

**TECHNICAL SERVICE BULLETIN****Wind Noise From Exterior Mirror/A-Pillar Area When Driving Between 25 MPH-40 MPH (32 Km/H-64 Km/H) - Built On Or Before 09-Jul-2024****24-2230**

25 July 2024

This bulletin supersedes 24-2002. Reason for update: update the symptom, production fix date and the Service Procedure

**Model:**

<b>Ford</b> 2021-2024 Mustang Mach-E	Built on or before 09-Jul-2024
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**Markets:** Canada, USA

**Issue:** Some 2021-2024 Mustang Mach-E vehicles built on or before 09-Jul-2024 may exhibit a wind noise from the exterior mirrors/A-pillar area when driving between 25 mph-40 mph (32 km/h-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.

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

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

- 2021-2024 Mustang Mach-E
- Built on or before 09-Jul-2024
- Wind noise from exterior mirrors/A-pillar area when driving between 25 mph-40 mph (32 km/h-64 km/h)

**Parts**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
<a href="#">164-R4901</a>	3 Per Affected Side	1	12	PVC Soft Foam Strips (Rotunda Part Number)

**Parts - Parts Only Applicable To Vehicles Built On or Before 06-Nov-2023**

Service Part Number	Claim Quantity	Package Order Quantity	Number in Package	Description
<a href="#">LJ8Z-5820530-C</a>	1 Per Affected Side	1 Per Affected Side	1	Lower Inner Foam

**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.

**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
2021-2024 Mustang Mach-E: Install New Lower Inner Foam If Required And The Glass Top Run Foam On One (1) Side Includes Time For Road Test (Do Not Use With Any Other Labor Operations)	242230A	0.9 Hrs.

2021-2024 Mustang Mach-E: Install New Lower Inner Foam If Required And The Glass Top Run Foam On Both (2) Sides Includes Time For Road Test (Do Not Use With Any Other Labor Operations)

242230B

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 diagnostics. Refer to WSM, 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 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)

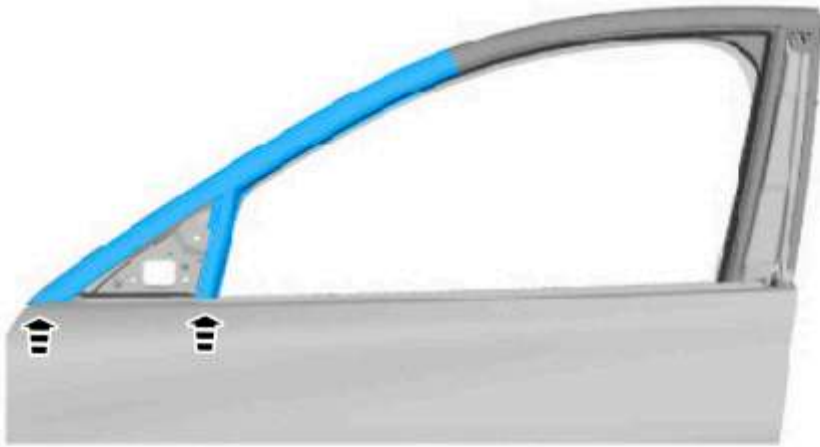
Figure 1



E425277

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



E425278

**6.** Is the vehicle built on or before 06-Nov-2023?

- (1). Yes - proceed to Step 7.
- (2). No - proceed to Step 9.

