

Part 573 Safety Recall Report

21V-711

Manufacturer Name : Ford Motor Company**Submission Date :** DEC 16, 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 : The non-compliant levels of adhesive loss observed in retaining the glass were primarily due to a high content of latent alcohol solvent in the clear coat (i.e., 5%), which evaporates slowly during the manufacturing process and

Identification of Any Warning that can Occur : plasticizes the system weakening the adhesive bonding between the urethane and the painted flanges of the sheet metal. Customer may experience wind noise and/or water leak.

Involved Components :

Component Name 1 : R10CG392A CLEARCOAT

Component Description : 3-Wet Primer

Component Part Number : WSS-M33J10 – A1

Component Name 2 : R10CG392A CLEARCOAT

Component Description : Solventborne Basecoat

Component Part Number : WSS-M33J10 – A2

Component Name 3 : R10CG392A CLEARCOAT

Component Description : Solvetbourne Midcoat

Component Part Number : WSS-M33J10 – A3

Component Name 4 : R10CG392A CLEARCOAT

Component Description : CLEARCOAT Coating

Component Part Number : WSS-M33J10 – A4

Component Name 5 : R10CG392A CLEARCOAT

Component Description : TINTED CLEARCOAT Coating

Component Part Number : WSS-M33J10 – A5

Component Name 6 : Urethane Glass Adhesive

Component Description : Urethane Glass Adhesive

Component Part Number : WSS-M2G316-B4

Supplier Identification :**Component Manufacturer**

Name : BASF Corportation
Address : 26701 Telegraph Rd.
Southfield Michigan 48033
Country : United States

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.

Urethane glass adhesive supplier information:

Company Information

Company Name: Dupon
Address 1: 1250 Harmon Rd.
Address 2: City: Auburn Hills
State:MI
Zip Code:48326
Country:U.S.A.

Company Contact Information

First Name: Dave
Last Name: Holda

Position: Key Account Manager
Phone: 248-766-3036
E-mail: david.holda@dupont.com

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