



Bob Dye
Service Consultant
 BOB.DYE@BRONDESFord.COM
 4198972444

J. Essing(92480)
Certified Technician

YOUR VEHICLE

Year 2021	Make Ford	Model Mustang Mach-E	Engine Type -L -- U N/R (N/R)
Odometer 56,285		License #	Date 1/28/2025



Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ A. USED CAR INSPECTION FOR PERSON BUYING CAR BOB HAS INFO PLEASE CHECK OVER GOOD
- ✓ B. PERFORM MULTI POINT INSPECTION



Package Results

Brondes Ford Lincoln MultiPo1nt Inspection

Passed Task	Observation	Recommendation	Done
Measure rear brake lining thickness	8 mm		
Measure front brake lining thickness	8 mm		
Perform battery performance test	Battery passes performance test		
Left front tire tread depth	Left front tire tread measures 9/32": Inspect tire next service		
Left rear tire tread depth	Left rear tire tread measures 9/32": Inspect tire next service		
Right front tire tread depth	Right front tire tread measures 9/32": Inspect tire next service		
Right rear tire tread depth	Right rear tire tread measures 9/32": Inspect tire next service		
Set tire pressure to factory specification	We set your tire pressure to factory specifications - no further action is required		

Passed Tasks

- | | | |
|--|--|---|
| ✓ Inspect exhaust system for leaks, damage, and loose parts | ✓ Inspect wheel bearings | ✓ Inspect axles, driveshaft(s) U-joints and CV joints/boots |
| ✓ Inspect engine mounts | ✓ Inspect transmission mounts | ✓ Inspect fuel tank, lines, and connections |
| ✓ Inspect hazard light operation | ✓ Inspect brake light operation | ✓ Inspect reverse light operation |
| ✓ Inspect all taillights, turn signals, side markers, and license plate lights | ✓ Inspect all taillights, turn signals, and side marker assemblies for cracks and damage | ✓ Inspect headlight low and high beam operation |
| ✓ Inspect wiper and washer operation | ✓ Check horn operation | ✓ Inspect heating and air conditioning operation |
| ✓ Inspect dash and interior lights | ✓ Measure rear brake lining thickness | ✓ Measure front brake lining thickness |

Totals, Taxes and Fees	Cost	Deferred	Approved
Estimate Total	\$1,207.88		\$222.40

Search DTC Column Hide Pass Hide Permanent DTCs

Last Updated:
January 28 - 08:50 AM

Test could not be completed **Historical DTCs**
Pass **On Demand DTC**
Responded Negatively **Information**
Continuous (CMDTC) ☆ **TSB/SSM/GSB**
Response Inhibited

Module	Network	DTC	FT	ST	Description	DTC Type	Time Since Set
ABS	FD1	Pass				CMDTC	
ACCM	HS1	Pass				CMDTC	
ACM	HS3	Pass				CMDTC	
APIM	HS3	Pass				CMDTC	
BCM	HS1	Pass				CMDTC	
BCMC	HS1	Pass				CMDTC	
BECM	HS1	Pass				CMDTC	
BECMB	HS1	Pass				CMDTC	
CCM	FD1	Pass				CMDTC	
☆ CMR	FD1	B115E	97	08	- Camera Module	CMDTC	
☆ CMR - B115E : 97 : 08 B115E = Camera Module FT : 97 = Component Or System Operation Obstructed Or Blocked ST : 08 = Not a Current DTC Fault previously detected, not currently present This module uses GGDS Format 00 DTC descriptions.							
☆ CMR	FD1	B15E1	97	08	- Driver Side LED	CMDTC	
☆ CMR - B15E1 : 97 : 08 B15E1 = Driver Side LED FT : 97 = Component Or System Operation Obstructed Or Blocked ST : 08 = Not a Current DTC Fault previously detected, not currently present This module uses GGDS Format 00 DTC descriptions.							
☆ CMR	FD1	B15E2	97	08	- Passenger Side LED	CMDTC	
☆ CMR - B15E2 : 97 : 08 B15E2 = Passenger Side LED							

*Must check due to that
clean + retest*

Self Test Application

SSM.51776.2021-2023 Various Ford A...
 D:B115E:97, B15E1:97 OR B15E2:97

CMR - B15E2 : 97 : 08

B15E2 = Passenger Side LED

FT : 97 = Component Or System Operation Obstructed Or Blocked

ST : 08 = Not a Current DTC Fault previously detected, not currently present

This module uses GGDS Format 00 DTC descriptions.