**7.** Remove the existing lower inner foam.

**8.** Install the new lower inner foam.

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

Figure 3



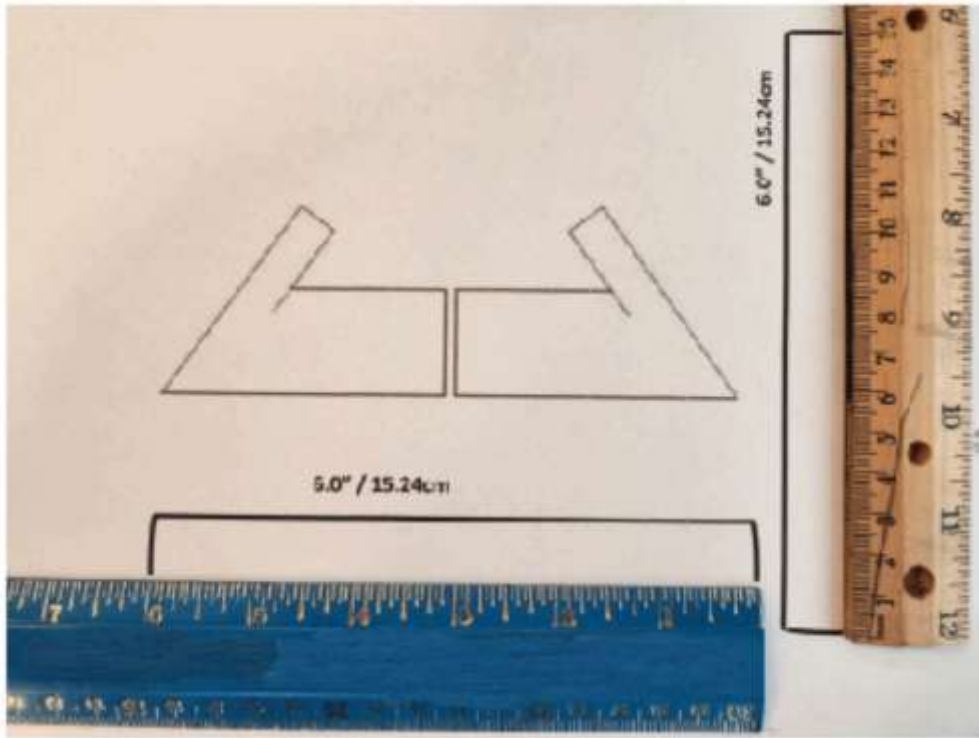
(2). Evenly tuck all edges of the foam into the door making sure that the rear sections sit flush against the window run frame with no gaps. (Figure 4)

Figure 4



9. [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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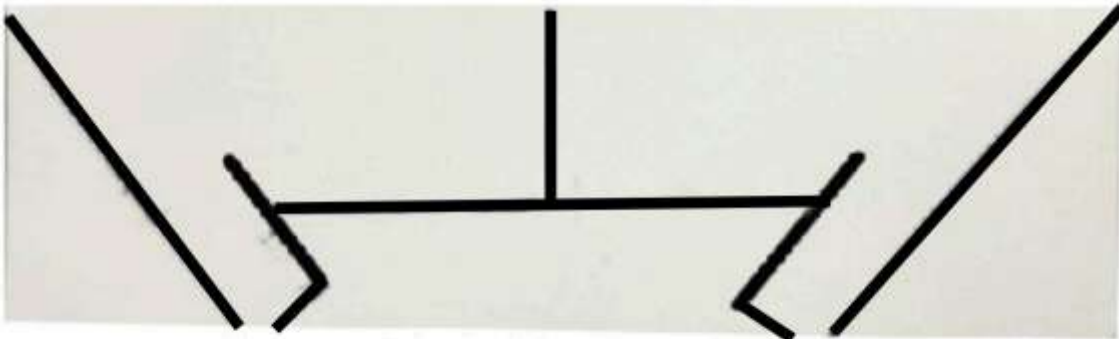
(1). Yes - proceed to Step 10.

(2). No - adjust scale of the printing properties to actual size to resize the image. Repeat Step 9.

