

CERTAIN 2021-2023 MACH-E VEHICLES — PAINT SEALANT ISSUES - DOOR HEMS INSPECTION - REPAIR

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement, for U.S. market only, will be enforced starting with repair orders opened on or after April 1, 2024. Field Service Action (FSA) repairs will reject if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC) 14251 for more details.

1. Clean the bottom hem of all four doors. See Figure 1.
2. Inspect the bottom hem of all four doors for any signs of paint sealant issues. See Figure 1.

NOTE: Driver's side doors shown. Passenger side similar.

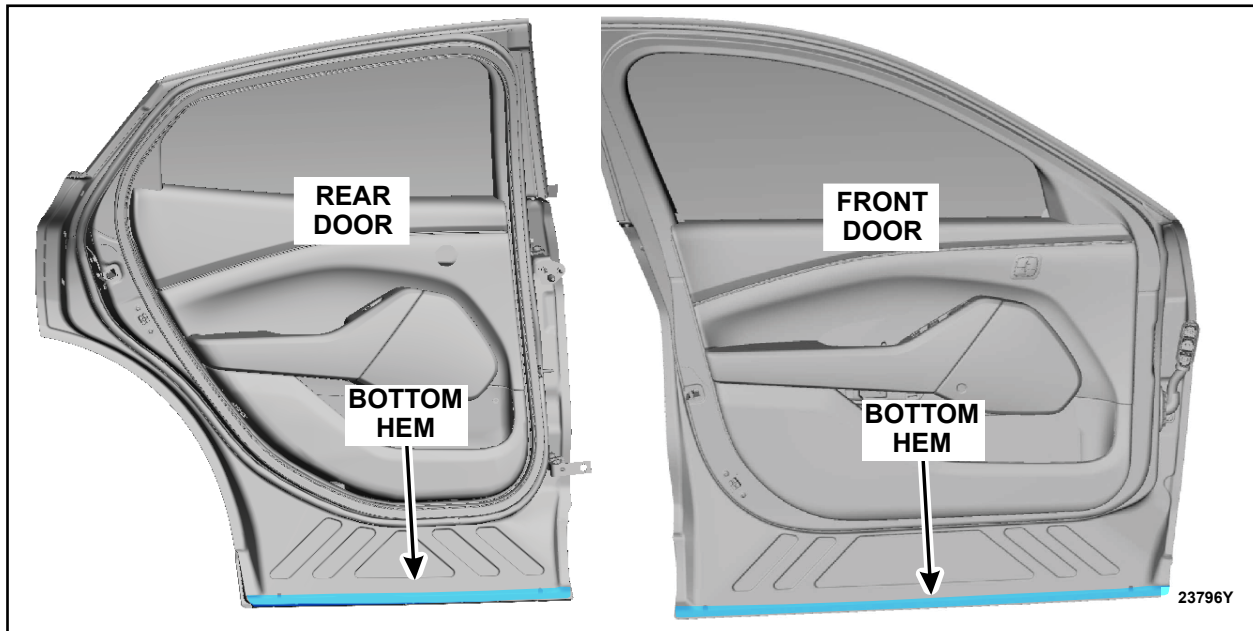


FIGURE 1



3. Were any signs of paint sealant issues present on the bottom hem of any of the 4 doors? See Figures 2-9.

Yes - Does not pass inspection, proceed to Step 4.

No - Passes Inspection, submit photos to the SSSC. This completes the Field Service Action.



