



TECHNICAL SERVICE BULLETIN

Wind noise from exterior mirror/A-pillar area when driving at or above 64 km/h (40 mph)

24-2058

01 March 2024

Model:

Mustang Mach-E	Year: 2021-2023 Build Date: Up to 04.12.2023 Assembly Plant: Cuautitlan (Mexico)
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Markets: All European markets

Summary

Some 2021-2023 Mustang Mach-E vehicles may exhibit a wind noise from the exterior mirror/A-pillar area when driving at or above 64 km/h (40 mph). This may be due to poor sealing of the lower mirror 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.

To rectify this concern, follow the Service Procedure to install a new lower inner foam and the glass top run foam.

Parts

Finis Code	Claim Quantity	Package Order Quantity	Number in Package	Description
2 765 587	1 Per Affected Side	1	1	Lower inner foam
1 387 258	3 Per Affected Side	1	12	PVC soft foam strips

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

Unit of Issue refers to the number of individual pieces included in a service part number package.

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

Labor Times

Description	Operation No.
Install New Lower Inner Foam And The Glass Top Run Foam On One Side (0.7 hours)	720580R24
Install New Lower Inner Foam And The Glass Top Run Foam On Both Sides (1.2 hours)	720580R23

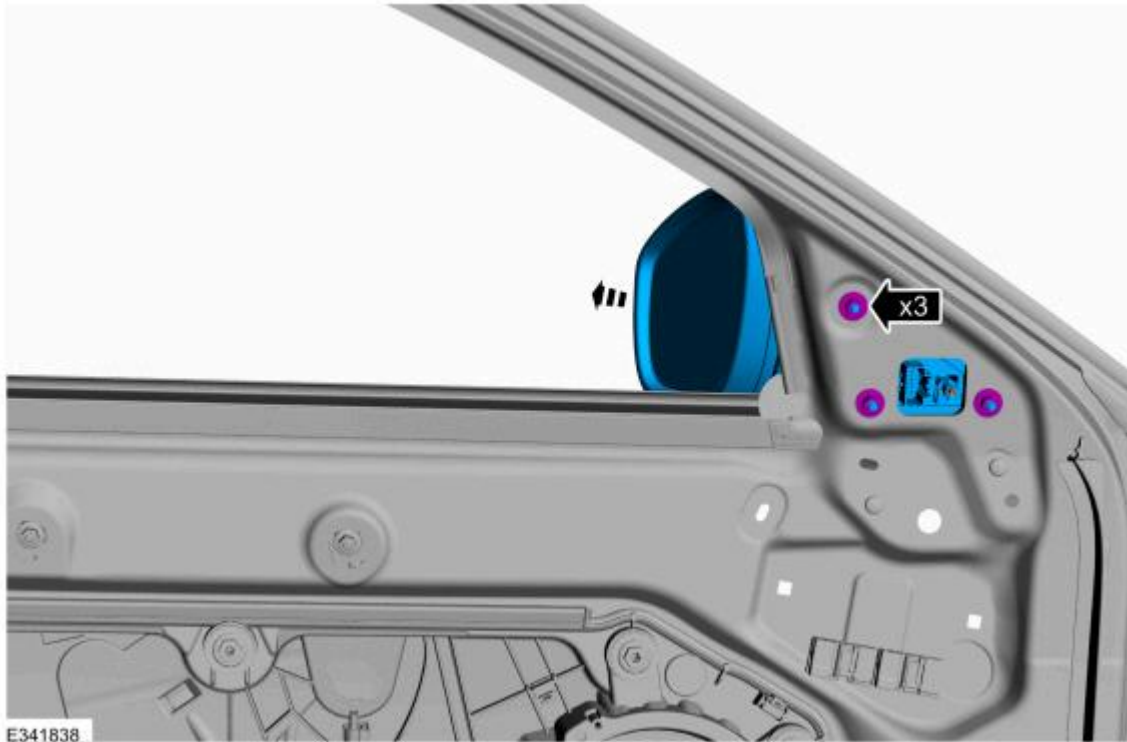
Repair/Claim Coding

Causal Part:	A043949
Condition Code:	07

Service Instruction

Install new lower foam and the glass top run foam

1. Lower the front door window glass of the affected side to the fully down position.
2. Remove the exterior mirror. For additional information, refer to 2021 - 2024 Mustang Mach-E Workshop Manual Section 501-09.