**10.** Layer together 3 pieces of the PVC Soft Foam Strips to obtain the desired thickness.

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

Figure 7



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

Figure 8

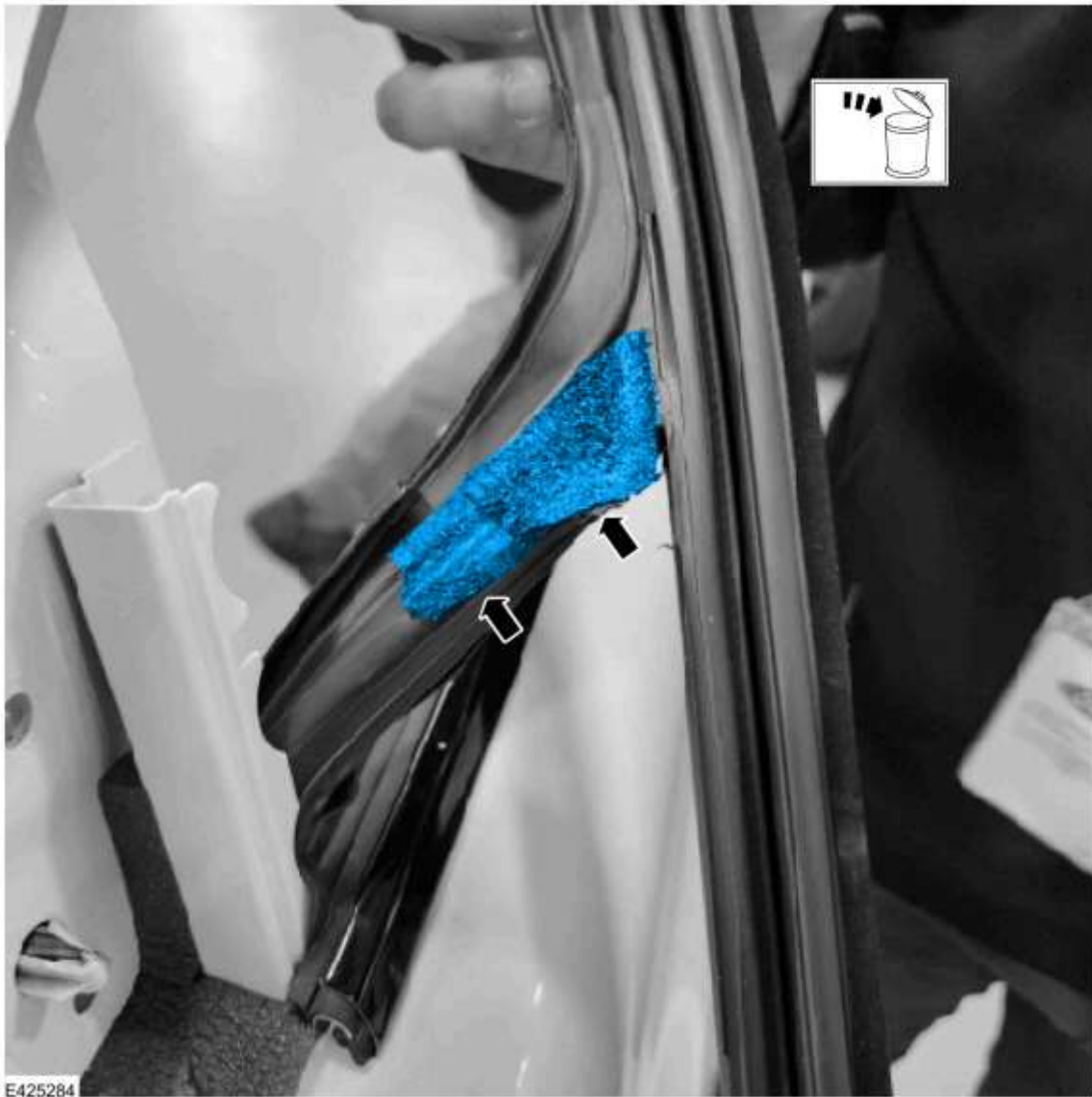


Figure 9

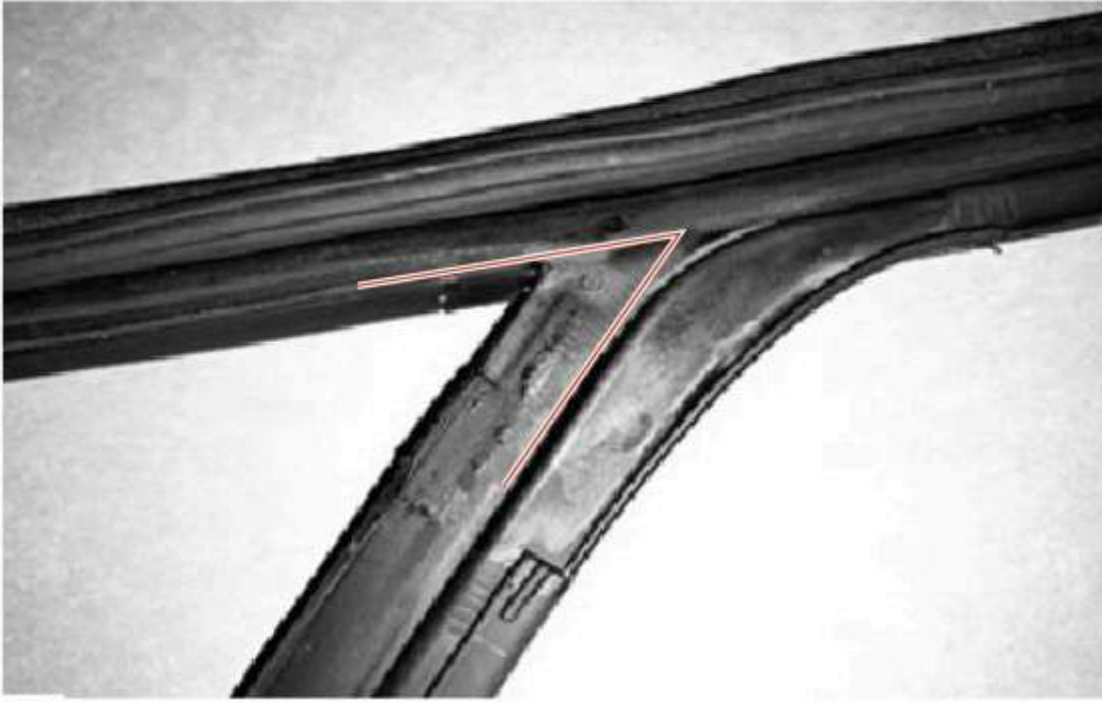


**⚠ CAUTION: Be careful to not tear the rubber of the glass top run when fitting/tucking the foam underneath.**

**14.** 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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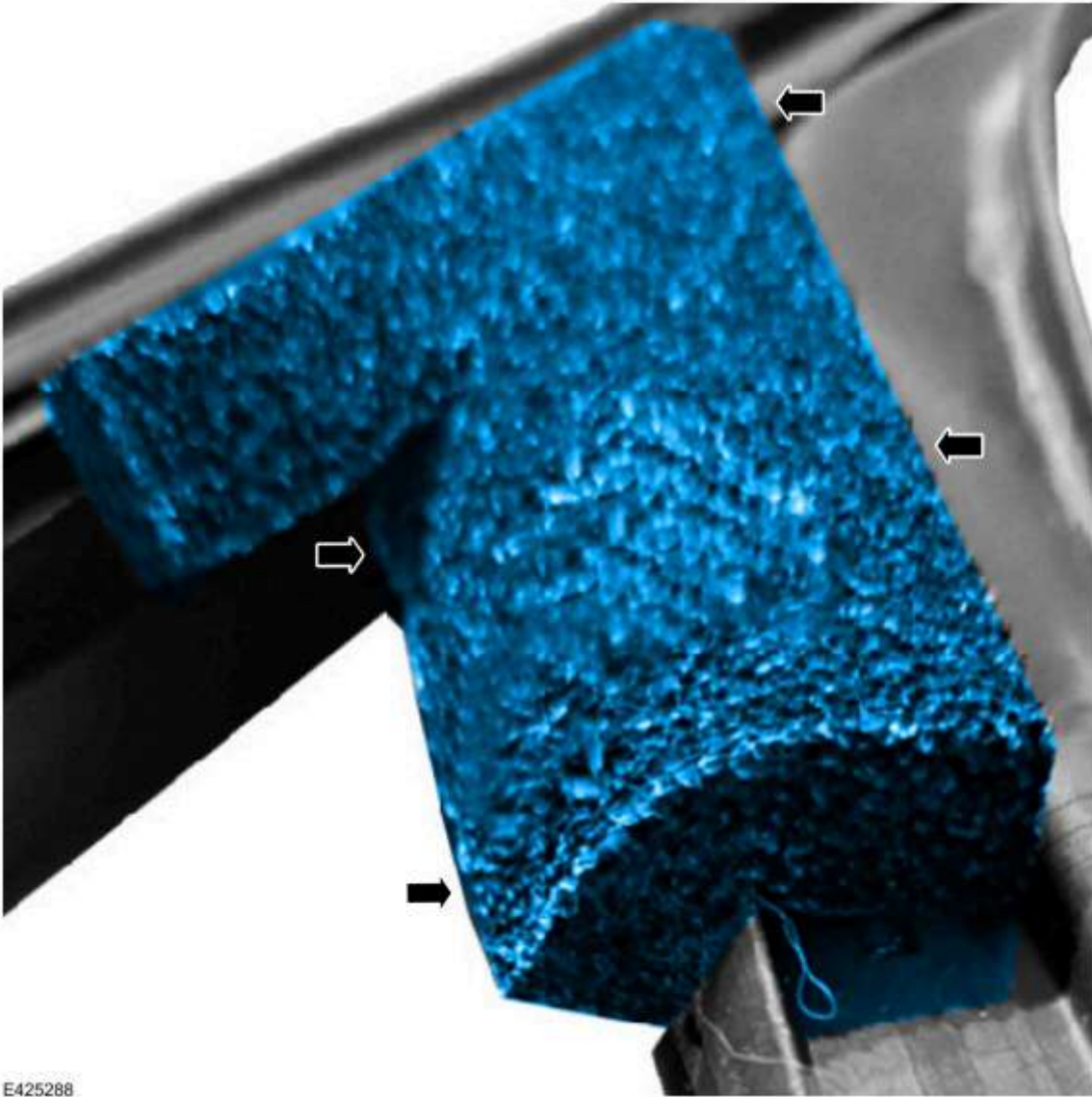
(2). Apply pressure to adhere the foam to the inner surface of the glass top run. (Figure 11)  
Figure 11



E425287

(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



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(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



E425289

(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



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



16. 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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