



# TECHNICAL SERVICE BULLETIN

## Water Leak Into Liftgate - Built On Or Before 01-Jul-2021

**21-2307**  
13 September 2021

### Model:

<b>Ford</b> 2021 Mustang Mach-E
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**Issue:** Some 2021 Mustang Mach-E vehicles built on or before 01-Jul-2021 may experience a water leak into the liftgate. This may be due to water intruding past the seals on the liftgate mounted rear lamp assemblies. To correct the condition, follow the Service Procedure to seal the lamp cavities.

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

- 2021 Mustang Mach-E
- Built on or before 01-Jul-2021
- Water leak into liftgate

**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 Sealer Following The Service Procedure Includes Time To Remove And Install Lamp Assemblies (Do Not Use With Any Other Labor Operations)	212307A	0.5 Hrs.

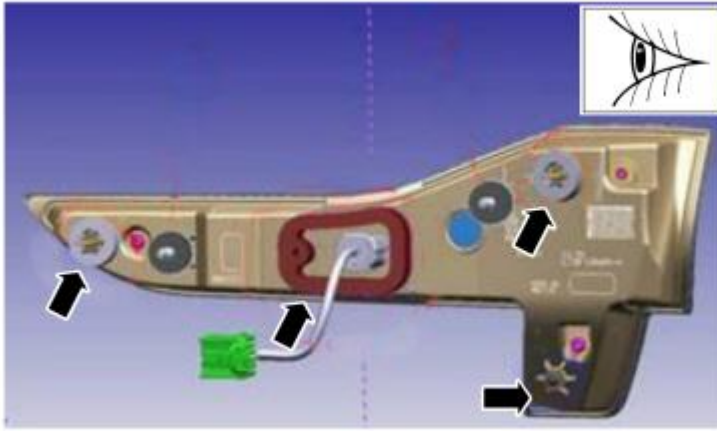
### Repair/Claim Coding

Causal Part:	5840010
Condition Code:	07

### Service Procedure

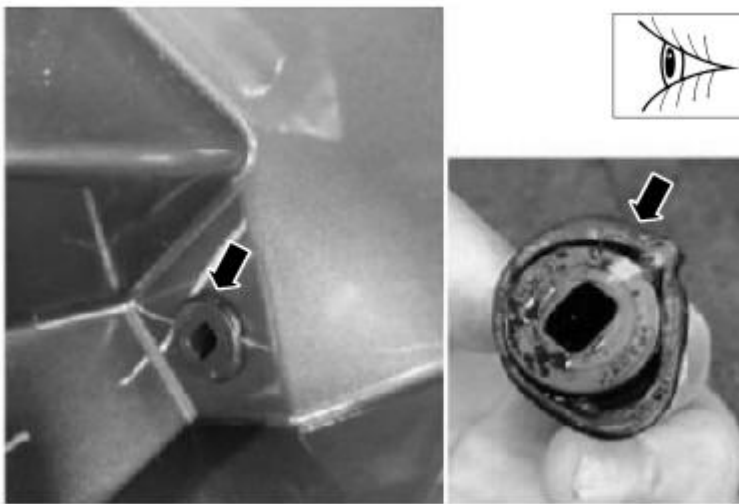
1. Remove the liftgate mounted rear lamp assemblies. Refer to Workshop Manual (WSM), Section 417-01 > Removal And Installation > Rear Lamp Assembly > Liftgate Mounted Rear Lamp Assemblies.
2. Determine which lamp cavity has been leaking by inspecting for water trace. (Figures 1-2)

Figure 1



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Figure 2



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3. Using butyl sealant tape, create a bead around the lamp cavity where the leak was present. (Figure 3)

Figure 3



**4. Reinstall the liftgate mounted rear lamp assemblies.**

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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.