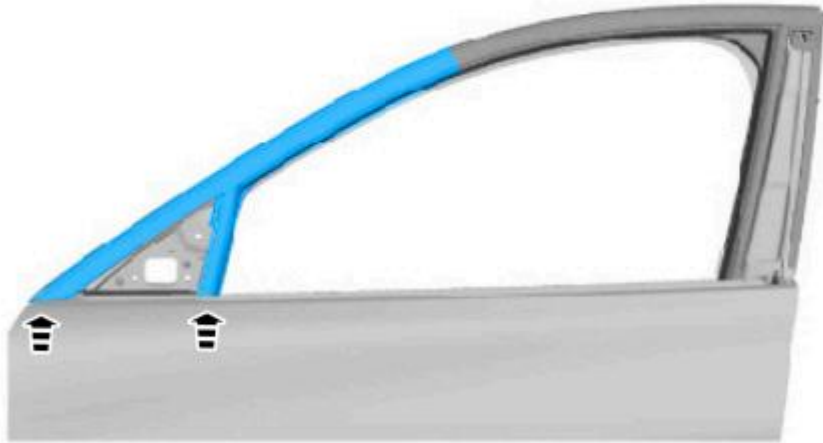


3. If the exterior mirror foam gasket/seal remains on the door, remove and refit the mirror foam gasket/seal back onto the mirror before reassembly.



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4. Remove the existing lower inner foam.



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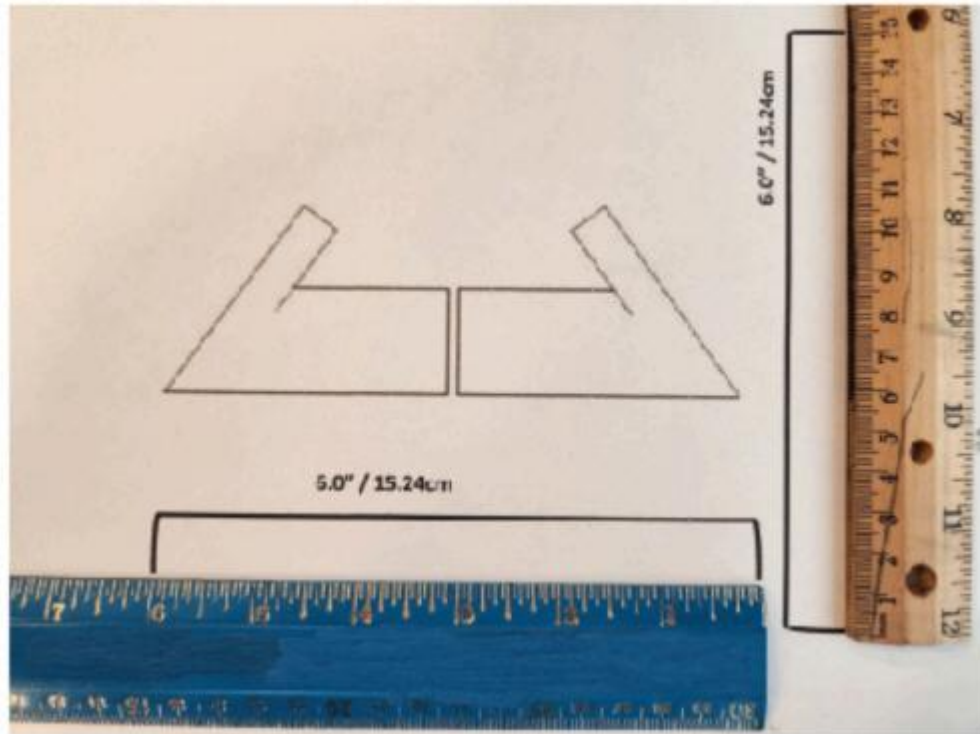
5. Insert the front of the foam first making sure is seated under the window run/sheet metal and the foam shape properly fits the curves of the door (see Parts Required).



6. 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.

