



Stacy L. Balzer  
 Director  
 Service Engineering Operations  
 Ford Customer Service Division

Ford Motor Company  
 P. O. Box 1904  
 Dearborn, Michigan 48121

November 15, 2023

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **Customer Satisfaction Program 21N10 - Supplement #1**  
 Certain 2015 – 2021 Model Year Mustang Convertible Vehicles  
 Door Opens to Secondary Latch Position

**REF:** **Customer Satisfaction Program 21N10**  
 Dated: December 15, 2021

**New! REASON FOR THIS SUPPLEMENT**

- *This supplement will expand the population of vehicles.*
- *Program Terms – Terms have been added for the supplement population.*
- *Vehicles Covered by this Program – Additional population added.*
- *Mobile Service Repair Assessment Level – Section added.*
- *Oasis Activation – Dates added for the supplement population.*
- *Owner Refunds – Refund window extended for supplement population.*
- *Pick-Up & Delivery - Participating Dealers – Section Added.*
- *Pick-Up & Delivery – Non-Participating Dealers – Section Added.*
- *Pick-Up & Delivery Claiming – Section Added.*
- *Labor Allowances – Pick-Up & Delivery Labor Added.*

**New! PROGRAM TERMS**

This program provides a no-cost, one-time repair (if needed) to the door latches for 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program.

For the initial group of vehicles covered by this program, if a vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair expired on September 30, 2023.

*For the supplemented group of vehicles covered by this program, if a vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair will last through November 30, 2025.*

Customer satisfaction program eligibility is automatically transferred to subsequent owners.

**New! VEHICLES COVERED BY THIS PROGRAM**

Vehicle	Model Year	Assembly Plant	Build Dates
Mustang	2015-2021	Flat Rock	May 12, 2014 through August 11, 2021

*The supplemented group of vehicles added in Supplement One are 2015 through 2017 Mustangs indicated by P8E in VIN positions five through seven.*

US population of affected vehicles: **129,691**. Affected vehicles are identified in OASIS.

## **REASON FOR PROVIDING A NO-COST, ONE-TIME REPAIR**

In some of the affected vehicles, a front door latch may open to the secondary latched position while driving. While the door is in the secondary latched position the driver will notice wind noise from the door and a door ajar warning will appear on the instrument cluster. This concern does not result in a fully opened door while driving. The occupant can open the door normally using the door handle.

## **SERVICE ACTION**

If a customer brings a vehicle in for service claiming that the vehicle exhibited this condition, dealers are to replace both door latches. This service must be performed at no charge to the vehicle owner.

## **New! OWNER NOTIFICATION MAILING SCHEDULE**

For the initial population, owner letters mailed on September 2, 2022. *The supplement population owner letters are expected to be mailed the week of November 27, 2023.* Dealers should repair any affected vehicles that experience that experience a door opening to the secondary position, whether or not the customer has received a letter.

## **New! ATTACHMENTS**

- *Administrative Information*
- *Labor Allowances* and Parts Ordering Information
- Technical Instructions
- *Mobile Service Repair Assessment*
- *Vehicle Pick-Up & Delivery Record*
- *Owner Notification Letters*

## **QUESTIONS & ASSISTANCE**

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Stacy L. Balzer

**Customer Satisfaction Program 21N10 - Supplement #1**

**New! MOBILE SERVICE REPAIR ASSESSMENT LEVEL**

- All repairs in this program have the following assessment level  
Ⓢ - Not a Mobile Service Repair

**New! OASIS ACTIVATION**

OASIS was activated on December 15, 2021 for the original population.

*OASIS will be activated on November 15, 2023 for the supplemental population.*

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will not be activated for this service action.

**SOLD VEHICLES**

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

- Do not perform this program unless the affected vehicle exhibits the covered condition.

**BRANDED / SALVAGED TITLE VEHICLES**

Vehicles with cancelled warranties are not eligible for this service action.