FIGURE 2



FIGURE 3





FIGURE 4



FIGURE 5

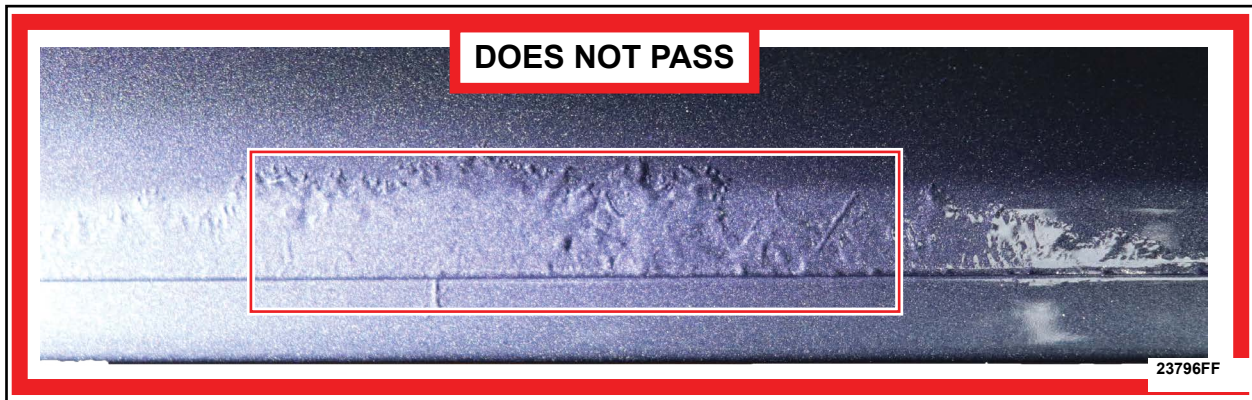


FIGURE 6





FIGURE 7

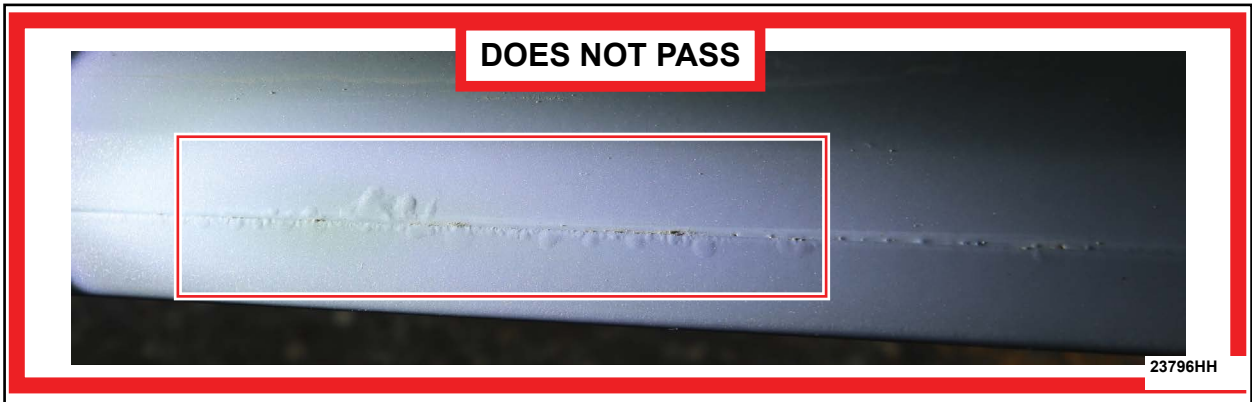


FIGURE 8



FIGURE 9



4. For door(s) that show evidence of paint sealant issues on the bottom hem, clean the vertical hems. See Figure 10.
5. For door(s) that show evidence of paint sealant issues on the bottom hem, inspect the vertical hem on both sides of the door(s) for paint sealant issues. See Figure 11-18. Were any signs of paint sealant issues present on the vertical hems of the affected door(s)?

Yes - Submit photos of both the bottom and vertical hems of the doors to the SSSC. Wait for SSSC approval to begin any repairs.

No - Submit photos of both the bottom and vertical hems of the doors to the SSSC. Wait for SSSC approval to begin any repairs.

NOTE: Driver's side doors shown. Passenger side similar.

Photos MUST:

- Be clear, focused and well lit.
- Have each door labeled identifying the position of the door (i.e. Left Front Door).
- Identify whether the photo is of the bottom or vertical hem of the door.

