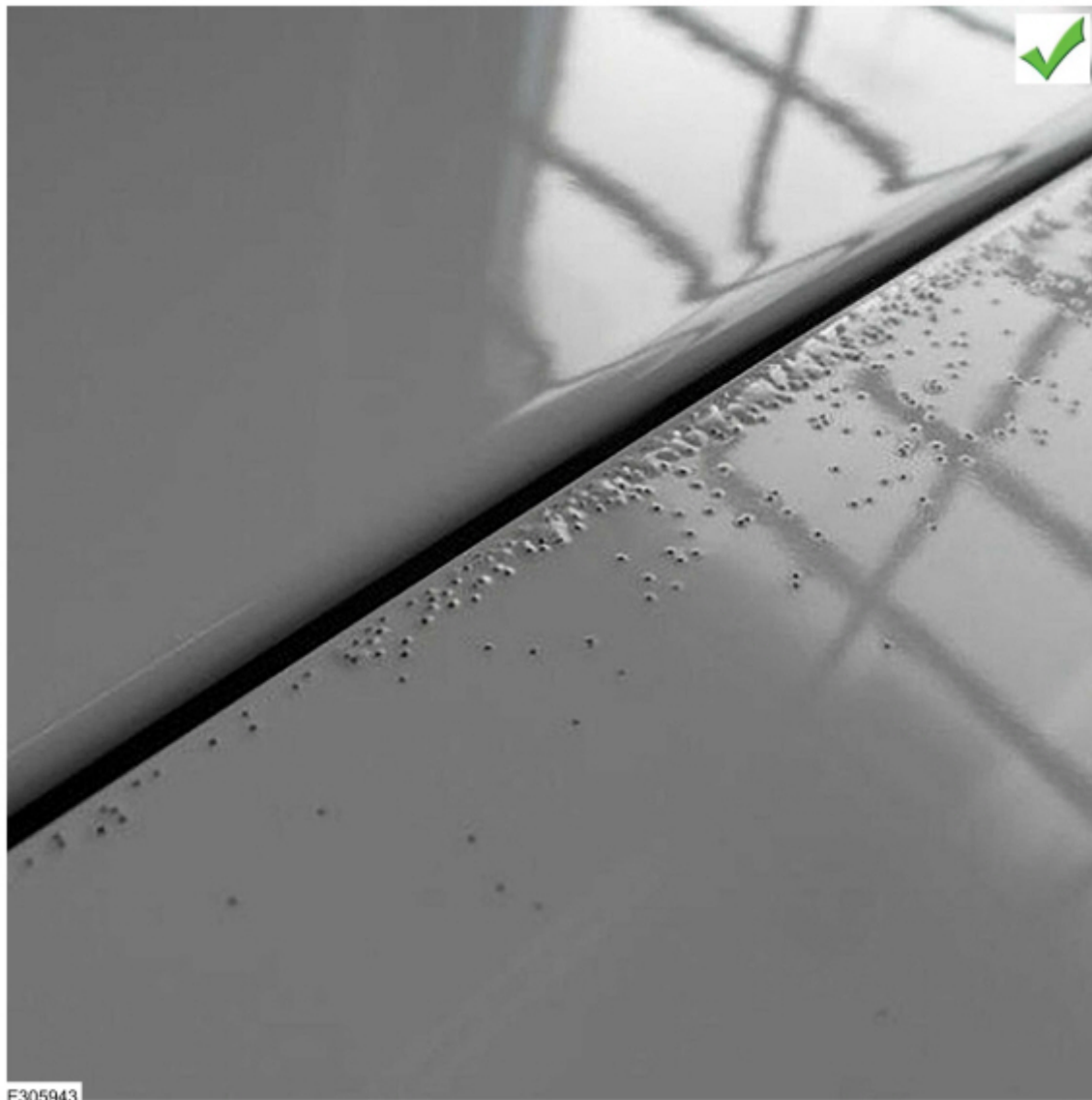
Orange Peel, Popping (Warrantable)

Small texture differences best seen in a reflection of light. (Figures 13-14)

Figure 13



Figure 14



Abrasion, Wear (Non-warrantable)

Impact and abrasion. (Figures 15-16)

Figure 15



Figure 16



Paint Color Variation (Warrantable)

Normal variations are seen with different substrates but color differences should not be noted from all angles. (Figures 17-18)

Figure 17



Figure 18



Etching From Abrasives Including Environmental (Non-warrantable)

