



TECHNICAL SERVICE BULLETIN

Water Leak Into Liftgate - Built On Or Before 29-Sep-2023

23-2360

16 November
2023

This bulletin supersedes 21-2307.

Model:

Ford 2021-2023 Mustang Mach-E	Built on or before 29-Sep-2023
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Summary

This article supersedes TSB 21-2307 to update the Service Procedure.

Issue: Some 2021-2023 Mustang Mach-E vehicles built on or before 29-Sep-2023 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:

- 2021-2023 Mustang Mach-E
- Built on or before 29-Sep-2023
- Water leak into liftgate

Parts

Service Part Number	Quantity	Description	Unit of Issue	Piece Quantity
Obtain Locally	As Needed	Butyl Sealant Tape	1	1

Quantity refers to the amount of the service part number required to repair the vehicle.

Unit of Issue refers to the number of individual pieces included in a service part number package.

Piece Quantity refers to the total number of individual pieces required to repair the vehicle.

As Needed indicates the amount of the part may vary and/or is not a whole number. Parts can be billed out as non-whole numbers, including less than 1.

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

2021-2023 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)	232360A	0.6 Hrs.
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Repair/Claim Coding

Causal Part:	5840010
Condition Code:	07

Service Procedure

1. Remove both 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. Inspect and remove any sealant residue around the rear lamps studs and the surface that the studs pass through the body.
3. Clean all sealing surfaces.
4. Using butyl sealant tape, create a bead around each cavity of both liftgate mounted rear lamps as shown in Figures 1-2.

Figure 1



Figure 2



5. When fitting the rear lamps into the body, apply slight pressure to allow the butyl to seal evenly.

NOTE: When tightening the lamps, draw the lamps to the body evenly using the fasteners. Do not fully tighten one and then the other.

6. Reinstall both liftgate mounted rear lamp assemblies. Refer to Workshop Manual (WSM), Section 417-01 > Removal And Installation > Rear Lamp Assembly > Liftgate Mounted Rear Lamp Assemblies.

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.