



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

September 22, 2021

Mr. Adrian Diaz  
Assistant Engineering Director Automotive Safety Office  
Ford Motor Company  
330 Town Center Drive  
Suite 500/5024  
Dearborn, MI 48126

NEF-107DM  
21V-711

**Subject:** Inadequate Front Windshield Bonding/FMVSS 212

Dear Mr. Diaz:

This letter serves to acknowledge Ford Motor Company's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

FORD/MUSTANG MACH E/2021

**Mfr's Report Date:** September 14, 2021

**NHTSA Campaign Number:** 21V-711

**Components:**

VISIBILITY:WINDSHIELD

VISIBILITY:WINDSHIELD:CRITICAL FASTENERS

**Potential Number of Units Affected:** 17,692

**Problem Description:**

Ford Motor Company (Ford) is recalling certain 2021 Mustang Mach-E vehicles. The windshield may not have been properly bonded to the vehicle, which could allow it to detach. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 212, "Windshield Mounting."

**Consequence:**

A windshield that separates from a vehicle during a crash can increase the risk of injury.

**Remedy:**

Dealers will remove and reinstall the windshield, free of charge. Owner notification letters are expected to be mailed October 27, 2021. Owners may contact Ford customer service at 1-866-436-7332. Ford's number for this recall is 21C00.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims.

**AMENDED 573 REQUIRED.**

Per the requirements of 49 USC 30119, please provide the part number, name and description of the component or components involved in this recall. This information should be provided in an amended 573 in the "Involved Components" section.

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Ford Motor Company's contact for this recall will be DeMara Magruder who may be reached by email at [demara.magruder@dot.gov](mailto:demara.magruder@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement