TECHNICAL SERVICE BULLETIN
Wind Noise From Exterior Mirror/A-Pillar Area When Driving At Or Above 40 MPH (64 Km/H) - Built On Or Before 04-Dec-2023

24-2002
16 January 2024

Model:

Ford 2021-2023 Mustang Mach-E	Built on or before 04-Dec-2023

Markets: Canada, USA

Issue: Some 2021-2023 Mustang Mach-E vehicles built on or before 04-Dec-2023 may exhibit a wind noise from the exterior mirrors/A-pillar area when driving at or above 40 mph (64 km/h). This may be due to poor sealing of the lower mirror foam and the glass top run foam. To correct this condition, follow the Service Procedure to install new lower inner foam and the glass top run foam.

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

- 2021-2023 Mustang Mach-E
- Built on or before 04-Dec-2023
- Wind noise from exterior mirrors/A-pillar area when driving at or above 40 mph (64 km/h)

Parts

Service Part Number	Quantity	Description	Unit of Issue	Piece Quantity
LJ8Z-5820530-C	1 Or 2	Lower Inner Foam	1	1 Per Affected Side
164-R4901	1	PVC Soft Foam Strips (Rotunda Part Number)	12	3 Per Affected Side

Quantity refers to the amount of the service part number package(s) 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.

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 New Lower Inner Foam And The Glass Top Run Foam On One (1) Side Includes Time For Road Test (Do Not Use With Any Other Labor Operations)	242002A	0.9 Hrs.
2021-2023 Mustang Mach-E: Install New Lower Inner Foam And The Glass Top Run Foam On Both (2) Sides Includes Time For Road Test (Do Not Use With Any Other Labor Operations)	242002B	1.4 Hrs.

Repair/Claim Coding

Causal Part:	5820530
Condition Code:	07

Service Procedure

1. Perform a road test to identify if the wind noise is coming from the exterior mirrors/A-pillar. Does the vehicle exhibit a wind noise coming from one or both exterior mirrors?

(1). Yes - proceed to Step 2.

(2). No - this article does not apply. Perform normal diagnostic. Refer Workshop Manual, Section 100-04.

2. Lower the front door window glass of the affected side to the fully down position.

3. Remove the exterior mirror. Refer to Workshop Manual (WSM), Section 501-09 Rear View Mirrors > Removal and Installation > Exterior Mirror Assembly.

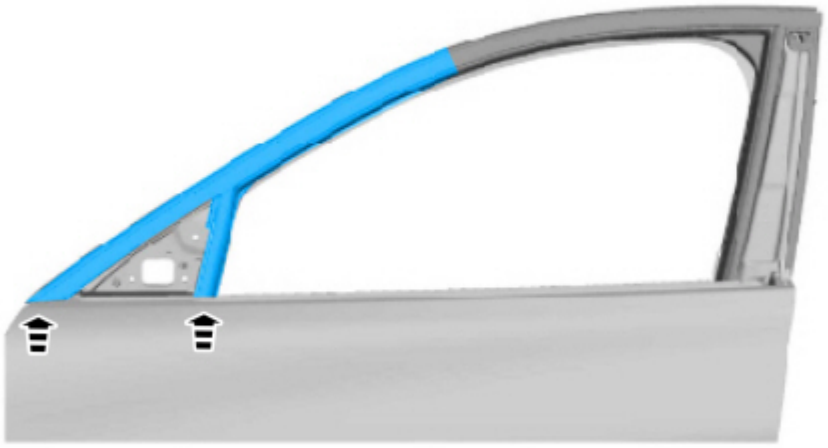
4. If the exterior mirror foam gasket/seal remains on the door, remove and refit the mirror foam gasket/seal back onto the mirror before reassembly. (Figure 1)

Figure 1



5. Separate and fold back the front door glass top run from the door frame and the run channel in the areas highlighted in Figure 2.

Figure 2



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6. Remove the existing lower inner foam.