**New! OWNER REFUNDS**

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires December 31, 2023.
- *For the supplemented group of vehicles covered by this program, Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Supplement Population Owner Letter. This refund offer expires November 30, 2024.*
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with door latch replacement due to unintended opening to secondary latch position.

**RENTAL VEHICLES**

- The use of rental vehicles is not approved for this program.

**Customer Satisfaction Program 21N10 - Supplement #1****New! PICK-UP & DELIVERY- Participating Dealers**

Dealers participating in the Remote Experience Program:

- Refer to EFC12071, 2023 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.

**New! PICK-UP & DELIVERY- Non-participating Dealers**

Dealers not participating in the 2023 Remote Experience Program for Pick-Up & Delivery are authorized to claim unique services for completing this program.

- Dealers are authorized to claim one-half labor hour per repair for vehicle Pick-Up & Delivery services. Refer to Labor Allowances for details.
- Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the Related Damage radio button checked.
  - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site before completing the repair.

**CLAIMS PREPARATION AND SUBMISSION**

- **Note:** All repairs for this program should be claimed using the claim entry direction below regardless if the vehicle is still under the New Vehicle Limited Warranty.
  - Service Part Warranty (SPW) and/or Ford/Lincoln Loyalty Plans (ESP) eligible vehicles – Claim repairs to FSA 21N10 if the vehicle is still within time and mileage limits.
- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims:
    - Claim type 31: Field Service Action. The FSA number (21N10) is the sub code.
    - Customer Concern Code (CCC): L09
    - Condition Code (CC): 42
    - Causal Part Number: 63264A26
    - Part Quantity: 0
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

**IMPORTANT:** Click the Related Damage Indicator radio button.

Customer Satisfaction Program 21N10 - *Supplement #1***CLAIMS PREPARATION AND SUBMISSION (Continued)**

- **Refunds:** Submit refunds on a separate repair line.
  - Program Code: 21N10
  - Misc. Expense: ADMIN
  - Misc. Expense: REFUND
  - Misc. Expense: 0.2 Hrs.
- Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- **New! Pick-Up & Delivery:**
  - *Dealers participating in the Remote Experience Program –*
    - *Refer to EFC12071, 2023 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.*
  - *Dealers NOT participating in the Remote Experience Program –*
    - *Dealers are authorized to claim one-half labor hour per repair for vehicle Pick-Up & Delivery services.*
    - *Dealers must retain a Vehicle Pick-Up & Delivery Record with the repair order documentation.*

Customer Satisfaction Program 21N10 - *Supplement #1*

**New!** LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace both side door latches.	21N10B	2.3 Hours
<i>Vehicle Pick-Up &amp; Delivery Allowance:                      This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers.                      NOTE: This allowance is for dealer-performed vehicle Pick-Up &amp; Delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.</i>	21N10PP	0.5 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

**Special Program Part Ordering:**

To place an order for Door Latches submit a Special Program order in the DOW system. **SSSC contact is not required to order K-Coded parts on this program.** More information can be found in EFC 10642.

Part Number	Description	Order Quantity	Claim Quantity
Left Door Latch			
BM5Z-5821813-A	Door Latch	VIN Specific	
FR3Z-63264A27-C	Door Latch	VIN Specific	
Right Door Latch			
FR3Z-63264A26-C	Door Latch	VIN Specific	
GR3Z-5821812-B	Door Latch	VIN Specific	

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

**DEALER PRICE**

For the latest prices, refer to DOES II.

**PARTS RETENTION, RETURN, & SCRAPPING**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations.

**EXCESS STOCK RETURN**

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

Customer Satisfaction Program 21N10 - *Supplement #1*

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup>, 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup>, 2021, or later must be inspected and signed off on the repair order by a member of your dealer fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1<sup>st</sup>, 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

**Note:** Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.



Ford Motor Company  
Ford Customer Service Division  
P. O. Box 1904  
Dearborn, Michigan 48121

Customer Satisfaction Program 21N10

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

November 2023

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

**Why are you receiving this notice?**

On your vehicle, your doors may open to the secondary latch position while driving. Ford is pleased to let you know that, for your peace of mind, we are offering a no-cost, one-time repair on the door latches.

