



TECHNICAL SERVICE BULLETIN

Instrument Panel (IP) Topper Rub/Scratch/Buzz Noise From Right Front Passenger Side - Built On Or Before 29-June-2023

23-2311
02 October 2023

Model:

| | |
|----------------------|---------------------------------|
| Ford 2024 Mustang | Built on or before 29-June-2023 |
|----------------------|---------------------------------|

Issue: Some 2024 Mustang vehicles built on or before 29-June-2023 may exhibit a rub/scratch/buzz noise coming from the right front passenger side of the IP topper. This may be due to contact between the IP topper contacting sheet metal by the defroster grille. To correct the condition, follow the Service Procedure to remove the windshield and apply flock tape to the leading edge of the IP topper.

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

- 2024 Mustang
- Built on or before 29-June-2023
- Rub/scratch/buzz noise coming from the right front passenger side of the IP topper

Parts

| Service Part Number | Quantity | Description | Unit of Issue | Piece Quantity | Note |
|---------------------|-----------|---|---------------|----------------|--|
| ZC-23 | As Needed | Motorcraft® Ultra-Clear Spray Glass Cleaner | | | |
| 164-R4903 | 1 | Flock Tape Fuzzy Strips (Rotunda Part Number) | 24 | 1 | If unavailable, the Squeak and Rattle Kit (164-R4900) contains this part |

Parts - Only One Of The Following Adhesives

| Service Part Number | Quantity | Description |
|---------------------|-----------|----------------------------------|
| Obtain Locally | As Needed | Sika® SikaTack® MACH 60 |
| Obtain Locally | As Needed | Sika® SikaTack® MACH 30 |
| Obtain Locally | As Needed | Dow® BETASEAL™ Express |
| Obtain Locally | As Needed | Sika Tack ASAP Urethane Adhesive |

Parts - Only One Of The Following Primers

| Service Part Number | Quantity | Description |
|---------------------|-----------|-----------------------|
| Obtain Locally | As Needed | Sika® Aktivator PRO |
| Obtain Locally | As Needed | Dow® BETAPRIME™ 5504G |
| Obtain Locally | As Needed | Sika® Primer-207 |

Parts - Parts To Inspect And Replace Only If Necessary

| Service Part Number | Quantity | Description |
|---------------------|----------|--------------------------------------|
| PR3Z-6303100-B | 1 | Acoustic Laminated Windshield, SYNC4 |
| PR3Z-6303100-E | 1 | Laminated Windshield |

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 |
|--|---------------|----------|
| 2024 Mustang: Install Flock Tape Following The Service Procedure Includes Time To Remove And Install Windshield (Can Be Claimed With Operation B) (Do Not Use With Any Operations Outside Of This Article) | 232311A | 1.3 Hrs. |
| Additional Time To Align Lane Departure Warning System Camera (Can Be Claimed With Operation A) | 232311B | 0.3 Hrs. |

Repair/Claim Coding

| | |
|-----------------|----------|
| Causal Part: | 63044F58 |
| Condition Code: | 33 |

Service Procedure

Video 1 - Example of IP topper scratch noise with windshield taken out



Video 2 - Example of the IP topper scratch noise in vehicle



1. Does the IP topper make a rub/scratch/buzz noise from the forward right section directly adjacent to the defroster grille? Refer to Videos 1 and 2 for examples.

(1). Yes - proceed on to Step 2.

(2). No - this article does not apply. Refer to the Workshop Manual (WSM) for normal diagnostics.

2. Remove the defroster grille from the IP topper.

NOTE: Use a pry tool and be careful not to damage the topper.

3. Unclip the sun load sensor from the defroster grille.

4. Remove the front windshield. Refer to WSM, Section 501-11, General Procedures, Fixed Glass.

5. Obtain a full section (6 in. long x 1.75 in. wide x .0625 in. thick) of flock tape (fuzzy) strip tape from the Rotunda Squeak and Rattle Kit or obtain flock tape separately from the kit. Wrap the flock tape around the leading edge of the IP topper as seen in Figures 1-2 with only 10 mm of the flock tape should be exposed on the top side of the IP topper, isolating the IP topper from directly touching the sheet metal.

Figure 1 - View from right side of the vehicle with flock tape installed

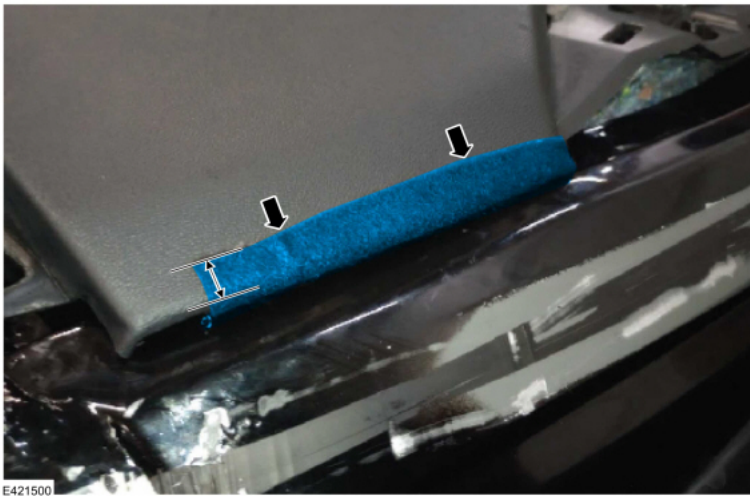
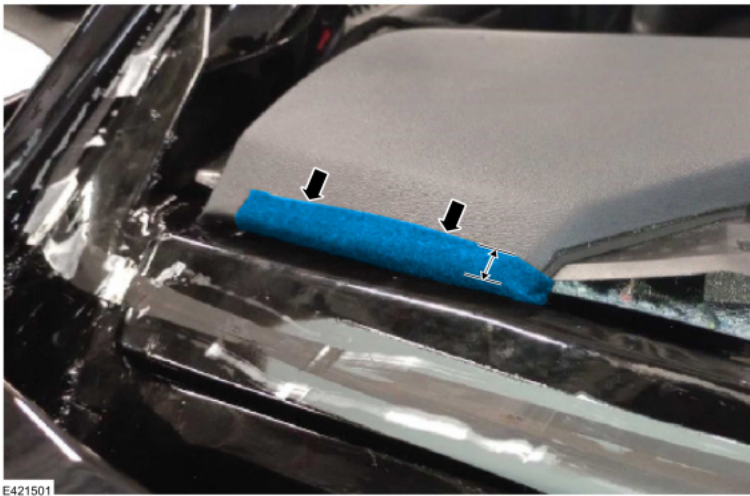


Figure 2 - View from left side of the vehicle with flock tape installed



6. Re-clip the sun load sensor to the defroster grille and re-install the defroster grille on the IP topper.
7. Re-install the windshield. Refer to WSM, Section 501-11, General Procedures, Fixed Glass.

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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.