7. Install the new lower inner foam.

(1). Insert the front of the foam first making sure is seated under the window run/sheet metal and the foam shape properly fits the curves of the door. (Figure 3)

Figure 3



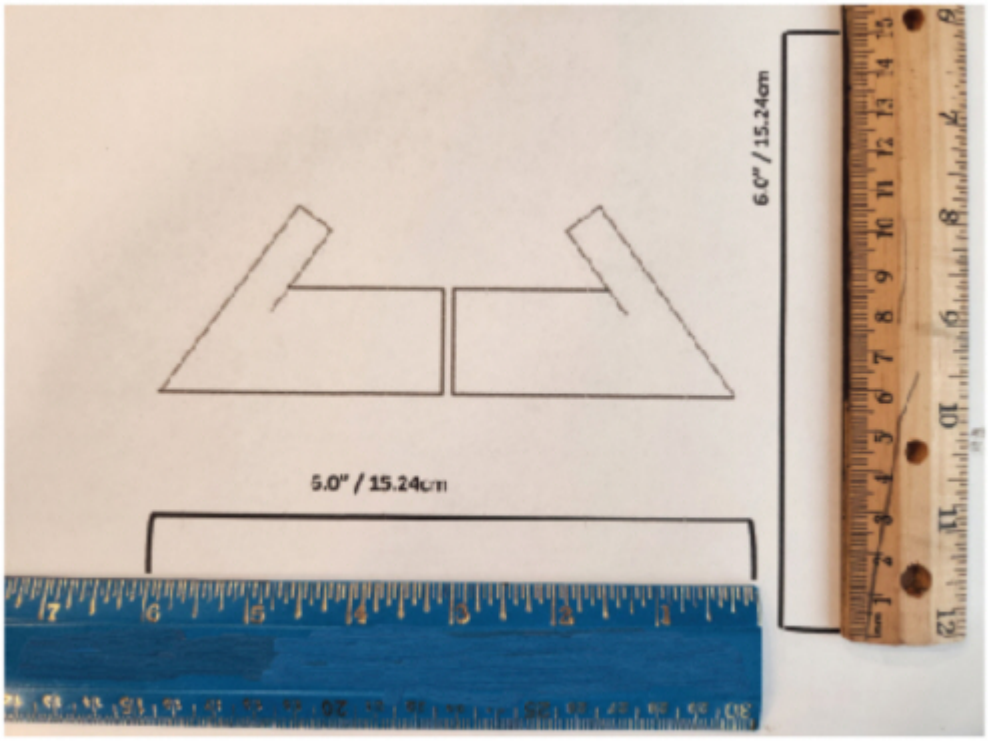
(2). Evenly tuck all edges of the foam into the door making sure that the rear sections sit flush against the window run frame with no gaps. (Figure 4)

Figure 4



8. Print the foam template by clicking this link. Verify the horizontal and vertical scale of the image using a ruler against the scale on the template printout (Figure 5) to confirm the image scale is correct. Is the scaling of the template printout the same scale as the ruler?

Figure 5



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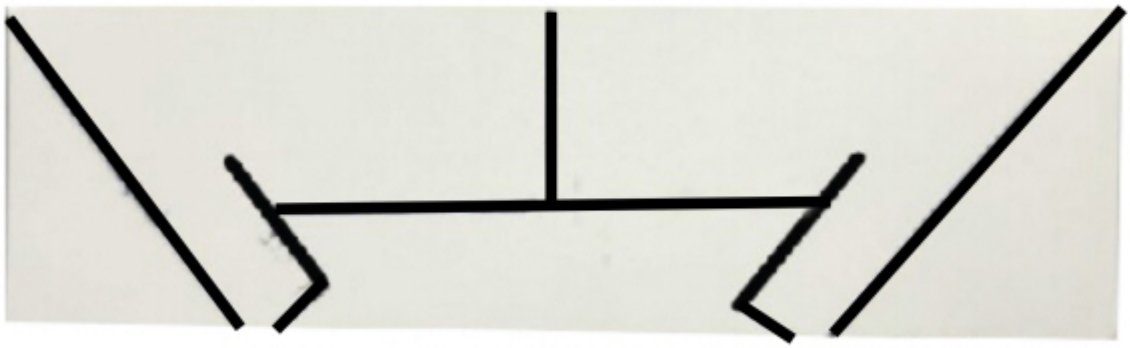
(1). Yes - proceed to Step 9.