Bird and bee droppings, tree sap. Etching (discolored) cannot be felt. Cracking/removed finish. (Figures 19-20)

Figure 19



Figure 20



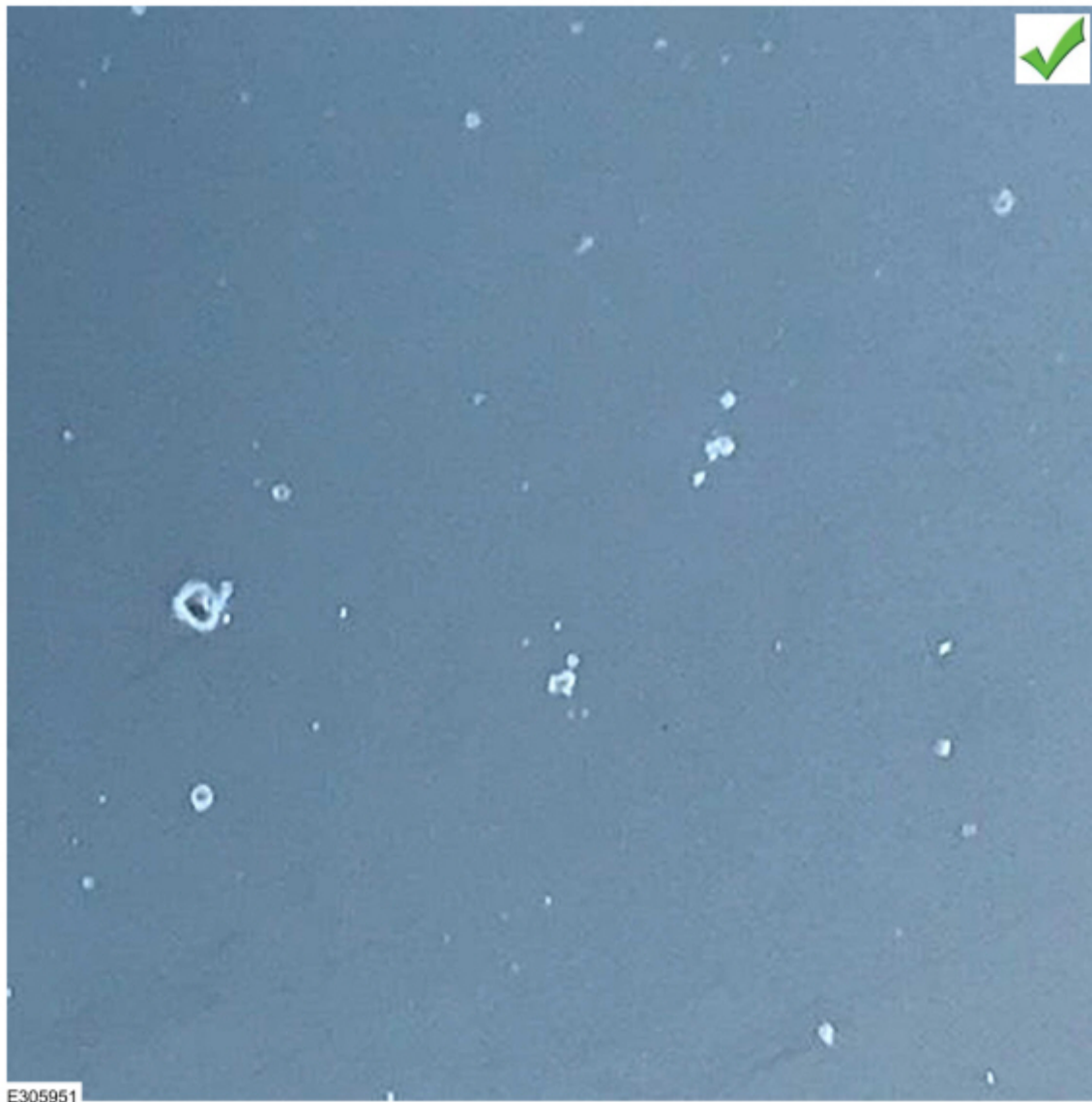
Environmental Fallout (Warrantable)

Not a paint defect. This will appear orange on lighter colors or white/blue on darker colors. Limited coverage is outlined in the Warranty and Policy Manual. (Figures 21-22)

Figure 21



Figure 22



Corrosion (Warrantable)

Steel and aluminum corrosion shown in Figures 23 and 24. See the Warranty and Policy Manual for extended coverages.