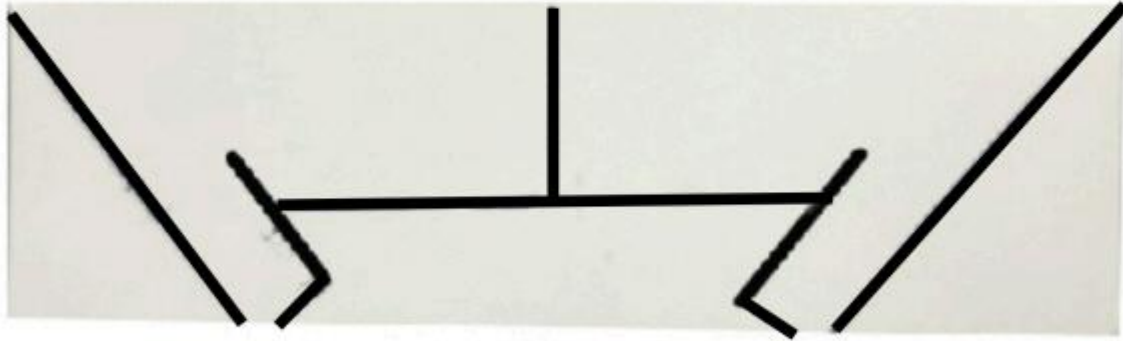


7. [Print the foam template by clicking this link.](#) Verify the horizontal and vertical scale of the image using a ruler against the scale on the template printout to confirm the image scale is correct. Is the scaling of the template printout the same scale as the ruler?
- (1). Yes - Go to next step.
 - (2). No - adjust scale of the printing properties to actual size to resize the image. Repeat printout.



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8. Layer together three pieces of the PVC soft foam strips (see Parts Required) to obtain the desired thickness.
9. 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.

