



TECHNICAL SERVICE BULLETIN

Glass Roof - Wind Noise From Upper Windshield Area Above 45 MPH (72 Km/H) - Built On Or Before 15-Feb-2021

21-2369

22 October 2021

Model:

Ford 2021 Mustang Mach-E

Issue: Some 2021 Mustang Mach-E vehicles built on or before 15-Feb-2021 may exhibit a wind noise turbulence noise at the top of the windshield when traveling above 45 mph (72 km/h). This may be due to the underflush condition of the windshield to glass roof at the top header area being greater than maximum spec of 4.4 mm. To correct the condition, follow the Service Procedure to install the weather strip/moulding.

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

- 2021 Mustang Mach-E
- Equipped with a glass roof
- Built on or before 15-Feb-2021
- Wind noise from the upper windshield area when traveling above 45 mph (72 km/h)

Parts

Service Part Number	Quantity	Description
LJ8Z-5803136-A	1	Windshield Weatherstrip

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
2021 Mustang Mach-E: Install Moulding Following The Service Procedure (Do Not Use With Any Other Labor Operations)	212369A	0.3 Hrs.

Repair/Claim Coding

Causal Part:	5803136
Condition Code:	07

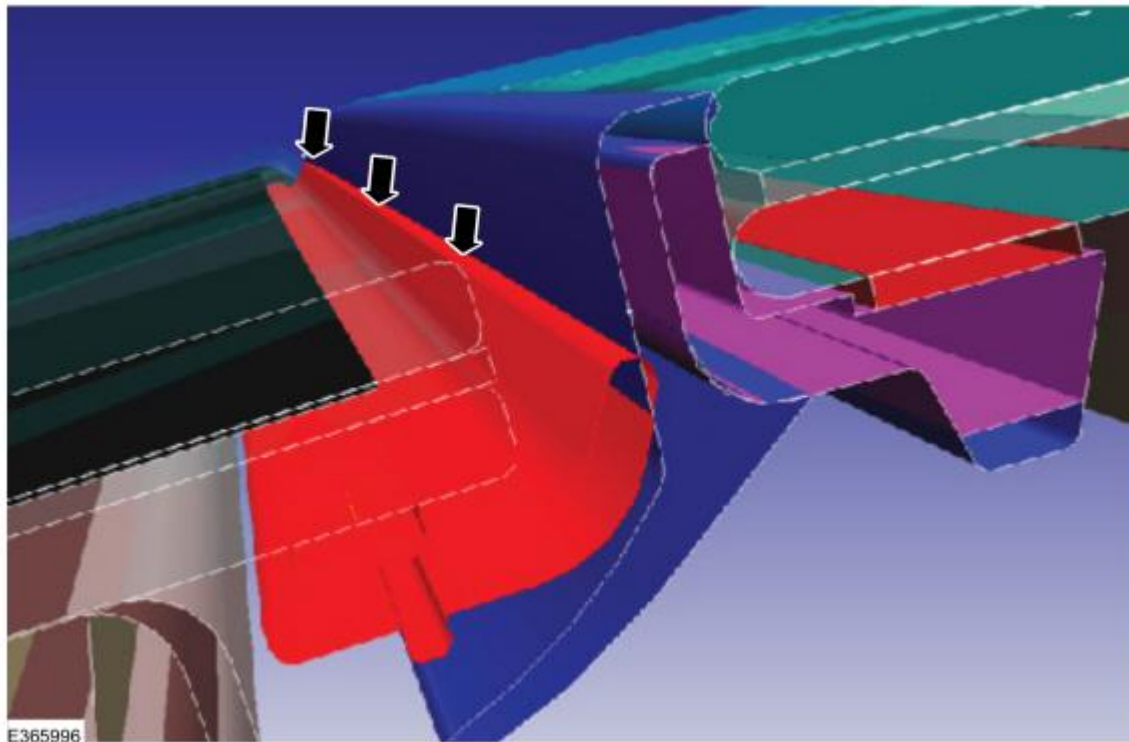
Service Procedure

1. Using compressed air, lightly blow out the channel between the roof glass and the windshield to remove any dirt or debris.

2. Using isopropyl alcohol and a clean cloth, clean and dry the channel between the roof glass and the windshield.

NOTE: The B side of the windshield must be clean to ensure proper adhesion. (Figure 1)

Figure 1



3. Starting at one edge of the roof glass, peel back approximately 4 inches (10 cm) of the protective cover on the sticky edge of the moulding and insert into the channel. (Figures 2-3)

Figure 2



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Figure 3



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NOTE: A 90 degree pick or hook tool can help seat the strip to the vehicle moulding. Insert between the roof and the new moulding. (Figure 4)

Figure 4



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4. Once the first end is started, continue to seat the moulding across the windshield to the opposite edge of the roof glass, peeling the protective cover while installing. (Figure 5)

(1). [Click here for an example.](#)

Figure 5

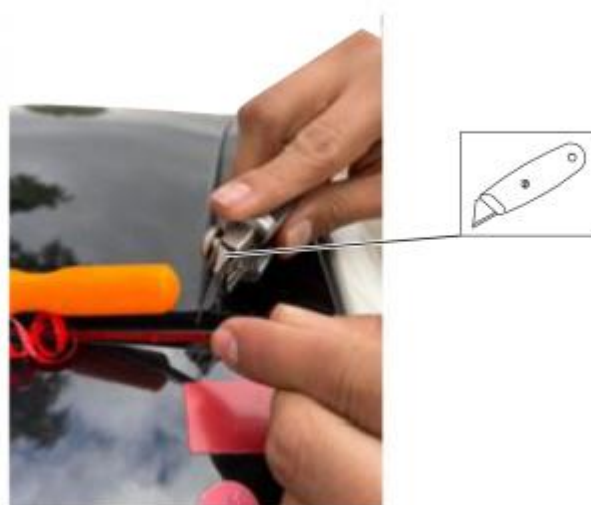


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NOTE: Make sure there is no misalignment, waves, exposed tape, or protrusion above the roof moulding.

5. Using a knife/razor, cut the moulding at the other end of the roof glass. (Figures 6-7)

Figure 6



E366001

Figure 7



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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.