



TECHNICAL SERVICE BULLETIN

Exterior Paint Blistering

25-2189

06 May 2025

This bulletin supersedes 25-2149. Reason for update: updated labor operation allowance

Model:

Ford 2023-2024 Mustang Mach-E	Built on 01-Nov-2023 and through 30-Apr-2024
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Markets: Canada, USA

Issue: Some of the vehicles listed in the Model statement above may experience exterior paint blistering in at least one of the following areas:

- Front and rear door skin panel(s) and door jamb area(s)
- Rear quarter panel(s) and jamb area(s)
- B-pillar outer panel(s) and jamb area(s)
- Roof panel and jamb area(s)
- Rocker panel(s) and jamb area(s)

This may be due to the factory painting process.

Action: For vehicles that meet all of the criteria in the Issue and Model statements, follow the Service Procedure to assess the condition of the paint and sheet metal and prepare sheet metal surface before repainting.

NOTE: For repairs being performed at independent body shop facilities, dealers must provide a copy of this bulletin in its entirety to body shop management. Ford dealer management is responsible for ensuring this procedure is followed precisely or a repeat repair will occur which is an unwarrantable condition. Reference Warranty and Policy Manual, Section 5.1.00 for guidelines on sublet repairs for warranty paint claims.

Parts - Parts To Inspect And Replace Only If Necessary

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
16039	Only If Necessary (1 Possible)	Only If Necessary (1 Possible)	1	Left Front Fender Moulding - Refer To The Parts Catalog For The VIN Specific Application
16038	Only If Necessary (1 Possible)	Only If Necessary (1 Possible)	1	Right Front Fender Moulding - Refer To The Parts Catalog For The VIN Specific Application
5820878	Only If Necessary (1 Possible)	Only If Necessary (1 Possible)	1	Right Front Door Moulding - Refer To The Parts Catalog For The VIN Specific Application
5820879	Only If Necessary (1 Possible)	Only If Necessary (1 Possible)	1	Left Front Door Moulding - Refer To The Parts Catalog For The VIN Specific Application

RJ8Z-99290D12-AA	Only If Necessary (1 Possible)	Only If Necessary (1 Possible)	2	Decal (Graphics Package Only) - Refer To The Parts Catalog For The VIN Specific Application
5825556	Only If Necessary (1 Possible)	Only If Necessary (1 Possible)	1	Right Rear Door Moulding - Refer To The Parts Catalog For The VIN Specific Application
5825557	Only If Necessary (1 Possible)	Only If Necessary (1 Possible)	1	Left Rear Door Moulding - Refer To The Parts Catalog For The VIN Specific Application
5850462	Only If Necessary (1 Possible)	Only If Necessary (1 Possible)	1	Right Roof Moulding - Refer To The Parts Catalog For The VIN Specific Application
5850463	Only If Necessary (1 Possible)	Only If Necessary (1 Possible)	1	Left Roof Moulding - Refer To The Parts Catalog For The VIN Specific Application
58290A60	Only If Necessary (1 Possible)	Only If Necessary (1 Possible)	1	Right Rear Quarter Panel Moulding - Refer To The Parts Catalog For The VIN Specific Application
58290A61	Only If Necessary (1 Possible)	Only If Necessary (1 Possible)	1	Left Rear Quarter Panel Moulding - Refer To The Parts Catalog For The VIN Specific Application
LJ8Z-16720-A	Only If Necessary (1 Possible)	Only If Necessary (1 Possible)	1	Right Or Left Name Plate - Refer To The Parts Catalog For The VIN Specific Application
9942528	Only If Necessary (1 Possible)	Only If Necessary (1 Possible)	1	Rear Name Plate - Refer To The Parts Catalog For The VIN Specific Application
W721342-S450B	Only If Necessary (7 Possible)	Only If Necessary (2 Possible)	4	Fastener (Spoiler Only) - Refer To The Parts Catalog For The VIN Specific Application
W723014-S450B	Only If Necessary (2 Possible)	Only If Necessary (1 Possible)	4	Fastener (Spoiler Only) - Refer To The Parts Catalog For The VIN Specific Application
W717563-S450B	Only If Necessary (2 Possible)	Only If Necessary (1 Possible)	4	Fastener (Spoiler Only) - Refer To The Parts Catalog For The VIN Specific Application
5803100	Only If Necessary (1 Possible)	Only If Necessary (1 Possible)	1	Windshield - Refer To The Parts Catalog For The VIN Specific Application

Service part numbers and "number in package" quantity may change after publication, thus also affecting the "package order quantity". Refer to the parts catalog for the latest information.