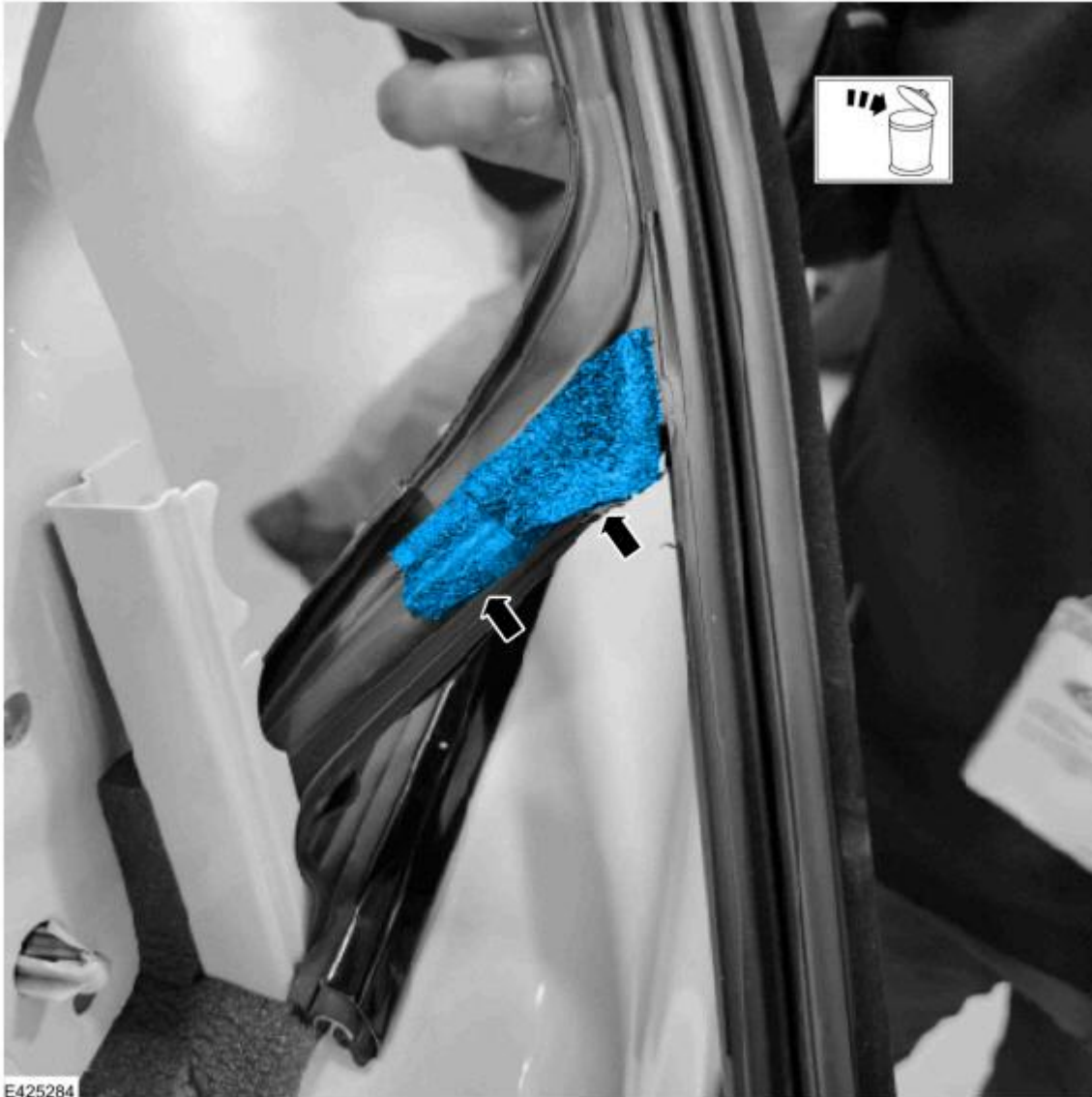


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10. Cut an additional 10 mm slice into the foam in the area shown.




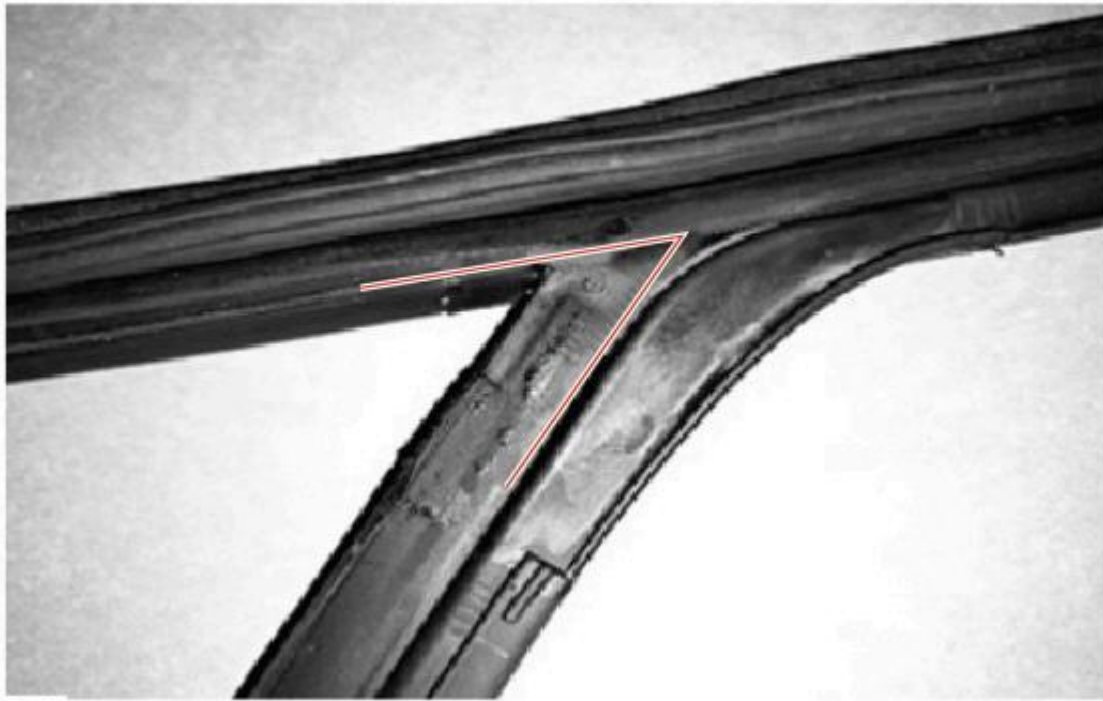
11. Remove the existing glass top run foam.



12. Clean the surface to remove any residual foam.



13.  **CAUTION: Be careful to not tear the rubber of the glass top run when fitting/tucking the foam underneath.**
Install the cut pieces of foam onto the glass top run.
- Align the foam with the ridge along A-pillar and the lip along the header.