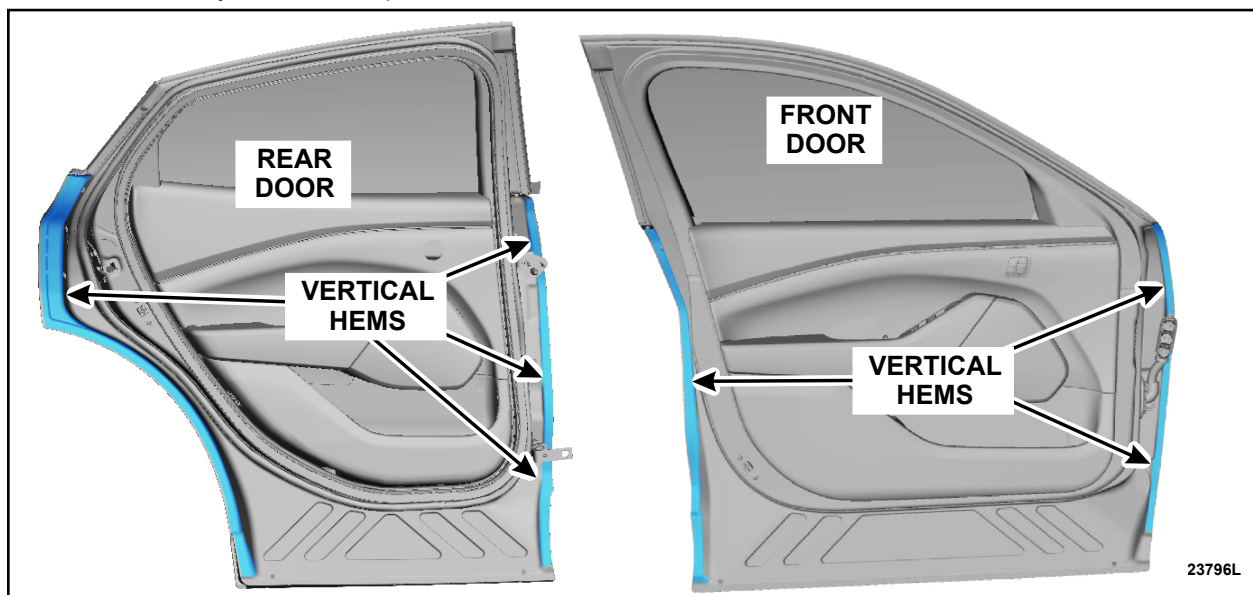


FIGURE 10





FIGURE 11

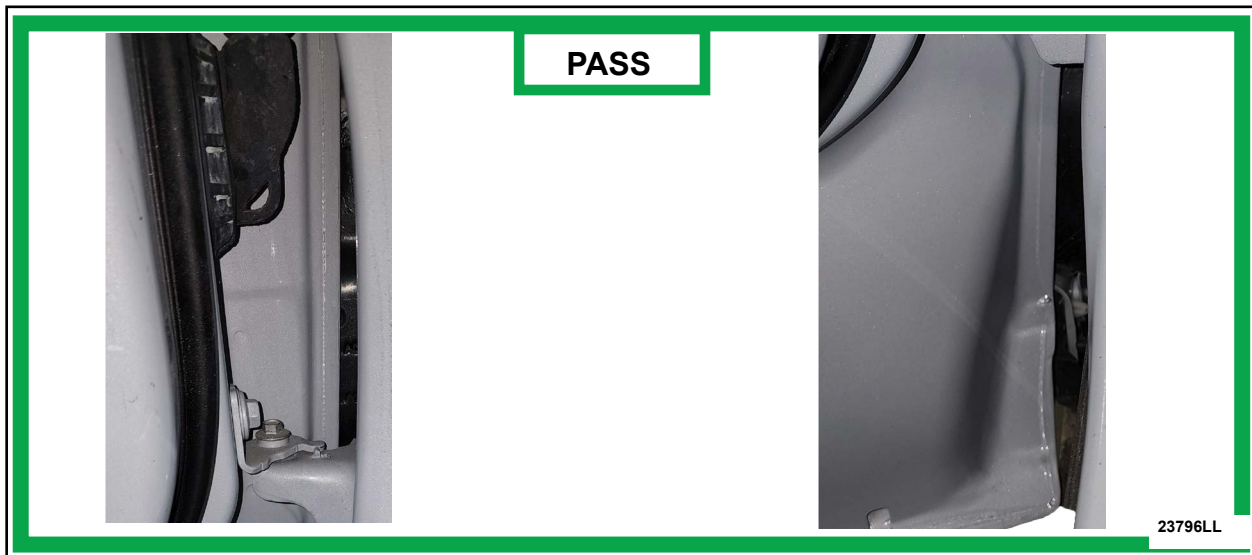


FIGURE 12



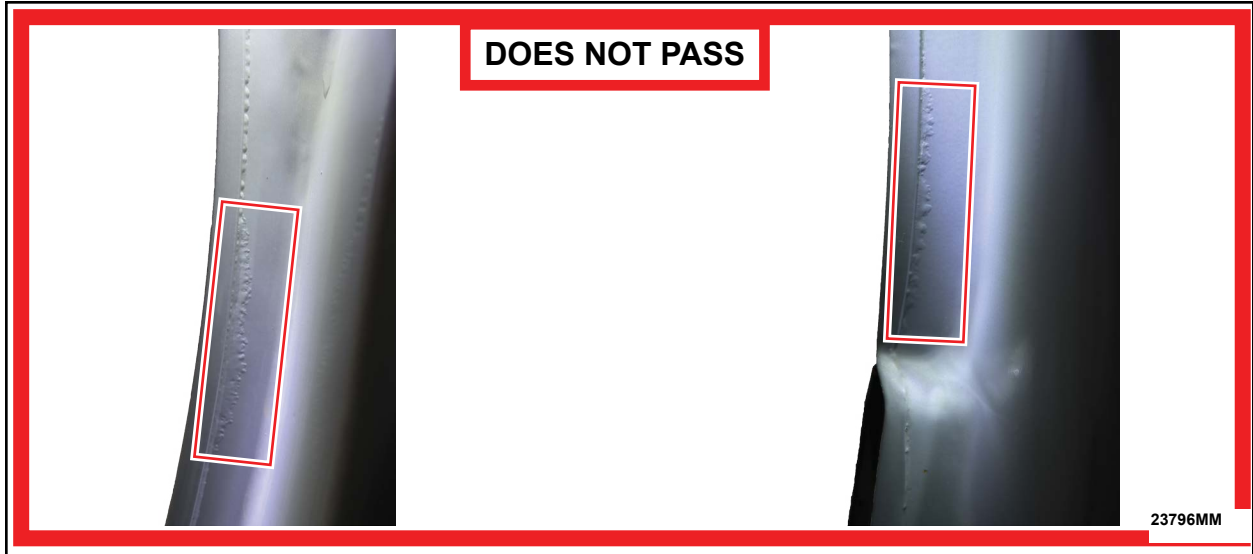


FIGURE 13

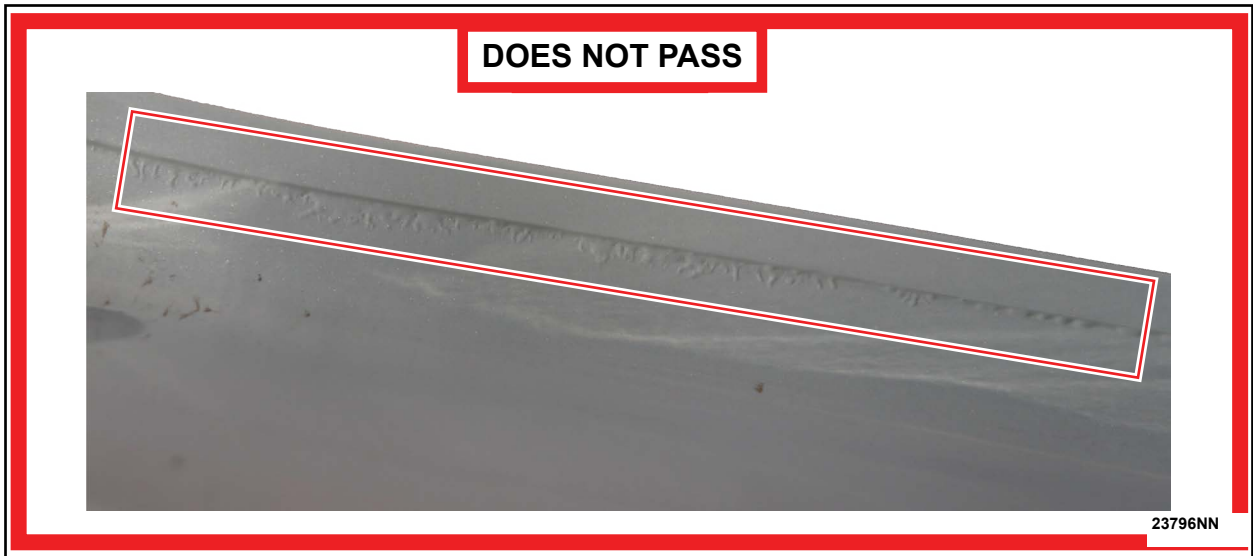


FIGURE 14





FIGURE 15



FIGURE 16





FIGURE 17



FIGURE 18



6. Once SSSC approval is received, repair the door(s) using the instructions below.

-For door(s) requiring bottom and vertical hem repair:

Continue to Step 7.

-For door(s) not requiring vertical hem repair:

With the doors ON the vehicle, perform the Bottom Hem Repair Procedure on page 14.

NOTICE: Do NOT remove any door(s) where a vertical hem repair is NOT needed.

7. For door(s) that show evidence of paint sealant issues on the vertical and bottom hem, remove the door(s). Follow the procedures in Workshop Manual (WSM) Section 501-03.

