



GENERAL SERVICE BULLETIN

Various Vehicles - Exterior Lighting Concern Analysis

24-7068

09 July 2024

This bulletin supersedes 23-7106. Reason for update: revised Service Information

Summary

This article is designed to provide examples of exterior lamp 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 exterior lamp warranty coverage.

Use this article to assist in determining warrantable exterior lighting concerns.

Service Information

Exterior lamps are vented to allow accumulated water vapor to be expelled and accommodate normal changes in pressure inside the lamp. This vent system allows accumulated vapor to be expelled from the lamp over time. The vent system continuously operates even when the lamps are not powered on, however, it is most effective when the lamps are powered on and while the vehicle is in motion.

A fine mist or white fog, frost, condensation on the interior side of the lamp lens can be a natural by-product of this vented design. This is normal during cold, wet (rain), damp (humid) conditions or after a carwash. The thin mist eventually clears and exits through the vents during normal operation.

Normal condensation (non-warrantable) is defined by a fine mist or white fog, frost on the interior side of a lamp lens that may include small droplets of liquid up to 2mm in diameter. This condition is not time limited and is not warrantable if the criteria is met. Other Non-warrantable conditions:

- Scratches/scrapes/cracks, etc.
- Modifications
- Paint transfer marks on the lamp assembly
- Lamps/reflectors/attachments which are loose, cracked, or broken

Water leak (warrantable) is defined by lamps that exhibit streaking and droplets of liquid larger than 2mm in diameter on the interior of the lens or pooling of water at the bottom of the lamp.

Condensation is most prevalent during the fall and springtime. High humidity and substantial fluctuation in temperature between morning, day, and night can result in more moisture within the lamp. Clearing times are increased during the changing seasons. The time required to clear the condensation may vary drastically based on the size, shape, location of the lamp on the vehicle, amount of time the lamp is on, and the atmospheric conditions that the lamp is exposed to. Customers with short commutes will experience a longer time for the lamp to clear. A customer may explain "the fogging appears and disappears", this is normal.

If a defect exists and wet/humid conditions continue, the lamp condition will escalate to a water leak as described above.

For warranty repairs, use the lowest level service part rather than an assembly replacement. Such components may include mirror signal lenses and puddle lamps which are often serviced separately from the mirror assembly. Prior to warranty analysis, thoroughly clean and dry the outside surface of the lamp assembly.

Aftermarket/Counterfeit Lamps

Aftermarket lamps may be installed on a vehicle after collision damage repair. Aftermarket lamps tend to mimic the appearance of an original equipment manufacturer (OEM) lamp but often lack quality and performance of an OEM lamp. Aftermarket lamps are more prone to water leaks and operational malfunction. If a lamp is found to be aftermarket, it cannot be replaced under warranty. An original equipment Ford/Lincoln part will have the brand logo imprinted (Figure 1) in the lens and housing.

Figure 1



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Figure 4 - not warrantable



Figure 5 - not warrantable



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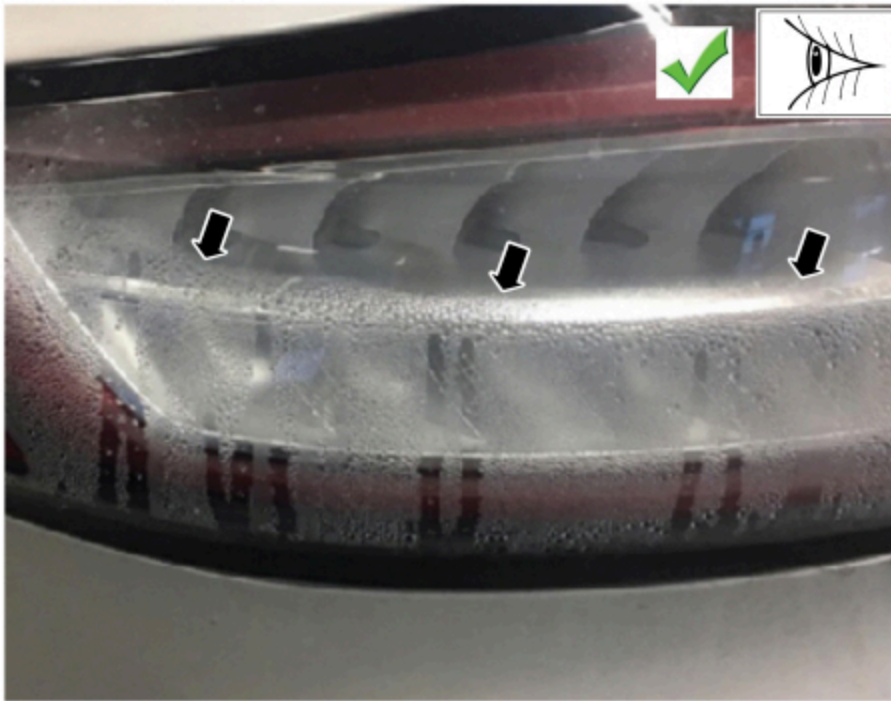
Examples Of Water Leaks (Figures 6-8) - Warrantable