DCDC	HS1	U0293	00	28	- Lost Communication With Hybrid/EV Powertrain Control Module 'A'	CMDTC	04 days. 08:38:00
<p>★ DCDC - U0293 : 00 : 28 U0293 = Lost Communication With Hybrid/EV Powertrain Control Module 'A' FT : 00 = No Sub Type Information ST : 28 = Not a Current DTC Fault previously detected, not currently present This module uses GGDS Format 00 DTC descriptions.</p>							

Handwritten notes:
 + Freeze Frame / Snapshot
 TSB 22-2143 2021-2022 Mustang Mac...
 TSB 21-2245 2021 Mustang Mach-E...
 BU:U0293

DCME	MS1	Pass				CMDTC	
DCMF	MS1	Pass				CMDTC	
DCMG	MS1	Pass				CMDTC	
DCMH	MS1	Pass				CMDTC	
DDM	MS1	Pass				CMDTC	
DSM	MS1	Pass				CMDTC	
DSP	HS3	Pass				CMDTC	

GFM	MS1	U0100	00	08	- Lost Communication With ECM/PCM 'A'	CMDTC	
<p>★ GFM - U0100 : 00 : 08 U0100 = Lost Communication With ECM/PCM 'A' FT : 00 = No Sub Type Information ST : 08 = Not a Current DTC Fault previously detected, not currently present This module uses GGDS Format 00 DTC descriptions.</p>							

Handwritten notes:
 TSB 22-2143 2021-2022 Mustang Mac...
 TSB 21-2405 2021 Mustang Mach-E...
 M:U0100 (GFM)
 Q:U0100:00

GSM	HS2	Pass				CMDTC	
GWM	HS1	Pass				CMDTC	
HCM	HS2	Pass				CMDTC	
HVAC	MS1	Pass				CMDTC	
IPC	HS3	Pass				CMDTC	

3FMTK3SU0NMA06811

IPMA FD1 B115E 31 28 + Camera Module CMDTC
 IPMA FD1 B12BE 96 2F + Left Front Camera CMDTC

☆ IPMA FD1 B1578 78 2F - Digital Park Assist Camera Vision System CMDTC
 IPMA - B1578 : 78 : 2F
 B1578 = Digital Park Assist Camera Vision System
 FT : 78 = Alignment Or Adjustment Incorrect
 ST : 2F = Current DTC Fault is currently present
 This module uses GGDS Format 00 DTC descriptions.

update
LPMA

OBCC HS1 Pass CMDTC
 OCSM HS2 Pass CMDTC
 PACM HS1 Pass CMDTC
 PCM FD1 Pass CMDTC
 PDM MS1 Pass CMDTC

PSCM FD1 U023A 00 08 + Lost Communication With Image Processing Module A' CMDTC 102 days, 21:36:00

☆ PSCM FD1 U3000 49 48 - Control Module CMDTC
 PSCM - U3000 : 49 : 48
 U3000 = Control Module
 FT : 49 = Internal Electronic Failure
 ST : 48 = Indeterminate Fault previously detected, but monitor has not completed to determine state
 This module uses GGDS Format 00 DTC descriptions.

update
LPMA

RCM HS2 Pass CMDTC

☆ RFA HS4 U200D 15 48 - Control Module Output Power A CMDTC
 RFA - U200D : 15 : 48
 U200D = Control Module Output Power A
 FT : 15 = Circuit Short To Battery Or Open
 ST : 48 = Indeterminate Fault previously detected, but monitor has not completed to determine state
 This module uses GGDS Format 00 DTC descriptions.

update
LPMA
retest

☆ RFA HS4 U200E 15 48 - Control Module Output Power B CMDTC

8FMTK3SU0MMA06811

SSM 50845 2020-2022 Corsair/Nautilus...
A:BLUETOOTH ANTENNA #3. #5. #1...

Update
R of H
retest



RFA - U200E : 15 : 48

U200E = Control Module Output Power B

FT : 15 = Circuit Short To Battery Or Open

ST : 48 = Indeterminate Fault previously detected, but monitor has not completed to determine state

This module uses GGDS Format 00 DTC descriptions.

Control Module Output Power C

CMDTC

SSM 50845 2020-2022 Corsair/Nautilus...
C:BLUETOOTH ANTENNA #6. #9. #1...



RFA - U200F : 15 : 48

U200F = Control Module Output Power C

FT : 15 = Circuit Short To Battery Or Open

ST : 48 = Indeterminate Fault previously detected, but monitor has not completed to determine state

This module uses GGDS Format 00 DTC descriptions.