8. Remove upper and lower door mounted hinges of the affected door(s). See Figure 19.

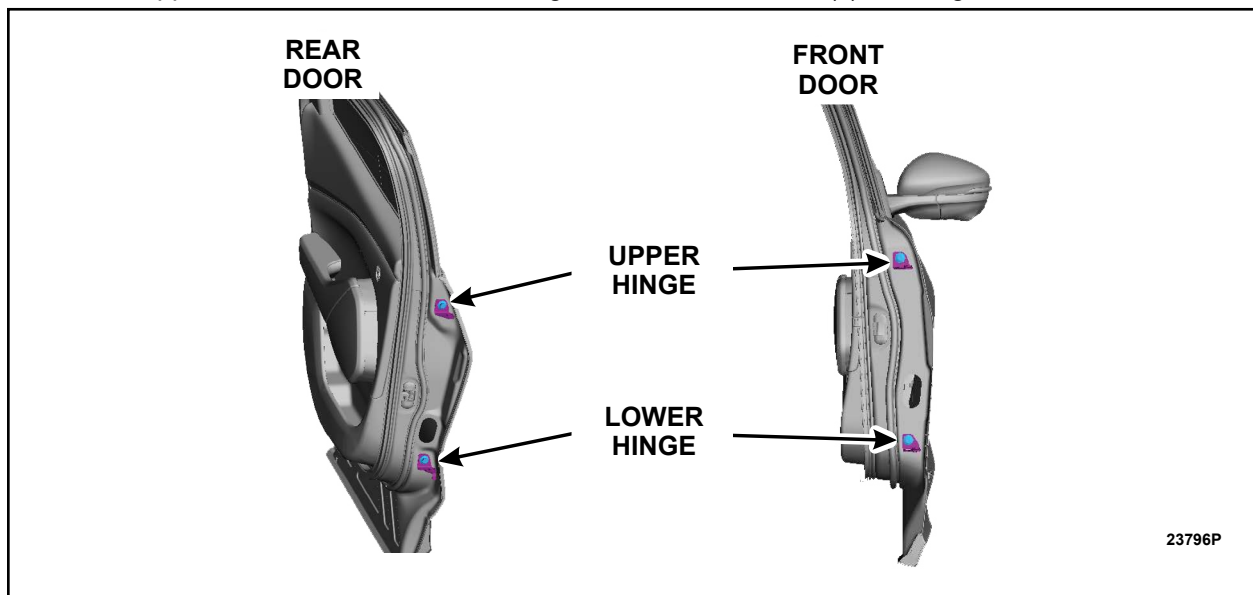


FIGURE 19



Bottom and Vertical Hem Repair Procedure

NOTE: Driver's side doors pictured, passenger doors similar.

1. Mask and cover the affected door(s) to prepare for prime and paint.
2. Using a cleaner/degreaser, clean the wax and grease from the vertical and bottom hems of the affected door(s). See Figure 20.
3. Using a wire wheel, scuff the vertical and bottom hem areas of the affected door(s). See Figure 20.
4. Using a sanding tool, sand the ridge off of the vertical and bottom hem areas of the affected door(s). See Figure 20.

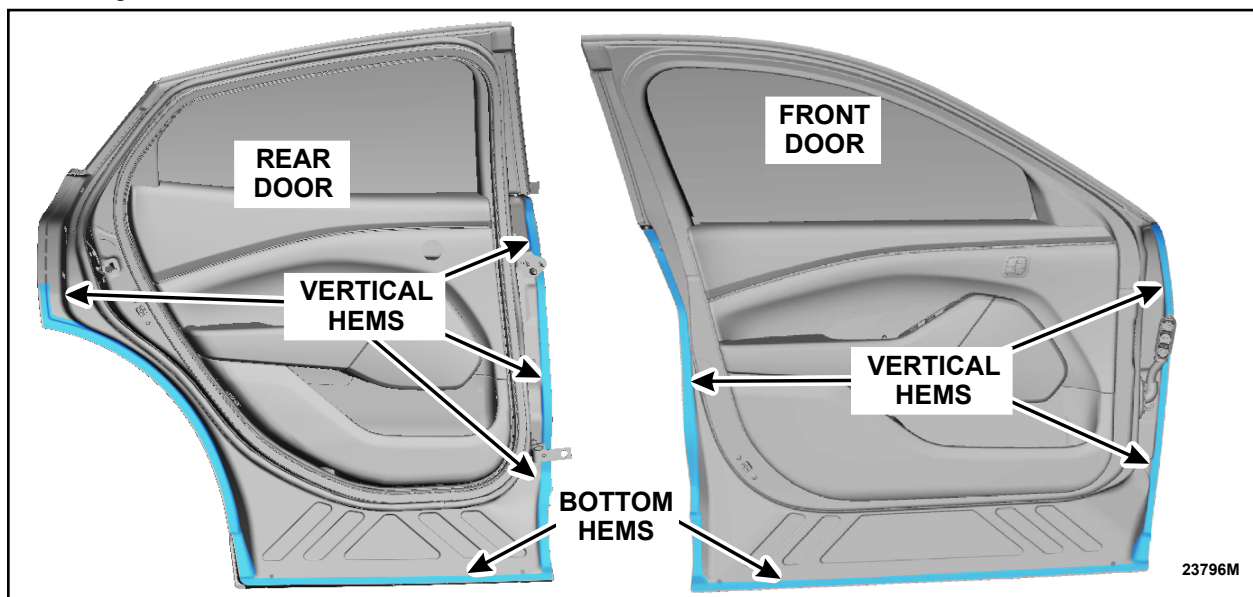


FIGURE 20



5. Remove dust and debris from the affected door(s).
6. Using a cleaner/degreaser, clean the vertical and bottom hem areas of the affected door(s). See Figure 21.
7. Using Bonderite® wipes, prepare the vertical and bottom hem areas of the affected door(s) to be painted by thoroughly cleaning the surfaces that will be primed and painted. See Figure 21.