Figure 6 - example of water leak (large droplets) - warrantable



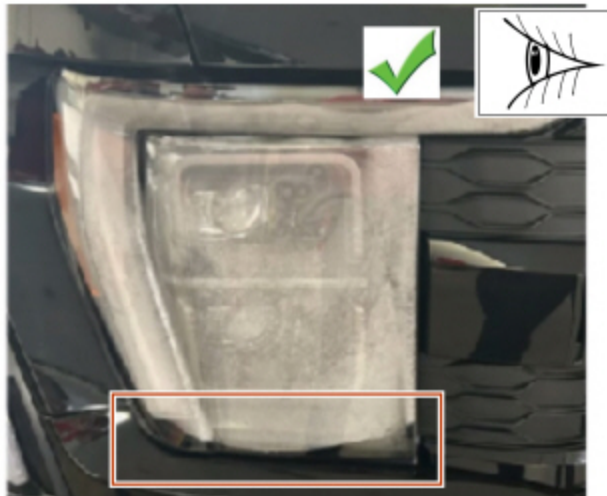
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Figure 7 - example of water leak (streaking) - warrantable



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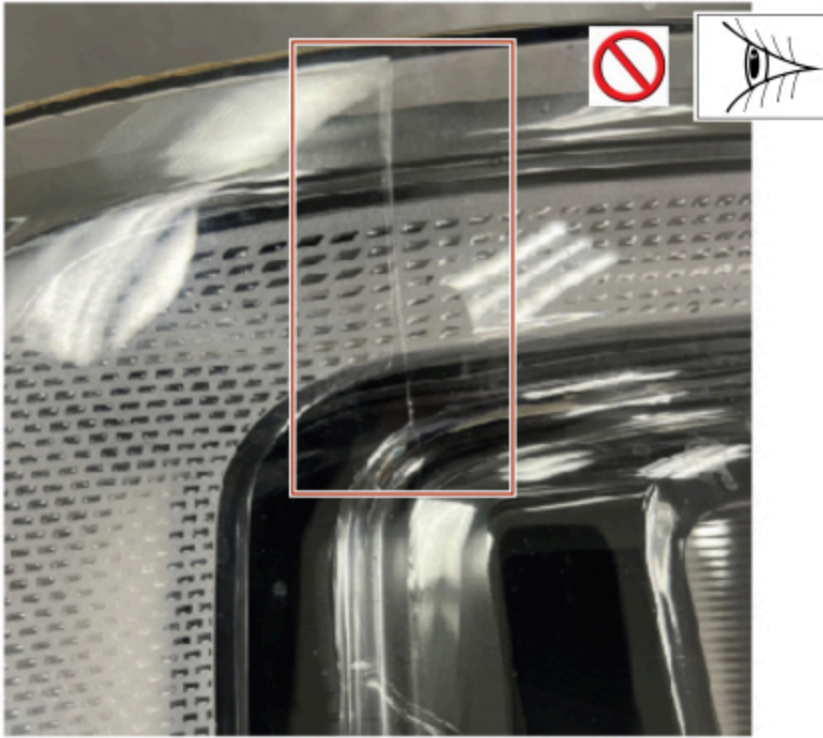
Figure 8 - example of water leak (pooling at bottom) - warrantable



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Examples Of Other External Lighting Concerns (Figures 9-15)

Figure 9 - example of parting line - not covered under warranty



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Figure 10 - example of modification (silicone) - not covered under warranty