**What is the effect?**

While the door is in the secondary latched position the driver will notice wind noise from the door and a door ajar warning will appear on the instrument cluster. While driving the vehicle the door will not fully open out of the secondary position due to this concern, but can be opened normally using the door handles.

**What will Ford and your dealer do?**

If your vehicle's door latches require replacement due to unintended opening to the secondary latched position and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace both door latches free of charge (parts and labor). This is a one-time repair program.

This increases the door latch repair coverage to a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first. If your vehicle has already exceeded either time or mileage limits listed above, this customer satisfaction program will last through November 30, 2025. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

If the component mentioned above requires replacement, the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?**

You do not need to return to your dealer for this repair unless your vehicle's doors have opened unintentionally into the secondary latched position. Please keep this letter as a reminder of this one-time repair offer for your



**What should you do?  
(continued)**

door latches. If your door latches require replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 21N10. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge.

If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) for dealer addresses, maps, and driving instructions.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**Have you previously paid for this repair?**

If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before November 30, 2024. To avoid delays, do not send receipts to Ford Motor Company.

**What if you no longer own this vehicle?**

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records indicate that you are the current owner.

**Can we assist you further?**

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is [ford.com/support](https://ford.com/support).

For the hearing impaired, call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00 AM – 8:00 PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is [fleet.ford.com](https://fleet.ford.com).

Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division

## CERTAIN 2015-2021 MODEL YEAR MUSTANG VEHICLES — FRONT DOOR LATCH REPLACEMENT SERVICE PROCEDURE

### SERVICE PROCEDURE

**⚠ IMPORTANT!** This procedure was modified from the original Workshop Manual (WSM) procedure. For this Field Service Action (FSA), it is not necessary to remove the front door speakers or the front door upper watershields. Follow these technical instructions carefully.

**NOTE:** This procedure is to be performed on both doors.

**NOTE:** This procedure can be performed with the window in the short-dropped position (Full window up with the door open).

1. Remove the front door trim panel. Please follow the WSM procedures in Section 501-05.
2. Align and apply masking tape or equivalent to window glass fore and aft along window seals as reference points for alignment during re-installation of the window glass. See Figure 1.

