



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

October 22, 2021

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD - Advance Notice –
Compliance Recall 21C22**
Certain 2021 Model Year Mustang Mach-E Vehicles
Windshield Reseal

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang Mach-E	2021	Cuautitlan	February 24, 2020 through June 18, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS COMPLIANCE RECALL

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 212 Windshield Mounting, demonstrating possible inadequate urethane adhesion around significant portions of the glass. An improperly adhered windshield may not stay adequately retained in a crash, which may increase the risk of injury to an occupant. Affected vehicles could experience increased wind noise or water leaks.

SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any new in-stock vehicles involved in this compliance recall. A complete Dealer Bulletin will be provided to dealers the week of November 15, 2021, when it is anticipated that parts ordering information and repair instructions will be available to support this safety recall.

IMPORTANT: Dealers should open a Repair Order (RO) only when a full dealer bulletin is published. Opening an RO against an Awareness or Advance Notice will result in warranty rejections against a recall.

CUSTOMER NOTIFICATION

Owners of record will be notified via first-class mail, starting October 27, 2021, informing them repair instructions and parts ordering information are anticipated to be available to dealers on November 15, 2021.

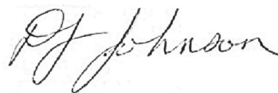
PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory prior to delivery.

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in black ink that reads "D. Johnson". The signature is written in a cursive style with a large, stylized initial "D".

David J. Johnson