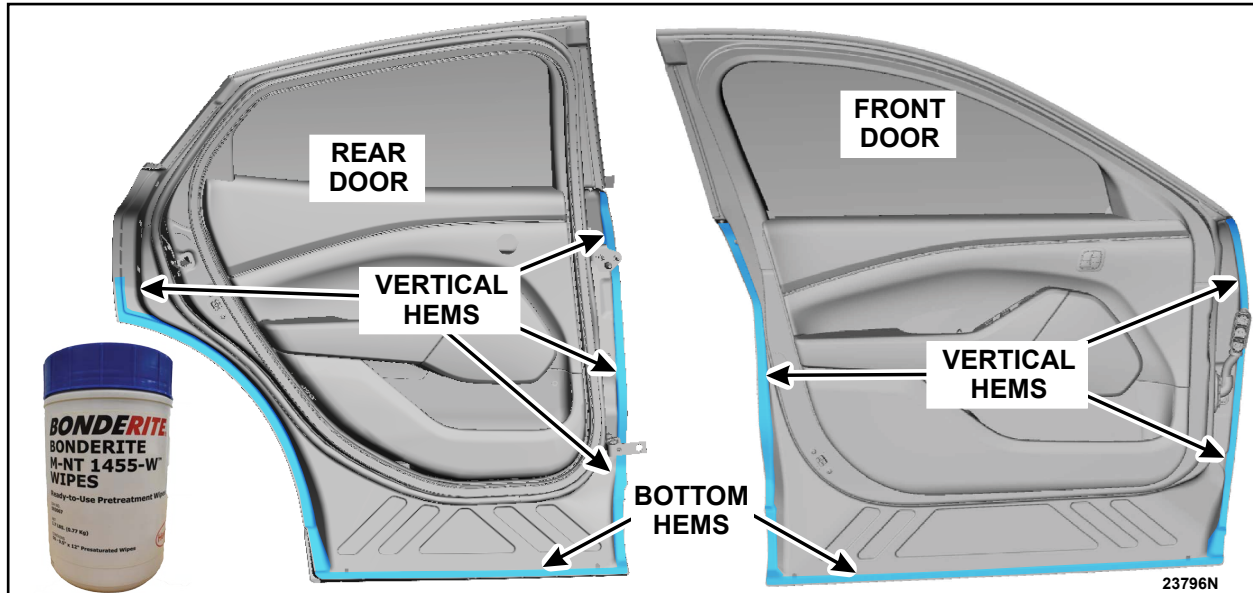


FIGURE 21



8. Following the paint manufacturers prescribed procedure(s), apply epoxy primer to the vertical and bottom hems of the affected door(s).
9. Following the manufacturers prescribed procedure(s), apply seam sealer to the vertical and bottom hems of the affected door(s).
10. Following the paint manufacturers prescribed procedure(s), apply two coats of paint to the vertical and bottom hems of the affected door(s). Allow for sufficient dry time between coats.
11. Following the paint manufacturers prescribed procedure(s), apply clear coat to the vertical and bottom hems of the affected door(s).
12. Remove tape and coverings from the affected door(s).
13. Install the upper and lower door mounted hinges of the affected door(s). See Figure 22.

- Torque: 35 lb.ft (48 Nm)