Figure 11 - example of external impact damage - not covered under warranty



Figure 12 - example of modification (hole drilled) - not covered under warranty

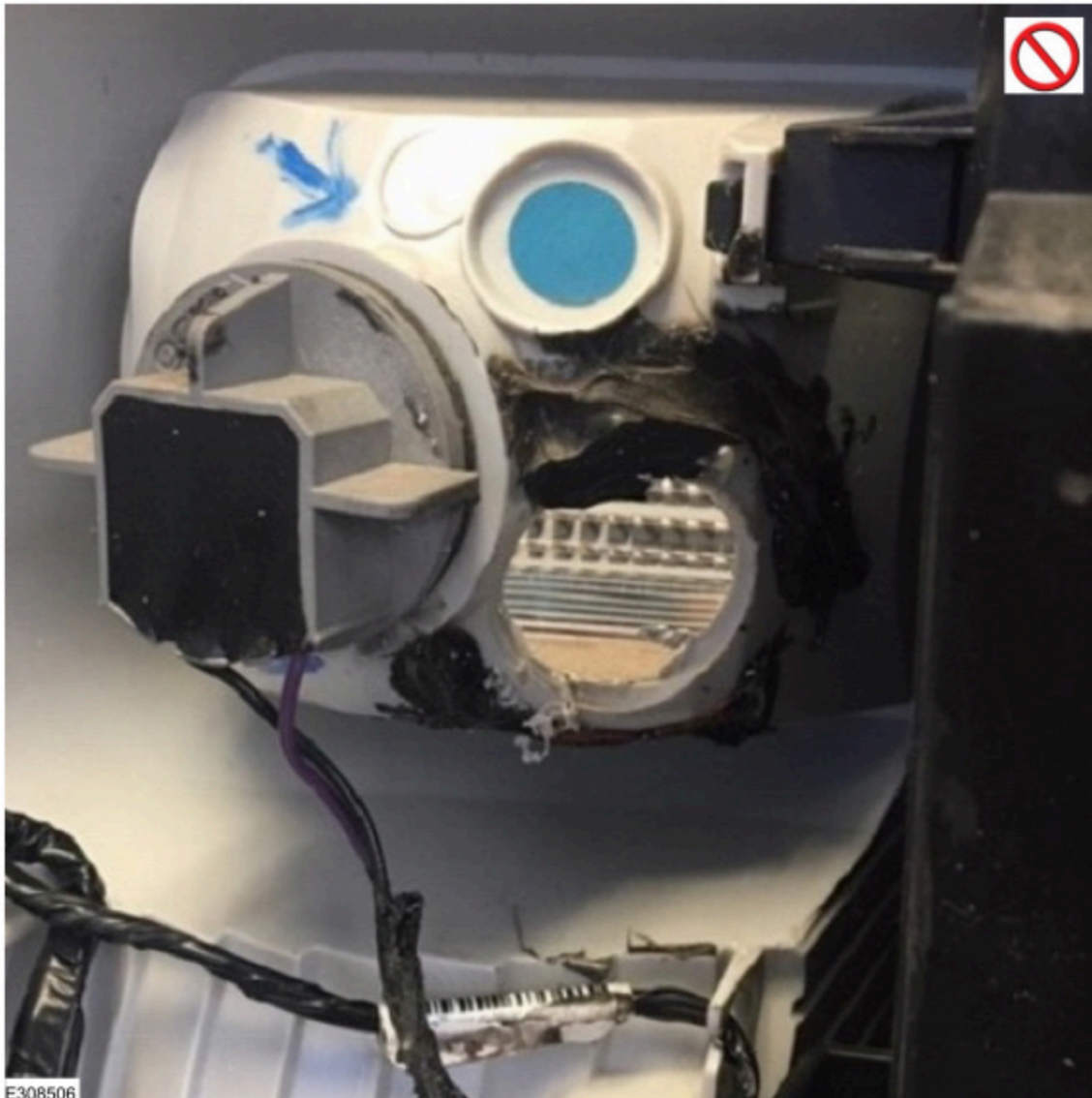


Figure 13 - example of peeling hard coat - warrantable



Figure 14 - example of "crazing" - warrantable



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Figure 15 - example of distorted logo lamp - warrantable



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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.