

Part 573 Safety Recall Report

21V-712

Manufacturer Name : Ford Motor Company

Submission Date : DEC 16, 2021

NHTSA Recall No. : 21V-712

Manufacturer Recall No. : 21S42



Manufacturer Information :

Manufacturer Name : Ford Motor Company

Address : 330 Town Center Drive

Suite 500 Dearborn MI 48126-2738

Company phone : 1-866-436-7332

Population :

Number of potentially involved : 13,544

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2021-2021 Ford Mustang Mach-E

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : NR

Descriptive Information : Ford's team reviewed plant records to determine the population of affected parts.

The affected vehicles may have an inadequately adhered panoramic roof glass panel.

These vehicles are not produced in VIN order. Information as to the applicability of this action to specific vehicles can best be obtained by either calling Ford's toll-free line (1-866-436-7332) or by contacting a local Ford or Lincoln dealer who can obtain specific information regarding the vehicles from the Ford On-line Automotive Service Information System (OASIS) database.

Production Dates : FEB 24, 2020 - JUN 18, 2021

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Inadequate panoramic roof glass panel adhesion to the vehicle body structure.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the panoramic roof glass panel separates from the vehicle while it is being driven, it may increase the risk of a road hazard, injury, or crash.

Description of the Cause : The levels of adhesive loss observed in retaining the glass which created the Safety concern were primarily due to a high content of latent alcohol solvent in the clear coat (i.e., 5%), which evaporates slowly during the manufacturing process and plasticizes the system weakening the adhesive bonding between the urethane and the painted flanges of the sheet metal.

Identification of Any Warning that can Occur : Customer may experience wind noise and/or water leak.

Involved Components :

Component Name 1 : R10CG392A CLEARCOAT

Component Description : 3-Wet Primer

Component Part Number : WSS-M33J10 -A1

Component Name 2 : R10CG392A CLEARCOAT

Component Description : Solventborne Basecoat

Component Part Number : WSS-M33J10 -A2

Component Name 3 : R10CG392A CLEARCOAT

Component Description : Solvetbourne Midcoat

Component Part Number : WSS-M33J10 -A3

Component Name 4 : R10CG392A CLEARCOAT

Component Description : CLEARCOAT Coating

Component Part Number : WSS-M33J10 -A4

Component Name 5 : R10CG392A CLEARCOAT

Component Description : TINTED CLEARCOAT Coating

Component Part Number : WSS-M33J10 -A5

Component Name 6 : Urethane Glass Adhesive

Component Description : Urethane Glass Adhesive

Component Part Number : WSS-M2G316-B4

Supplier Identification :

Component Manufacturer

Name : BASF Corportation
Address : 26701 Telegraph Rd.
Southfield Michigan 48033
Country : United States

Chronology :

On June 22, 2021 Ford's Critical Concerns Review Group (CCRG) opened an investigation based on a report of poor windshield urethane adhesion noted during a cracked windshield replacement. The panoramic roof glass panel was included in the investigation as it utilizes the same method of attachment as the windshield.

June-July, 2021 - Ford investigated the scope of the condition and impact to vehicle operation. Ford conducted vehicle glass cut-out inspections over a range of production dates.

August, 2021 – Ford analyzed the results of the cut-out inspections and developed statistical analyses to determine the likelihood of seeing this issue in the field.

September, 2021 – Based on the level of adhesion performance observed from the vehicle glass cut-outs, Ford Engineering determined some vehicles had inadequate levels of panoramic roof glass urethane adhesion.

On September 7, 2021, Ford's Field Review Committee reviewed the concern and approved a field action.

Ford is not aware of any reports of accident or injury related to this condition.

Urethane Glass Adhesive Supplier Information:

Company Information

Company Name: Dupont
Address 1: 1250 Harmon Rd.
Address 2: City: Auburn Hills
State:MI
Zip Code:48326
Country:U.S.A.

Company Contact Information

First Name: Dave
Last Name: Holda
Position: Key Account Manager
Phone: 248-766-3036
E-mail: david.holda@dupont.com

Description of Remedy :

Description of Remedy Program : Owners will be notified by mail and instructed to take their vehicle to a Ford or Lincoln dealer to have the panoramic roof glass and roof glass flange area cleaned and prepared for application of additional urethane adhesive in indicated areas. There will be no charge for this service. Ford is excluding reimbursement for costs because the original warranty program would provide for a free repair for this concern.

Ford will forward a copy of the notification letters to dealers to the agency when available.

How Remedy Component Differs from Recalled Component : The panoramic roof glass will be adhered to the flange using the properly formulated materials.

Identify How/When Recall Condition was Corrected in Production : An interim containment action (ICA) was implemented in production on June 18, 2021. The ICA produces the expected panoramic roof glass urethane adhesion.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on October 22, 2021. Mailing of owner notification letters is expected to begin November 3, 2021 and is expected to be completed by November 5, 2021.

Planned Dealer Notification Date : OCT 22, 2021 - OCT 22, 2021

Planned Owner Notification Date : NOV 03, 2021 - NOV 05, 2021

* NR - Not Reported