Figure 23



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Figure 24



Corrosion (Non-warrantable)

Surface corrosion which can be removed with cleaning. (Figure 25)

Corrosion caused by damage. (Figure 26)

Figure 25



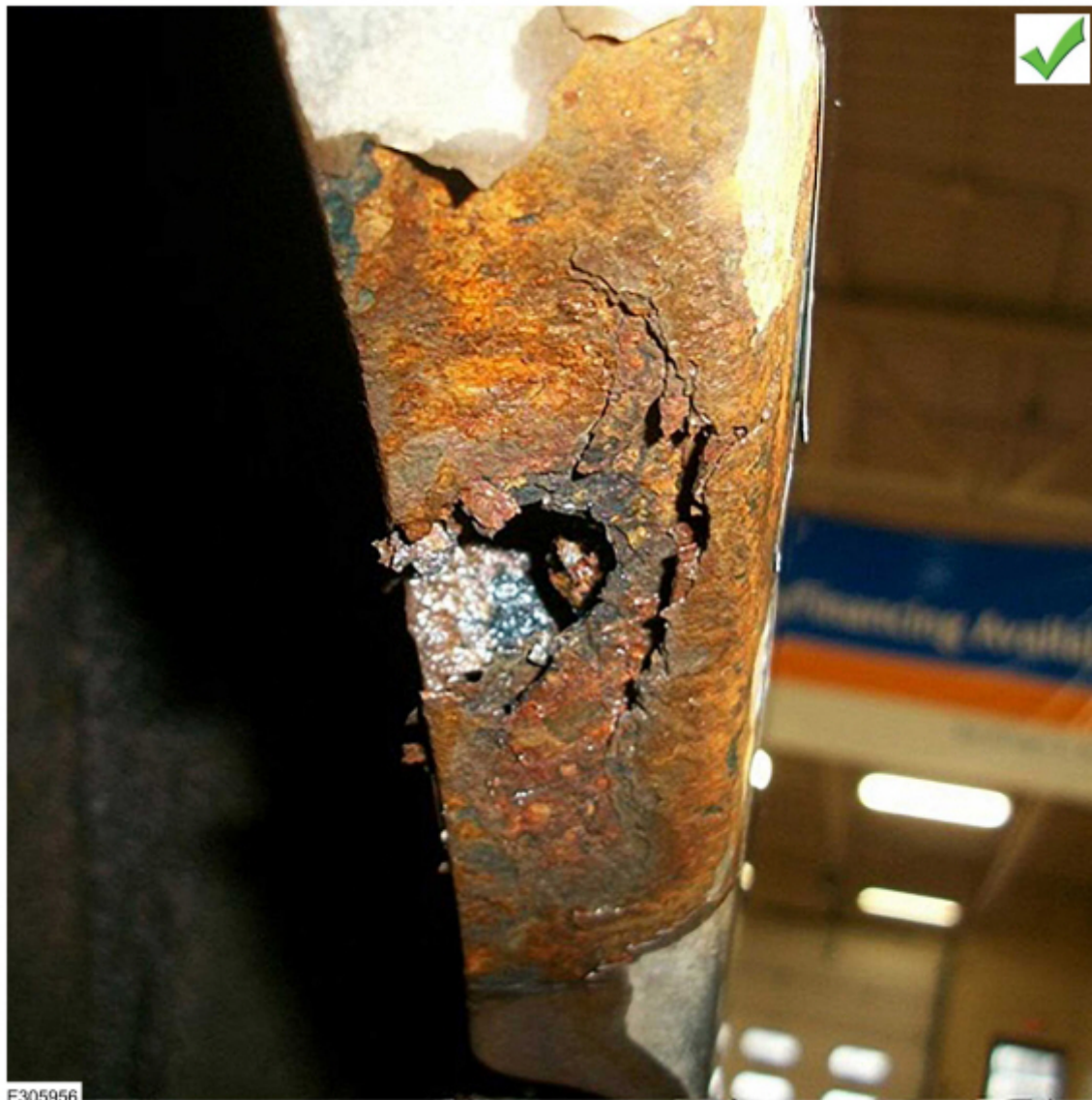
Figure 26



Rust Perforation (Warrantable)

Rust damage resulting in perforation (holes). (Figure 27)

Figure 27



Mechanically Caused Perforation (Non-warrantable)

Corrosion must be naturally occurring. (Figure 28)