(2). No - adjust scale of the printing properties to actual size to resize the image. Repeat Step 8.

9. Layer together 3 pieces of the PVC Soft Foam Strips (Rotunda part) to obtain the desired thickness.

10. Cut the shapes from the template printed out and trace the shape of the back side of the foam. Cut the foam along the line traced on the back to create the shape indicated in Figure 6.

Figure 6



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11. Cut an additional 10mm (0.39 in.) slice into the foam in the area indicated in Figure 7.



12. Remove the existing glass top run foam and clean the surface to remove any residual foam. (Figures 8-9)

Figure 8



Figure 9

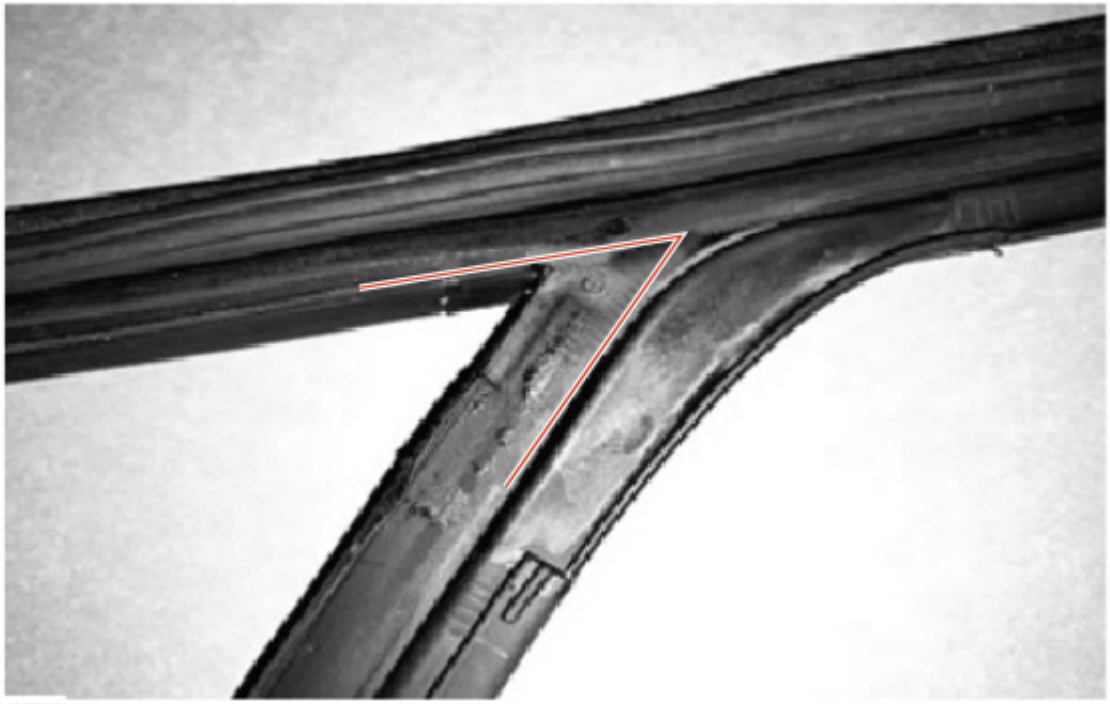


CAUTION: Be careful to not tear the rubber of the glass top run when fitting/tucking the foam underneath.

13. Install the cut pieces of foam onto the glass top run.

(1). Align the foam with the ridge along A-pillar and the lip along the header. (Figure 10)