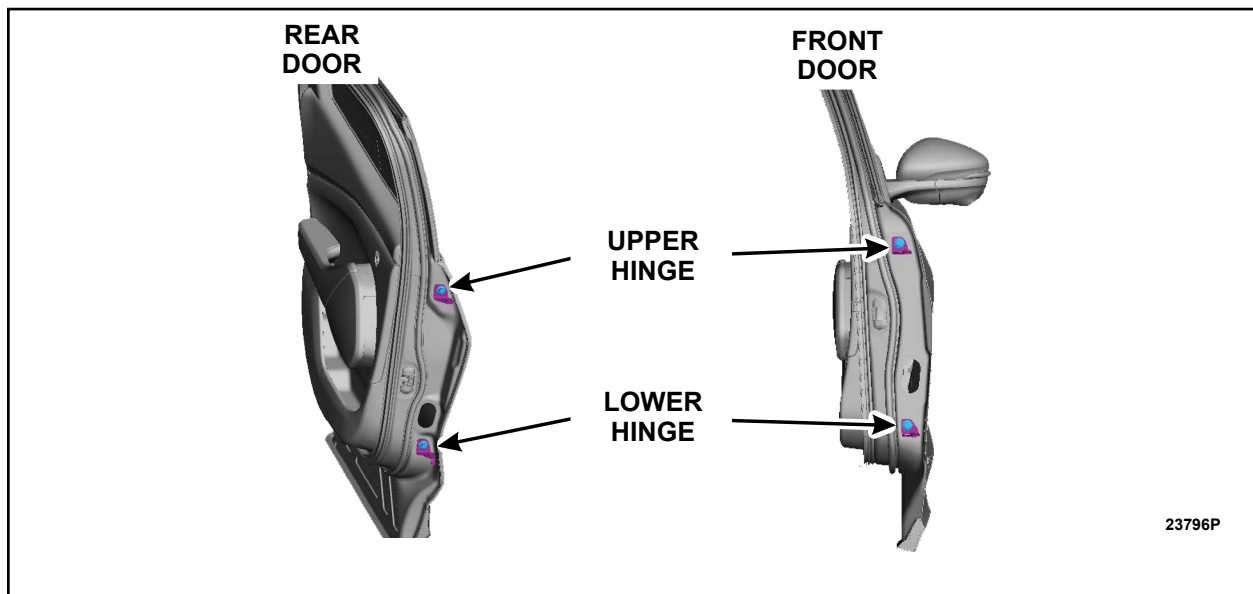


FIGURE 22

14. Install the affected door(s). Follow the procedures in WSM Section 501-03.
15. Align the installed door(s). Follow the procedures in WSM Section 501-03.



Bottom Hem Repair Procedure

NOTE: Driver's side doors pictured, passenger doors similar.

1. Position door seal(s) aside on affected door(s). See Figure 23 and 24.

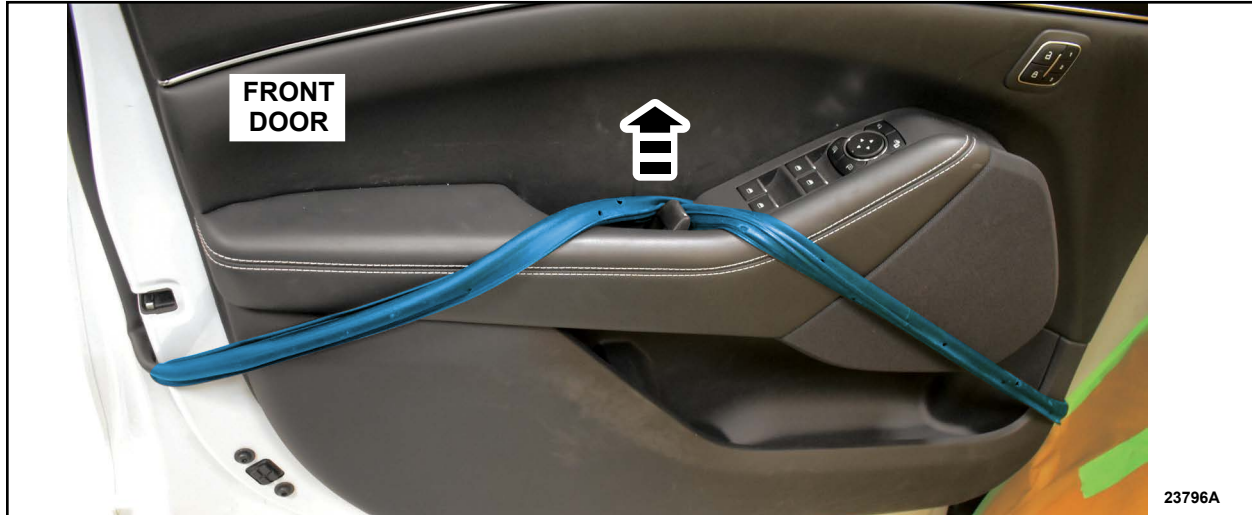


FIGURE 23



FIGURE 24



2. Cover the door opening(s) on the affected door(s) to avoid dust and debris from getting inside the vehicle. See Figure 25.