RGTM	MS1	Pass				CMDTC
SCCM	HS2	Pass				CMDTC
SOBDM	HS1	Pass				CMDTC
SOBDMB	HS1	Pass				CMDTC
SOBDMC	FD1	Pass				CMDTC
SODCMC	FD1	Pass				CMDTC
SODCMD	FD1	Pass				CMDTC
SODL	FD1	Pass				CMDTC
SODR	FD1	Pass				CMDTC
TCU	HS4	Pass				CMDTC
WACM	HS3	Pass				CMDTC

+ Components Requiring a Repair Validation Code

CONNECTED VEHICLE DATA To be used only to prepare for and perform vehicle service/repair requested by a customer.

Modem: **Built-In Modem Equipped** Modem Activation: **Retail Authorized**

Vehicle Status: Odometer: **56290 Miles** | High Voltage Battery: **74 %** | TPMS: **Monitoring** | 12V Battery: **72%**

Status

Vehicle Status Date/Time: **28-January-2025 8:45 AM**

Current VHA/DTC Status [View Data](#) **VHA/DTC 60 Day History**

VEHICLE HEALTH ALERTS: **No Alerts** VEHICLE HEALTH ALERTS: **No Alerts**
DIAGNOSTIC TROUBLE CODES: DIAGNOSTIC TROUBLE CODES: **No DTCs**
VHA/DTC DATE/TIME: **28-January-2025 8:36 AM**

OASIS RESULTS: 3FMTK3SU0MMA06811 **USA - EN** **28-JANUARY-2025 / 08:50:46 EST**
LOCAL TIME: 28-JANUARY-2025 / 8:50:48 AM

VEHICLE INFORMATION

VEHICLE DESCRIPTION:
2021 Mustang Mach-E
BODY STYLE: **Sport Utility Vehicle**
ENGINE: **ELECTRIC MOTOR #5**
ENGINE CALIBRATION:
TRANSMISSION: **1 Speed Transmission**
FUEL TYPE: **Electric**
Sold to Fleet: **NO**

VERSION/SERIES:
BEV TITANIUM VERSION 2
DRIVE TYPE: **4 WHL L/H FULL TIME DRIVE**
AXLE RATIO: **ELECTRIC DRIVE**
AXLE CODE: **ZZ**
WHEEL SIZE: **19" Alloy L319 Style A**
TIRE: **225/55 R19 XL 103H A/S**
Retail sales type: **R**

ADDITIONAL INFORMATION

PAINT COLOR:
CARBONIZED GRAY/ASHER GRAY
PAINT CODE: **M7**
GROSS VEHICLE WEIGHT: **5800 LB. GVW**
RADIO:
SYNC VERSION: **GEN4**
VHR ACTIVATED:
MODEM: **4G**

OUTSTANDING FIELD SERVICE ACTIONS

NOTICE – Prior to performing any FSA software repairs, see EFC
WARNING! Claims with FSA repairs performed by non-certified STST10 technicians will not be paid beginning with RO's opened on or after August 31, 2024.

- **24N05 2021-2023 MODEL YEAR MACH-E VEHICLES PAINT SEALANT ISSUES - DOOR HEMS INSPECTION - REPAIR**

WARNING MESSAGES

VERIFY STATE REGISTRATION, VIN MAY BE ELIGIBLE FOR CALIFORNIA EMISSIONS WTY
LAST KNOWN COUNTRY --> UNITED STATES (OWNER EFFECTIVE DATE - 20-February-2024)

GENERAL WARRANTY INFORMATION

WARRANTY START DATE: **30-January-2021** BUILD DATE: **15-December-2020** RELEASE DATE: **29-December-2020**
SALE MILEAGE:

WARRANTY COVERAGE

COVERAGE TYPE: **Bumper-to-Bumper** COVERAGE DESCRIPTION: **3 years / 36,000 Miles (whichever occurs first)**
ADDITIONAL INFO:

Some B-to-B parts have limited coverage available:

- a. Brake pads/linings are limited to 12 months / 18,000 mile coverage
- b. Wheel alignment and wheel balance are limited to 12 months / 12,000 mile coverage
- c. Windshields replaced for stress cracks are limited to 12 months / 12,000 mile coverage
- d. Windshield Wiper blades are limited to 6 months coverage
- e. Tires are prorated after 12,000 miles driven
- f. Utilize the LTIS policy where applicable, review Warranty and Policy Manual section 3.5.02.85 for details.