Figure 10


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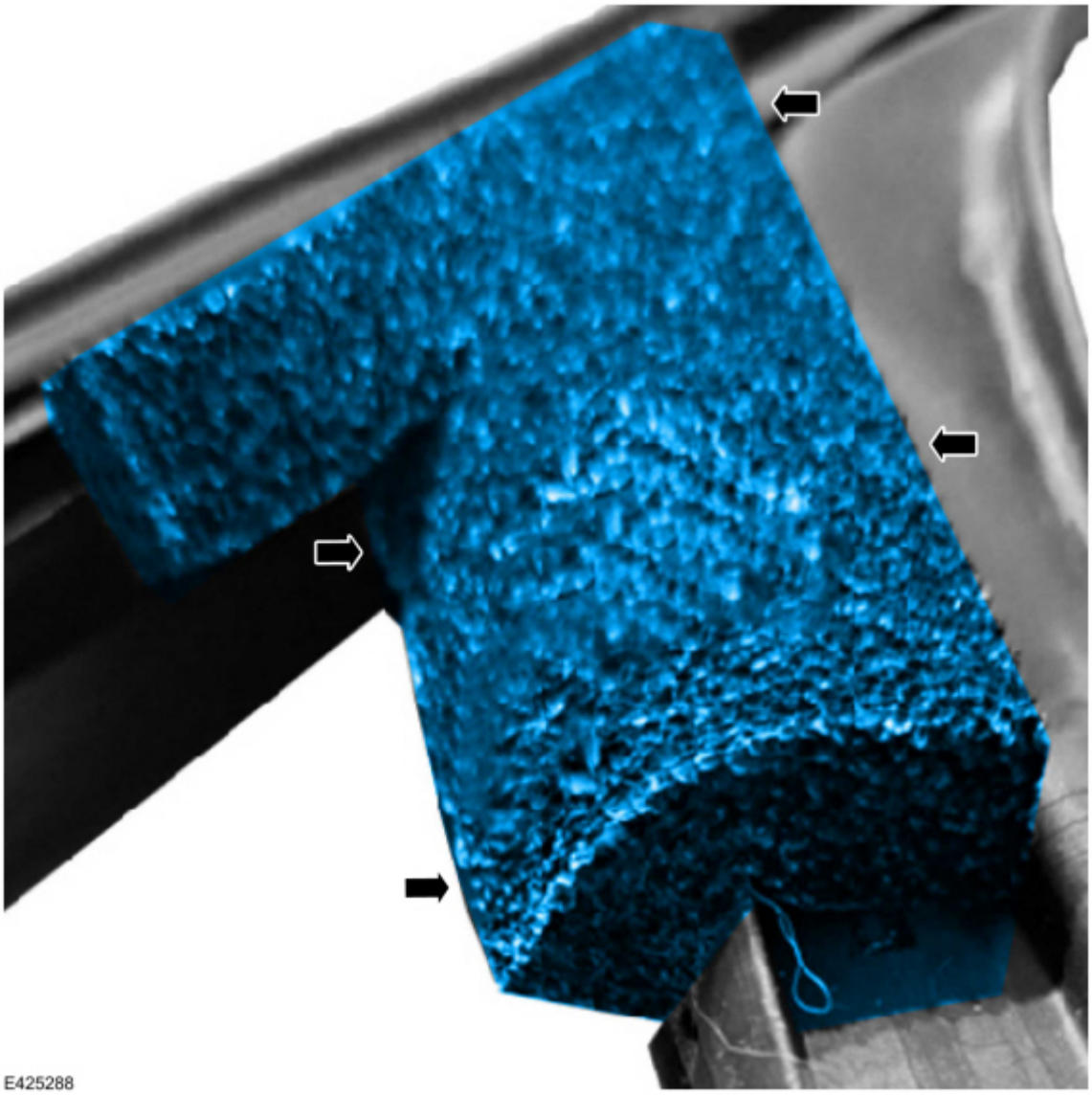
(2). Apply pressure to adhere the foam to the inner surface of the glass top run. (Figure 11)

Figure 11



(3). Fold and pressurize the lower area of the foam over the back of the A-pillar channel, leaving the upper extension unadhered. (Figure 12)

Figure 12



(4). Moving to the exterior of the glass top run, take the end of the foam extension and pull, seating the foam toward the header/A-pillar corner (Figure 13)

Figure 13



(5). Tuck the end of the foam extension high up under the lip of the glass top run following the upward angle of the run. (Figure 14)

Figure 14



14. Reinstall the front door glass top run in the door frame and the run channel. (Figure 15)

Figure 15



15. Reinstall the exterior mirror. Refer to WSM, Section 501-09 Rear View Mirrors > Removal and Installation > Exterior Mirror Assembly.

NOTE: A small amount of wind noise from around the exterior mirrors is considered to be characteristic of vehicle design.

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