



TECHNICAL SERVICE BULLETIN

2020-2021 Mustang Shelby GT500 - Hood Inner Panel Cracks

21-2155

17 May 2021

Model:

Ford 2020-2021 Mustang Shelby GT500

Issue: Some 2020-2021 Mustang Shelby GT500 vehicles may exhibit a cracking on the hood inner panel. The crack is a cosmetic condition, not a structural concern. This may be due to a variation in production of the hood. To correct the condition, follow the Service Procedure to repair the hood crack.

Action: Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- 2020-2021 Mustang Shelby GT500
- Cracked inner hood panel

NOTE:**Parts**

Part Number	Description	Quantity
Obtain Locally	Body Filler	As Needed
Obtain Locally	3M™ Ultra Fine Finishing Pad Or Equivalent	As Needed
Obtain Locally	400-600 Grit Sandpaper	As Needed

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Special Service Part (SSP)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SSP/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2020-2021 Mustang Shelby GT500: Repair Inner Hood Panel And Apply Base Coat And Clear Coat Following the Service Procedure	MT212155	Actual Time

Repair/Claim Coding

Causal Part:	16612
Condition Code:	01

Service Procedure

Figure 1



E358299

Figure 2



E358300

Figure 3



E358301

1. Lightly sand the affected area using 400-600 grit sandpaper.
2. Prepare the cracked surface by spraying an alcohol/water mixture on a microfiber cloth and using it to clean the surface.
3. Create typical body filler by mixing resin and hardener following manufacturer specifications. Mix enough to last 2 minutes.
4. Using a plastic blade, apply thin layers to fill the void. Use a front, back, and side to side motion. Make sure the material is bordered on all sides.
5. Allow the body filler to dry for a minimum of 15 minutes or as specified by manufacturer.

6. Use 3M™ Ultra Fine Finishing Pad or equivalent to sand. This will level the body filler down with the SMC substrate. The 3M™ Ultra Fine Finishing Pad or equivalent will finesse over the sanding marks from Step 1.
7. Spot paint the under hood affected area that was repaired. Mix and apply base coat and clear coat following the Ford approved paint system technical information.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.