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December 15, 2021

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 21N10**
Certain 2015 – 2021 Model Year Mustang Convertible Vehicles
Door Opens to Secondary Latch Position

PROGRAM TERMS

This program provides a no-cost, one-time repair (if needed) to the door latches for 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program.

If a vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair will last through September 30, 2023.

Customer satisfaction program eligibility is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang	2015-2021	Flat Rock	May 12, 2014 through August 11, 2021

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR

In some of the affected vehicles, a front door latch may open to the secondary latched position while driving. While the door is in the secondary latched position the driver will notice wind noise from the door and a door ajar warning will appear on the instrument cluster. This concern does not result in a fully opened door while driving. The occupant can open the door normally using the door handle.

SERVICE ACTION

If a customer brings a vehicle in for service claiming that the vehicle exhibited this condition, dealers are to replace both door latches. This service must be performed at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed in 3rd Quarter 2022 when parts are available in greater quantities. Dealers should repair any affected vehicles that experience a door opening to the secondary position, whether or not the customer has received a letter.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter

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".

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OASIS ACTIVATION

OASIS will be activated on December 15, 2021.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Do not perform this program unless the affected vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES

Vehicles with cancelled warranties are not eligible for this service action.

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires March 31, 2023.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with door latch replacement due to unintended opening to secondary latch position.

RENTAL VEHICLES

The use of rental vehicles is not approved for this program.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the Related Damage radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

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CLAIMS PREPARATION AND SUBMISSION

- **Note:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
 - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 21N10 if vehicle is still within time and mileage limits.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action. The FSA number (21N10) is the sub code.
 - Customer Concern Code (CCC): L09
 - Condition Code (CC): 42
 - Causal Part Number: 63264A26
 - Part Quantity: 0
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 21N10 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace both side door latches.	21N10B	2.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

To place an order for front door latches, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
Left Door Latch			
BM5Z-5821813-A	Door Latch	VIN Specific	
FR3Z-63264A27-C	Door Latch	VIN Specific	
Right Door Latch			
FR3Z-63264A26-C	Door Latch	VIN Specific	
GR3Z-5821812-B	Door Latch	VIN Specific	

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

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REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

CERTAIN 2015-2021 MODEL YEAR MUSTANG VEHICLES — FRONT DOOR LATCH REPLACEMENT SERVICE PROCEDURE

NOTE: This procedure is to be performed on both doors.

NOTE: This procedure can be performed with the window in the short-dropped position (Full window up with the door open).

1. Remove the front door trim panel. Please follow the WSM procedures in Section 501-05.
2. Align and apply masking tape or equivalent to window glass fore and aft along window seals as reference points for alignment during re-installation of the window glass. See Figure 1.

NOTE: Right Hand (RH) shown, Left Hand (LH) similar.

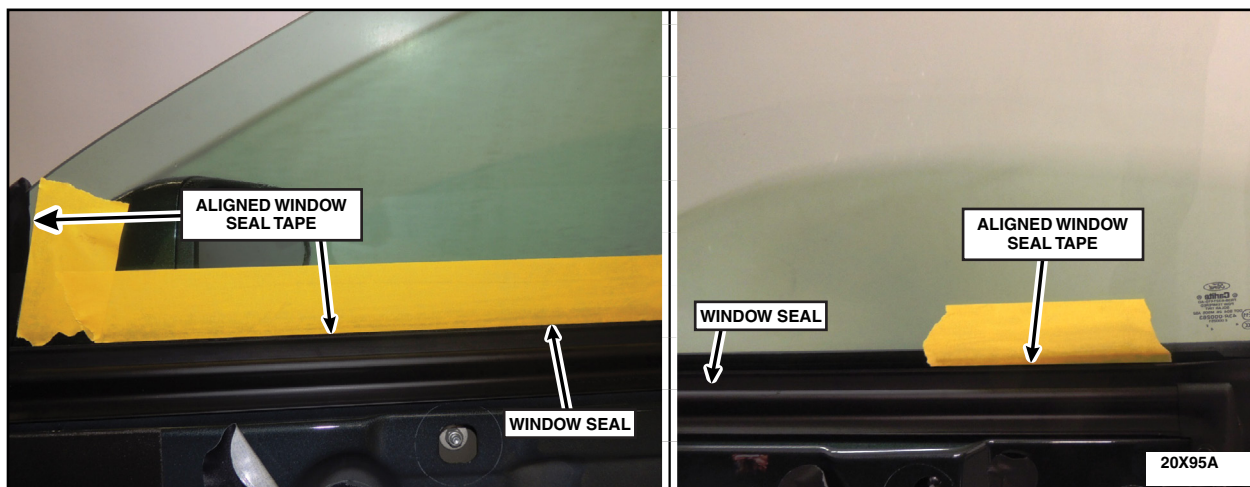


FIGURE 1

NOTE: BEFORE removing the fasteners, mark all of the fasteners for the aft front door glass run and front door window regulator with a paint pen or permanent marker. See Figure 2.

NOTE: LH shown, RH similar.



FIGURE 2



NOTE: It is not necessary to remove the front door speakers or the front door upper watershields for this procedure.

3. Replace both front door latches. Please follow the WSM procedures in Section 501-14.

NOTE: When reinstalling the window glass, align the tape with the window seal to ensure proper fit before tightening the fasteners. Door window glass adjustment is not necessary when following this procedure. See Figure 1.

