

CERTAIN 2024-2025 MODEL YEAR MUSTANG MACH-E VEHICLES — ANTENNA PLATE FILM REMOVAL

SERVICE PROCEDURE

IMPORTANT! The Service Technician Specialty Training (STST) Competency 10 certification requirement, in the U.S. market only, will be enforced starting with repair orders opened on or after August 31, 2024. Field Service Action (FSA) repairs will reject and the claim will not be paid if the repairing technician is not certified in STST Competency 10 FSA. See Electronic Field Communication (EFC) 15936 for more details.

NOTE: If the vehicle is an unsold unit, the film should have been previously removed as part of the Mach-E Pre-Delivery Service Record, Step 6 Appearance - Remove Exterior Covers.

1. Inspect the antenna plate for the presence of film. See Figure 1.

For Sold Vehicles Continue to Step 3.

Unsold Vehicles

2. Vehicle was previously inspected during PDI, and there is still film residue present on the antenna plate. See Figure 1.

Yes - Inspection does not pass. Proceed to Step 4.

No - This FSA is complete.



FIGURE 1



3. Does the antenna plate film remove easily?

Yes - Passes Inspection. This FSA is complete.

No - Does not pass inspection. Continue to Step 4.

Ford has requested photo evidence prior to performing the repair for the FSA.

The Special Service Support Center (SSSC) must provide approval prior to performing the repair.

4. Contact the SSSC and upload the necessary photo(s) or copy of documentation(s) as an attachment for review.

- Attach photo of the open Repair Order (RO).
- Attach photo of vehicle mileage.
- Attach photo of door tag showing the Vehicle Identification Number (VIN).
- Attach photo of odometer.
- Attach photo of antenna plate with film residue.

5. There are two ways to submit the requested items to SSSC.

- a. Directly in the SSSC contact request form while submitting your contact on your desktop.
- b. Via PTS Mobile under the Images/Files Upload menu selection. Select SSSC in the sub-menu and ensure your P&A code is correct. Upload the item(s) by selecting the appropriate FSA with the option to use a prior contact ID. The item(s) will be associated with your SSSC contact during submission.

NOTE: If you have not submitted an SSSC contact yet, then you can still upload the item(s) via PTS mobile, and the item(s) will be available when opening your SSSC contact for this VIN and recall.

6. SSSC will provide verbal approval via a web contact. Please open a Photo Review contact.

7. If SSSC provides approval, continue to Step 8.



8. Spray the antenna plate with Isopropyl Alcohol and wipe with a paper towel. See Figure 2.



FIGURE 2

9. Using the Automotive Goo Gone, spray generous amounts over the antenna plate area. See Figure 3.



FIGURE 3



10. Using the orange plastic blade, scrape off the film residue by starting at one corner and working your way around the antenna plate. Continue to spray the antenna plate with the Automotive Goo Gone as necessary. See Figure 4.



FIGURE 4

11. Using a shop vacuum, clean any remaining debris from off of the antenna plate.
12. Using Isopropyl alcohol and a clean paper towel, wipe the antenna plate clean and ensure that all film residue has been removed.
13. Using a polisher and a fine polish, buff the antenna plate to remove any minor defects.
14. Spray the antenna plate with Isopropyl Alcohol and wipe clean with a paper towel.
15. Repeat steps 13 and 14 as necessary until the film residue or any marks left by the cleaning process are eliminated.



16. Using a Q-tip, plastic trim tool covered with a clean rag, or similar tool, clean any remaining polishing compound that may be present between the antenna and antenna plate, and between the antenna plate and body. See figures 5 and 6.



FIGURE 5

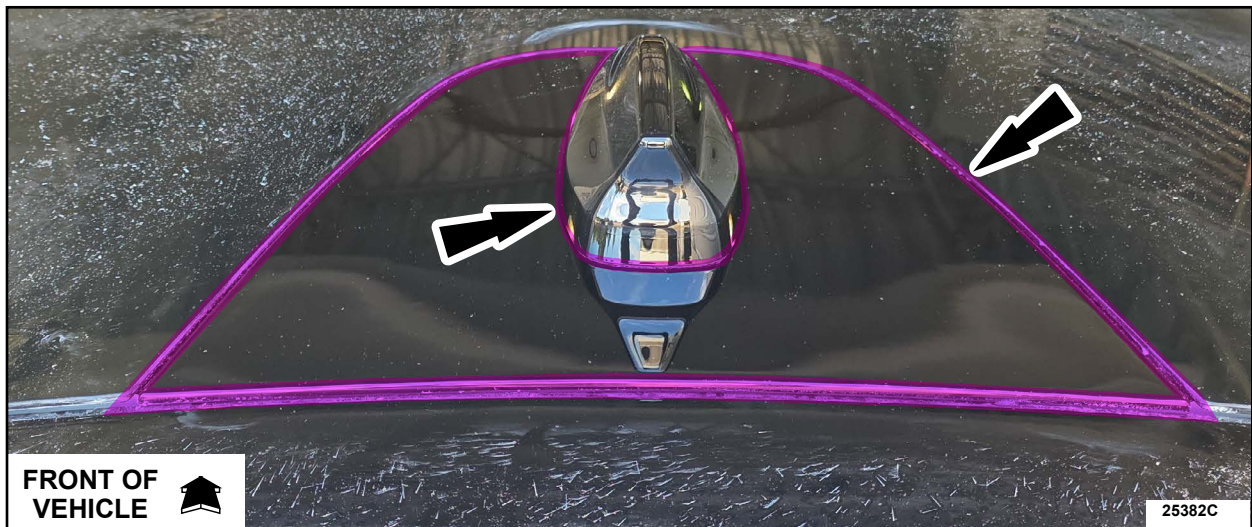


FIGURE 6

17. Wash the vehicle, double checking for any remaining film residue, plastic debris, or polishing compound.