**NOTE:** Right Hand (RH) shown, Left Hand (LH) similar.

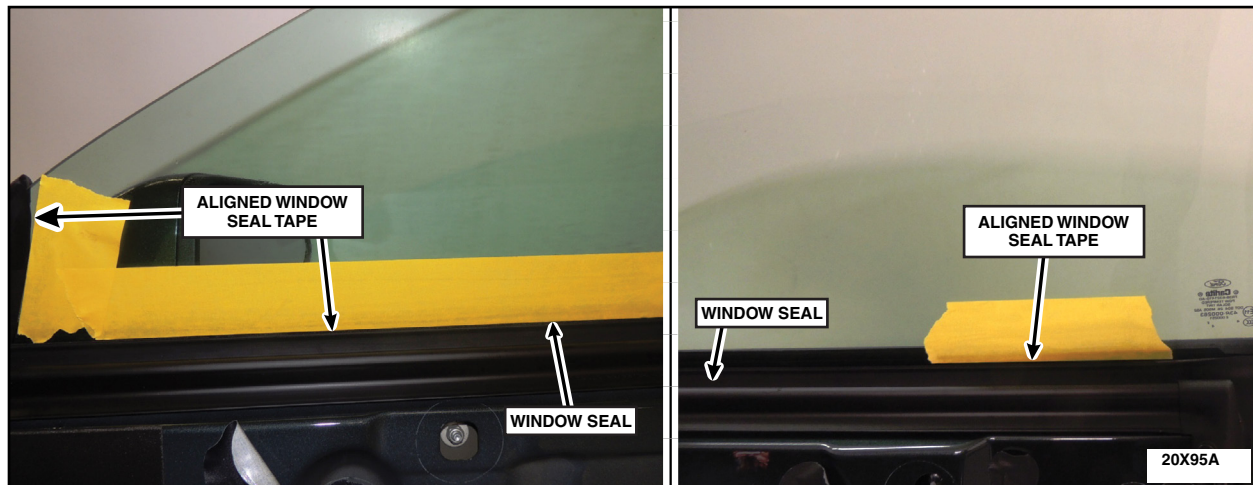


FIGURE 1



**NOTE:** BEFORE removing the fasteners, mark all of the fasteners for the aft front door glass run and front door window regulator with a paint pen or permanent marker. See Figure 2.

**NOTE:** LH shown, RH similar.



**FIGURE 2**

**NOTE:** It is not necessary to remove the front door speakers or the front door upper watershields for this procedure.

3. Replace both front door latches. Please follow the WSM procedures in Section 501-14.

**NOTE:** When reinstalling the window glass, align the tape with the window seal to ensure proper fit before tightening the fasteners. Door window glass adjustment is not necessary when following this procedure. See Figure 1.



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**Vehicle Pick-Up and Delivery Record**

VIN \_\_\_\_\_ received (check one):

Pick-up and/or delivery service

As outlined below for the 21N10 Field Service Action program.

Pick-up      – Date: \_\_\_\_\_

Delivery      – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date

Customer Satisfaction Program 21N10 S1

Mobile Service Repair Assessment

Assessment levels have been identified to help determine the ease of performing eligible mobile service repairs for a Field Service Action (FSA) outside of the dealership service facility.

**Dealer Bulletin**

Within the Administrative Information Attachment of the dealer bulletin a mobile service repair assessment level(s) will be provided. These assessment levels have been determined using the amount of time, equipment and labor identified to perform the intended service action.

**Assessment Levels**

**Description of each level that is used to determine the overall assessment.**

 – Mobile Reprogramming

- Module Programming or similar type services
- Minimum tools maybe required other than an **IDS/FDRS** setup
- FDRS programming that requires internet connection (wi-fi or mobile hotspot)
- Make sure vehicle has a charge port to ensure battery voltage is maintained during flashing of the module(s)
- Repairs not greater than 1 hour in length (including time to wait for programming)

*Note: The location will need a charging station or wall box to maintain the 12-volt battery.*

  – Light Mobile Service

- Interior repair procedures that do not require seat, dash, or headliner removal
- Under hood repairs that do not require large component removal
- Exterior repairs that do not require large component/panel removal
- Repairs may require standard hand tools (Access to a Technician starter kit or similar)

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   – Enhanced Mobile Service

- ***A two-person process is required anytime a procedure requires work under the vehicle***
- Brake Inspection and Brake Repair/Replacement
- Limited Suspension Component replacement (no alignment)
- Under Vehicle access for limited repairs (no large component removal)
- Vehicle Check Up - VCU
- Pre-Delivery Inspection - PDI
- Used Car Inspection/Presale Inspection
- May require floor jack, jack stands, and impact tools

*Note: Wheel lock may be required.*

    – Advanced Mobile Service

- Fluid Exchange/Oil Change
- Light Repairs
- Brake Hydraulic Repairs

 – Wheel and Tire Mobile Service

- Tire Removal from Wheel
- Tire Balancing
- Tire Repair

*Note: Specialized Mobile Service unit and equipment including Tire balancer and Tire Changer required.*

 – Not a Mobile Service Repair

- Large component removal
- BEV Battery Replacement
- Requires a vehicle hoist – to complete the repair (more than inspection)
- Required vehicle alignment
- Requires significant vehicle disassembly
- Repairs greater than 2-3 hours
- Any repairs that require M-Time
- Includes a service procedure where the vehicle owner may be distressed about the state of their vehicle