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

Package Order Quantity refers to the amount of the service part number package(s) required to repair the vehicle.

Number In Package refers to the number of individual pieces included in a service part number package.

Only If Necessary indicates the part is not mandatory. Refer to the Service Procedure to determine the inspection/inclusion criteria.

Warranty Status: Eligible under provisions of New Vehicle Limited Warranty (NVLW)/Service Part Warranty (SPW)/Service Part New Vehicle (SPNV)/Extended Service Plan (ESP) coverage. Limits/policies/prior approvals are not altered by a TSB. NVLW/SPW/SPNV/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2023-2024 Mustang Mach-E: Detrim And Paint One (1) Front Door Includes Time To Remove And Install Front Bumper, Head Lamp And Charge Port For Blending (2.1 Hours Can Be Claimed For Paint And Materials)	252189A	8.0 Hrs.
2023-2024 Mustang Mach-E: Detrim And Paint One (1) Rear Door Includes Time To Remove And Install Windshield, Rear Quarter Fixed Glass For Blending And 360 Degree Camera Alignment (1.6 Hours Can Be Claimed For Paint And Materials)	252189B	9.7 Hrs.
2023-2024 Mustang Mach-E: Detrim And Paint One (1) Rear Quarter Panel Includes Time To Remove And Install Windshield, Rear Quarter Fixed Glass, Liftgate For Blending And 360 Degree Camera Alignment (1.6 Hours Can Be Claimed For Paint And Materials)	252189C	15.0 Hrs.
2023-2024 Mustang Mach-E: Detrim And Paint Roof Includes Time To Remove And Install Windshield, Liftgate For Blending And 360 Degree Camera Alignment (2.2 Hours Can Be Claimed For Paint And Materials)	252189D	12.9 Hrs.
2023-2024 Mustang Mach-E: Detrim And Paint Total Vehicle Front/Rear Doors, Rear Quarter Panels And Roof (Not Including Door Jams) Includes Time To Remove And Install Front Bumper, Head Lamp And Charge Port, Windshield, Liftgate For Blending And 360 Degree Camera Alignment (12.8 Hours Can Be Claimed For Paint And Materials)	252189E	72.7 Hrs.
Extra Time For Tri-Coat Vehicles (Can Only Be Used Once And Can Be Included In Paint And Materials)	252189F	0.5 Hrs.
Submit NVLW Prior Approval Request With Photos Following The Service Procedure	252189G	0.2 Hrs.
Detrim And Paint One (1) Door Jamb (2.0 Hours Can Be Claimed For Paint And Materials)	BT252189	Actual Time Up To 6.0 Hours Per Door

Repair/Claim Coding

Causal Part:	WTYPAINT
Condition Code:	P3

Inspection and Prior Approval

1. Before performing any Ford paid repairs, dealers will verify the concern meets the criteria provided and submit the approval request and digital photographs using Prior Approval in the [PTS](#) website.
2. Do any of the body panel locations listed in the action statement above exhibit paint blistering as shown in the example images below? (Figures 1-6)