COVERAGE TYPE: **Electric Vehicle Component** COVERAGE DESCRIPTION: **8 years / 100,000 Miles (whichever occurs first)**
ADDITIONAL INFO: *

COVERAGE TYPE: **Safety Restraint** COVERAGE DESCRIPTION: **5 years / 60,000 Miles (whichever occurs first)**
ADDITIONAL INFO: *

COVERAGE TYPE: **Powertrain** COVERAGE DESCRIPTION: **5 years / 60,000 Miles (whichever occurs first)**
ADDITIONAL INFO: *



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

Ford Motor Company
 PO Box 1904
 Dearborn, Michigan 48121

May 17, 2024

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 24N05**
 Certain 2021-2023 Model Year Mach-E Vehicles
 Paint Sealant Issues - Door Hems Inspection - Repair

PROGRAM TERMS

This program provides a no-cost, one-time repair (if needed) to the door bottom hem and vertical door hem surfaces for 10 years of service or 100,000 miles from the warranty start date of the vehicle, whichever occurs first.

This is a one-time repair program.

If a vehicle has already exceeded either the time or mileage limits, this no-cost, one-time repair will last through November 30, 2024.

Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Mach-E	2021-2023	Cuautitlan	May 27, 2020 through June 10, 2023

US population of affected vehicles: 46,543. Affected vehicles are identified in OASIS.

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

Some of the affected vehicles may exhibit paint sealant issues on the bottom door hem and vertical door hem surfaces which could lead to corrosion. This issue affects the appearance of the vehicle door hems and does not affect its structural integrity.

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to clean all door bottom hems and potential vertical hem surfaces and take pictures of all four doors. Then Dealers will inspect, and repair complete door bottom hems and potential vertical hem surfaces of all four doors as needed. This service must be performed at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033, Storage Guidelines for New Vehicles.

To assist vehicle owners to have this repair completed when parts are available, dealers should:

- Arrange to pick up the owner's vehicle and drive it to the dealership for repairs Re-deliver the owner's vehicle after repairs have been completed.
- Pick-Up & Delivery should be made available for all customers. Refer to the Rental and Claiming sections for further details.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of May 20, 2024. Dealers should repair any affected vehicles that experience paint sealant issues on the door bottom hem and vertical door hem surfaces, whether or not the customer has received a letter.

Customer Satisfaction Program 24N05

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

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

OASIS ACTIVATION

OASIS will be activated on May 17, 2024.

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 canceled warranties are not eligible for this service action.

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 **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 paint sealant issues on the door bottom hem and vertical door hem surfaces.

RENTAL VEHICLES

Dealers are pre-approved for up to one day for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than one rental day(s) is required from the SSSC via the SSSC Web Contact Site.

PICK-UP & DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- Ford Dealers - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery Offset section for additional details.

PICK-UP & DELIVERY- Non-participating Dealers

Ford Dealers not participating in the 2024 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.

Customer Satisfaction Program 24N05

- **Rentals:** For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under the Miscellaneous Expense code RENTAL.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 24N05 - 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.
- **Pick-Up & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC14125, 2024 Remote Experience Program, Pick-Up & Delivery (PDL) Offset section for additional details.
 - Dealers NOT participating in the Remote Experience Program –
 - Dealers may 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.
- **Provision for Locally Obtained Supplies:** Includes paint and paint supplies similar to what is listed below. Submit on the same line as the repair.
 - Painters tape and paper to cover doors
 - Degreaser/cleaner
 - Sandpaper
 - Bonderite wipes
 - Epoxy primer – stop rust
 - Seam sealer
 - Paint
 - Clear coat
 - Program Code: 24N05
 - Misc. Expense: OTHER
 - Misc. Expense: Claim up to \$250.00
- **Sublet Repairs:** This program may be sublet to a body/paint shop if required. Sublet documentation must be retained. Submit on the same line as the repair.
 - **This sublet allowance may only be claimed by the dealership's which do NOT have an in house body shop.**
 - Program Code: 24N05
 - Misc. Expense: FSAOSL
 - Misc. Expense: Claim up to \$500.00

Customer Satisfaction Program 24N05

PARTS REQUIREMENTS / ORDERING INFORMATION

Obtain the parts below locally:

Paint and Paint Supplies for Automotive Body Shop Repairs:	Quantity Needed
Tape – Painters/Body Shop Tape	As Required - Claim as Misc. Other
Degreaser/cleaner suitable for automotive	As Required - Claim as Misc. Other
Sandpaper	As Required - Claim as Misc. Other
Bonderite Wipes M-NT 1455-W	As Required - Claim as Misc. Other
Epoxy Primer to stop rust	As Required - Claim as Misc. Other
Seam Sealer	As Required - Claim as Misc. Other
Paint – Ford OEM Paint to match	As Required - Claim as Misc. Other
Clear Coat	As Required - Claim as Misc. Other