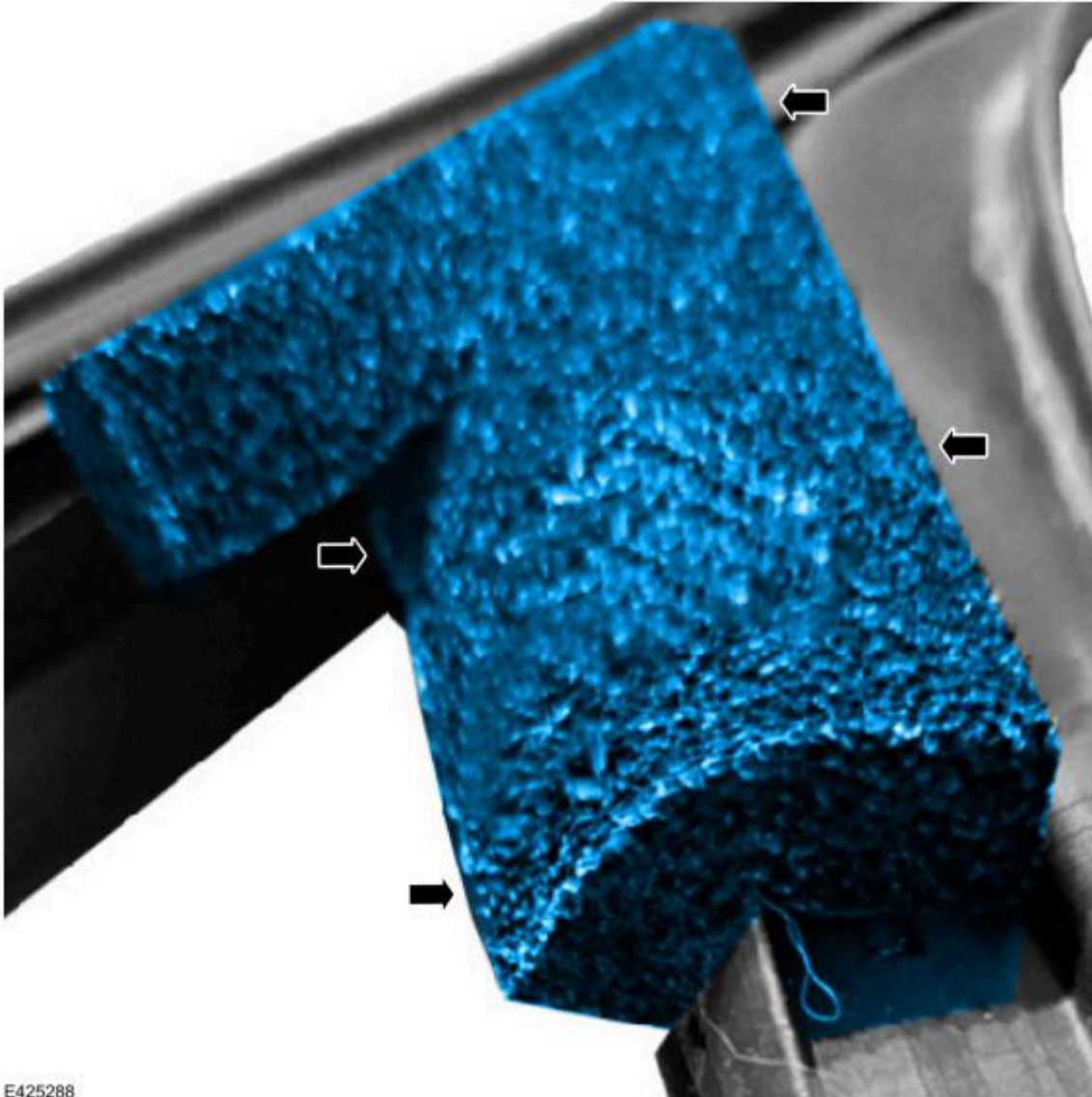
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14. Apply pressure to adhere the foam to the inner surface of the glass top run.



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15. Fold and pressurize the lower area of the foam over the back of the A-pillar channel, leaving the upper extension unadhered.



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16. 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.



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17. Tuck the end of the foam extension high up under the lip of the glass top run following the upward angle of the run.



18. Reinstall the front door glass top run in the door frame and the run channel.



19. Install the exterior mirror. For additional information, refer to 2021 - 2024 Mustang Mach-E Workshop Manual Section 501-09.

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