Figure 1



Figure 2

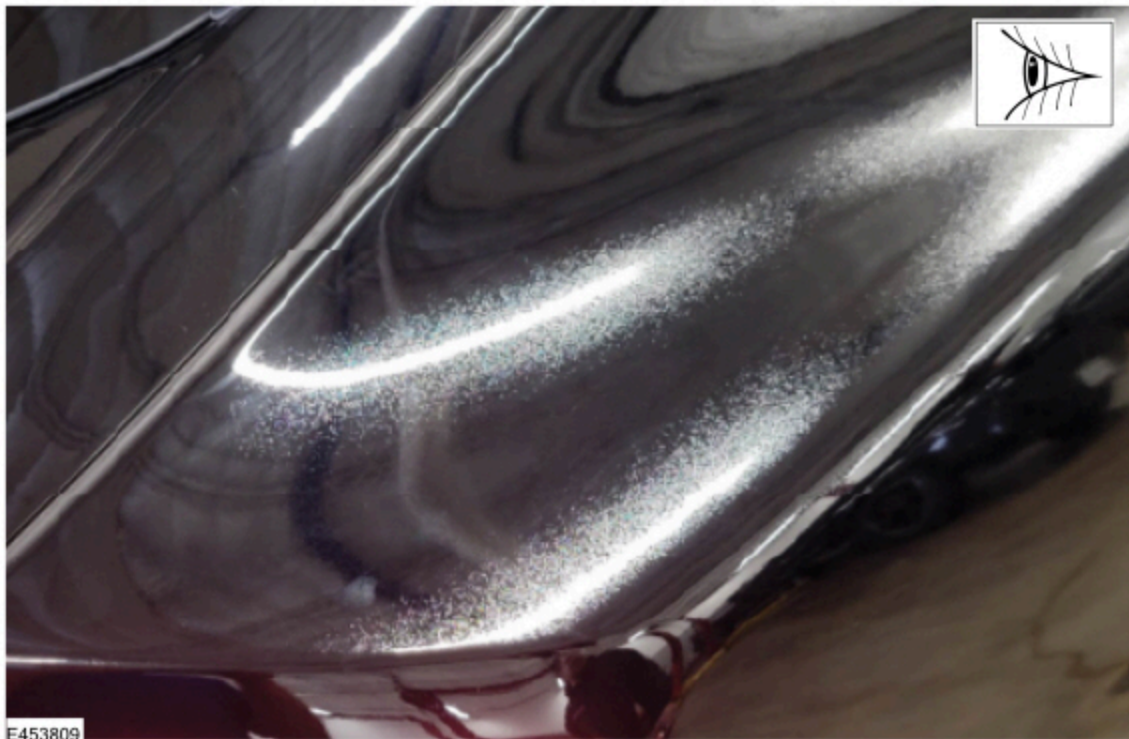


Figure 3



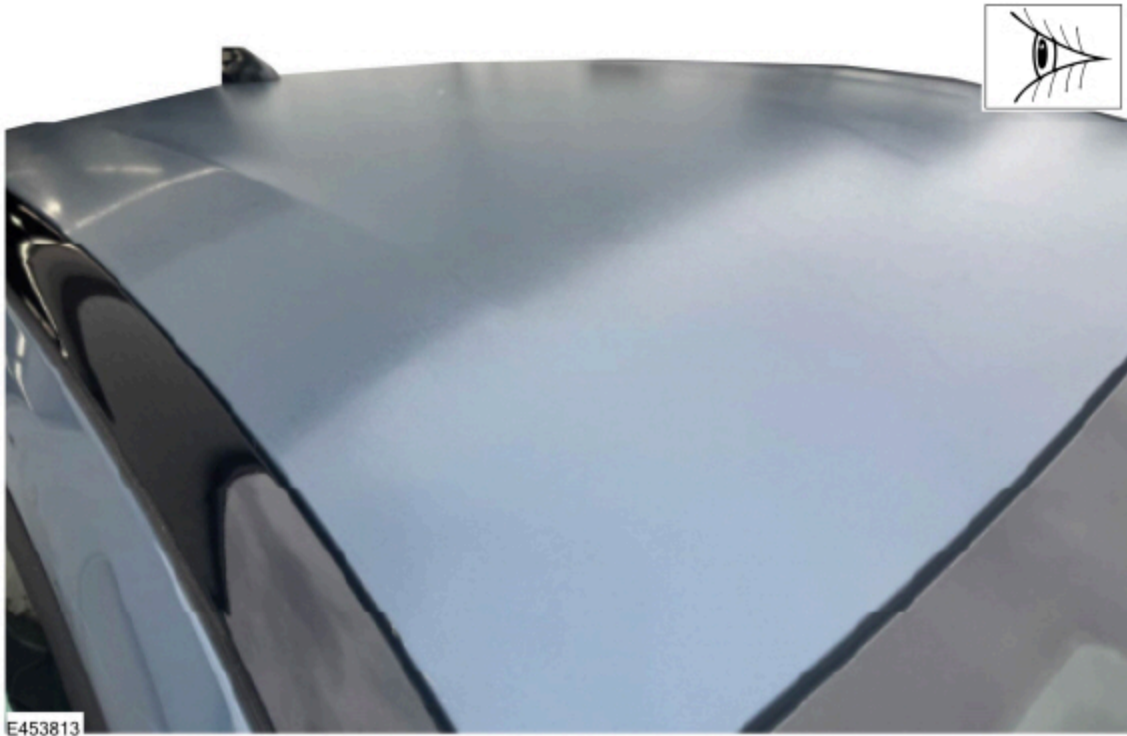
Figure 4



Figure 5



Figure 6



- (1). Yes - proceed to Step 3.
 - (2). No - this article does not apply. Refer to WSM, Section 501-00, and follow normal warranty procedures.
3. Submit a New Vehicle Limited Warranty (NVLW) Prior Approval request with photos using the link at the bottom of the Vehicle ID page on PTS. Refer to the NVLW Prior Approval Submission Job Aid on FMCDealer - Parts & Service - NVLW Prior Approval for submission details.
4. Digital photograph requirements for prior approval:
- NOTE: Each affected panel must be labeled with a sticky note or masking tape placed near the concern. The label must be clearly visible in both the overall and close-up images for each affected panel.**
- (1). A three-quarter view of the vehicle.
 - (2). An overall image of each affected panel, clearly labeled.
 - (3). A close-up image of the concern(s), also labeled.
5. Approval for repairs will be provided for warrantable conditions that meet the TSB criteria.
- NOTE: For sublet repairs, provide the prior approved repair detail and technical service bulletin guidelines to the repairing facility.**

Service Procedure

1. Sand the entire affected body panel(s) to bare metal. All stationary glass flanges, including the windshield and quarter windows, should be sanded to bare metal as well.

2. After fully sanding/stripping the affected body panel(s) to bare metal, the affected bare metal must be treated with conversion or etching solution products as dictated within the paint company manual and/or bulletin.
3. Depending on the paint system guidelines, epoxy primer or etching primer must be applied to the treated bare metal location(s) that was sanded.
4. Apply conventional primer, followed by sanding and blocking steps as required.
5. Re-spot prime any bare metal, overall prime as required, apply basecoat/clearcoat. Reassemble the vehicle as required. Repair is complete.
 - (1). If the windshield and/or liftgate have been removed, carry out the IPMA camera alignment. Refer to WSM, Section 419-07, Description and Operation, Lane Keeping System - System Operation and Component Description.