Figure 28



Previous Repair (Non-warrantable)

Indicated by peeling paint atop the same/different color. Visible body filler. (Figures 29-30)

Figure 29



Figure 30



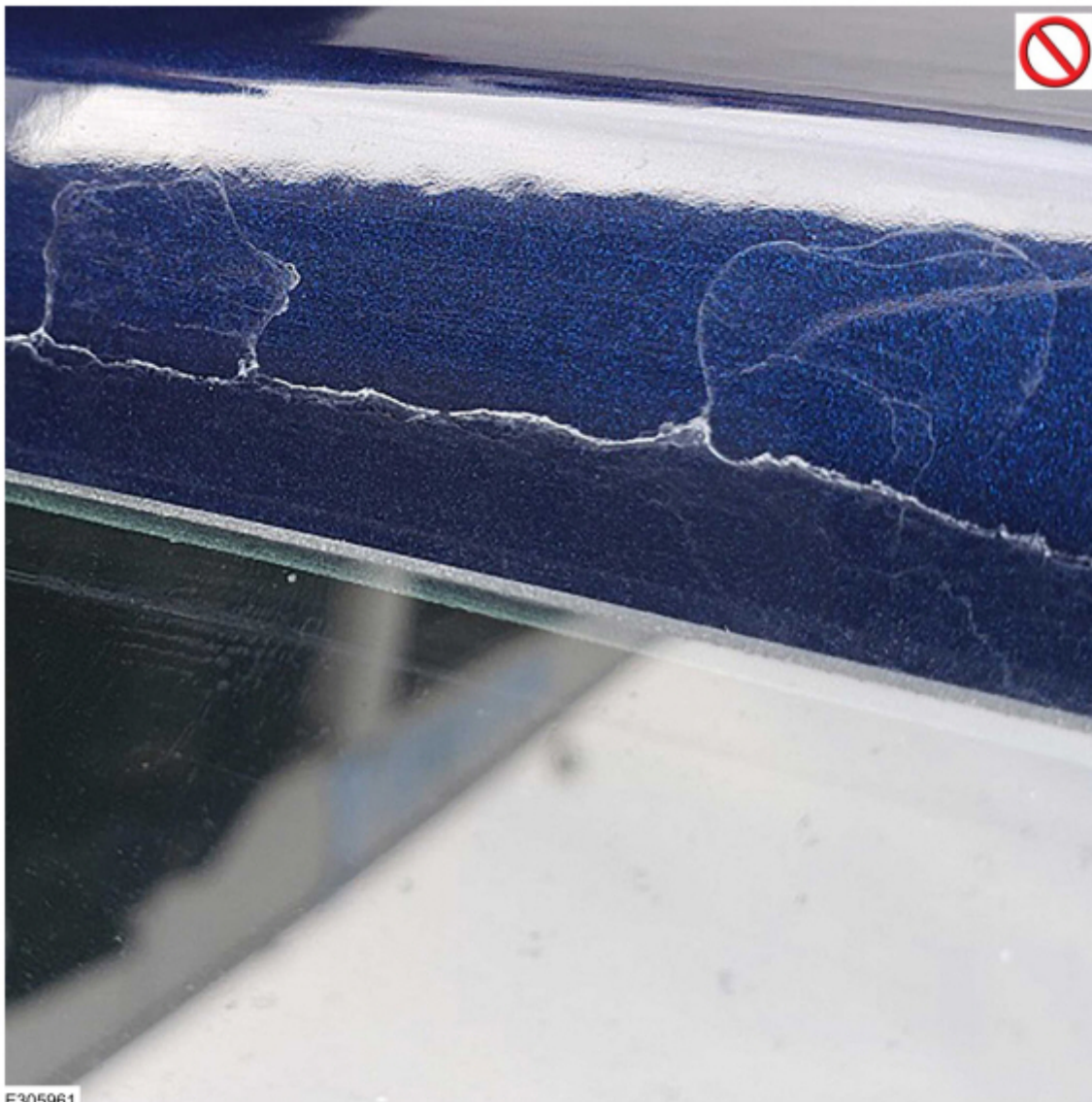
Clear Coat Peeling (Non-warrantable)

The factory paint process bonds color and clear coats together preventing clear coat peeling. (Figures 31-32)

Figure 31



Figure 32



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NOTE: This information is not intended to replace or supersede any warranty, parts and service policy, workshop manual (WSM) procedures or technical training or wiring diagram information.