

# Part 573 Safety Recall Report

# 21V-711

**Manufacturer Name :** Ford Motor Company

**Submission Date :** OCT 28, 2021

**NHTSA Recall No. :** 21V-711

**Manufacturer Recall No. :** 21C22



## 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 :** 17,692

**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 front windshield.

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 Noncompliance :

**Description of the Noncompliance :** Inadequate front windshield adhesion to the vehicle body structure.

**FMVSS 1 :** 212 - Windshield mounting

**FMVSS 2 :** NR

**Description of the Safety Risk :** The windshield may not stay adequately retained in a crash, which may increase the risk of injury to an occupant in a crash.

**Description of the Cause :** As of September 7, 2021, root cause is unknown. There are on-going evaluations to confirm root cause.

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

## Involved Components :

Component Name 1 : Front Windshield

Component Description : Front Windshield Glass

Component Part Number : LJ8Z-5803100-A

Component Name 2 : Front Windshield

Component Description : Front Windshield Glass

Component Part Number : LJ8Z-5803100-C

Component Name 3 : Front Windshield

Component Description : Front Windshield Glass

Component Part Number : LJ8Z-5803100-D

## Supplier Identification :

### Component Manufacturer

Name : Saint-Gobain Sekurit

Address : AV NICOLAS BRAVO NO 8

PARQUE INDUSTRIAL CUAUTLA MUNICIPIO DE AYALA XALOSTOC Foreign States 62715

Country : Mexico

## 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.

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 was not confident the affected units would meet the requirements of FMVSS 212.

Warranty analysis identified one claim of a windshield water leak that may be attributable to this condition (claim received August 18, 2021). There is one claim to Ford's CQIS system describing a windshield with inadequate urethane adhesion (claim received April 24, 2021). Ford is aware of two additional claims of inadequate urethane adhesion, not reported through Ford's warranty or field reporting systems, which are attributable to this condition (claims received May 8, 2021 and June 30, 2021).

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.

## 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 windshield removed and reinstalled using standard service procedures. 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 windshield will be removed and reinstalled using standard service procedures 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 windshield 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