Claims Preparation And Submission

1. Ford paid repairs that meet the TSB criteria require prior approval from Ford.
2. Submit a warranty claim using the causal part and condition code (CC) defined in this bulletin. Chose an appropriate customer concern code (CCC).
3. Damage to the body panels that extend beyond the concerns outlined in this bulletin will not be covered under warranty. Make sure this is communicated to the customer.
4. Dealer and sublet submissions must adhere to the established labor operations and time limits included in this bulletin. The labor operations and times should be clearly documented on the dealer repair order or sublet invoice, ensuring that these values are not exceeded unless prohibited by law.
5. For sublet outside labor (OSL) paint repairs, the Ford Service Labor Time Standards Allowances provided in this article may be used, or the actual OSL amount may be claimed. If the actual OSL charge is claimed, the OSL amount is not to exceed the standard operation amount at the dealer's approved warranty labor rate.
6. Refer to OWS Claiming User Guide for claims preparation and submission information.

Customer Loaner Support (USA)

1. Dealerships can provide customers with loaner vehicles using the central budget by following the First Year in Service (FYIS) loaner process. Adhere to the rental extension and claiming guidelines outlined in the [Central Loaner Support Guide](#). Do not use dealer budget/PRENT (OWS claim code) for loaner claim processing.
2. For vehicles beyond the FYIS guidelines, submit a Rental Financial Assistance Request case in the CRC Dealer Portal upfront loaner approval.

Customer Loaner Support (Canada)

Dealerships can provide customers with loaner vehicles using the company authorized after-warranty adjustment (CAAWA) (not the dealership's customer courtesy transportation program [CCTP]) central budget. The dealership's designated dealer liaison (DSX) can approve transportation assistance that falls outside Z08 criteria. Adhere to the rental extension and claiming guidelines outlined by the existing CAAWA Ford approved rental guidelines.

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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.