FIGURE 25

3. Using a cleaner/degreaser, clean the wax and grease from the bottom of the affected door(s). See Figure 26.



FIGURE 26



4. Using a wire wheel, scuff the bottoms of the affected door(s). See Figure 27.

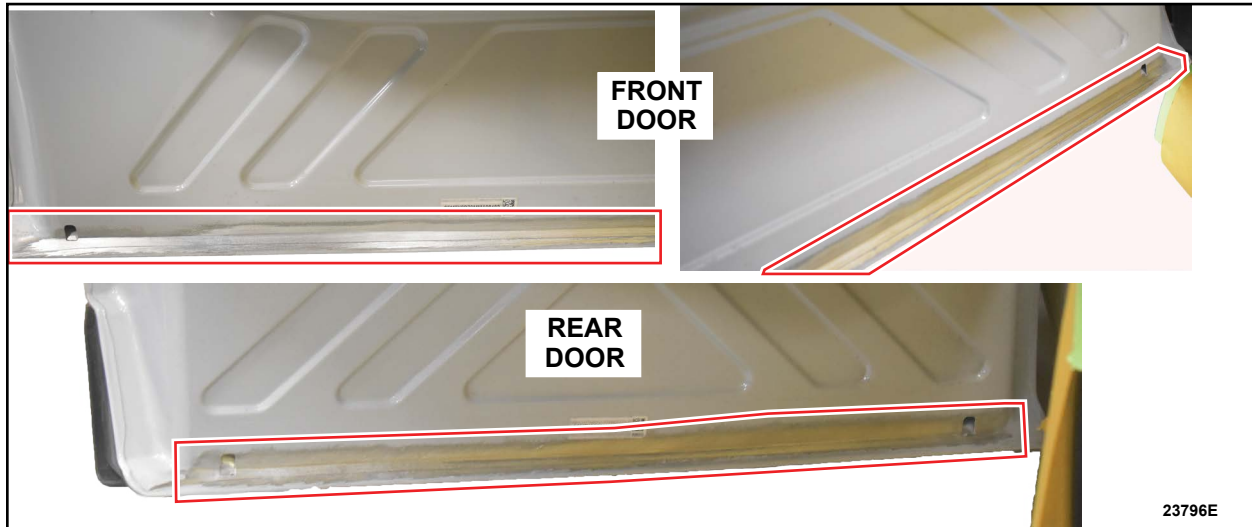


FIGURE 27

5. Using a sanding tool, sand the ridge off all the affected door(s). See Figure 28.

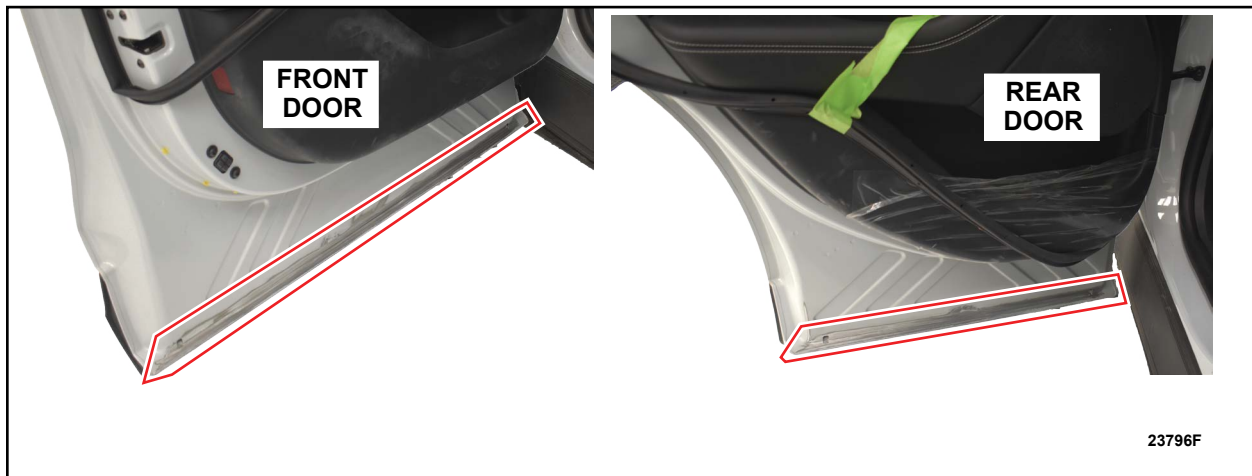


FIGURE 28



6. Remove dust and debris from doors.

7. Tape and cover the affected door(s) to prepare for prime and paint. See Figure 29.



FIGURE 29

8. Using a cleaner/degreaser, clean the wax and grease from the bottom of the affected door(s). See Figure 30.



FIGURE 30

9. Using Bonderite® wipes, prepare the areas to be painted by thoroughly cleaning the surfaces that will be primed and painted. See Figure 31.



FIGURE 31



10. Following the paint manufacturer's prescribed procedure(s), apply epoxy primer to the affected door(s), in the affected areas.
11. Following manufacturers prescribed procedure(s), apply seam sealer to the affected door(s), in the affected areas.
12. Following the paint manufacturers prescribed procedures apply two coats of paint to the affected door(s), in the affected areas. Allow for sufficient dry time between coats.
13. Following the paint manufacturers prescribed procedure, apply clear coat to the affected door(s), in the affected areas.
14. Remove tape and coverings from the affected door(s).
15. Position back seals on the affected door(s). See Figure 32.



FIGURE 32

