



QUALITY ASSURANCE BULLETIN #391 NORTH AMERICAN VEHICLE LOGISTICS

2-March-2021

To: US/Canadian Destination Ramp Carhaul Carriers Transporting Ford Product

Subject: Limited Loading Positions on Carhaul for the Mustang Mach-E to Prevent Underbody Damage

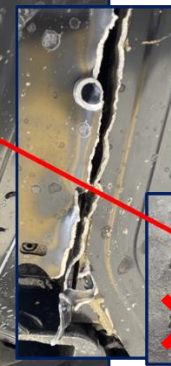
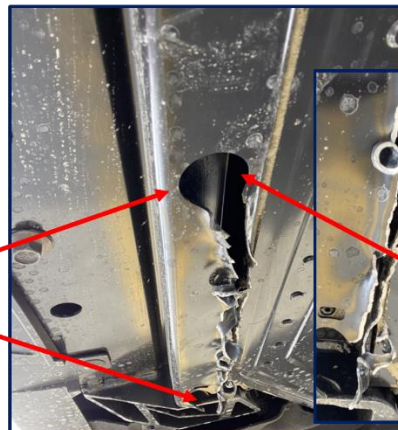
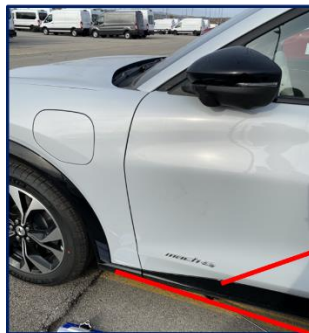
The purpose of this bulletin is to make all carhaul carriers transporting the Ford Mustang Mach-E aware of an urgent change in permitted loading positions for the Mach-E for destination ramp carhaul carriers. With a long wheelbase and a low clearance to the ground throughout much of the length of the vehicle, especially between the axles, there is a potential for damage to the underside of the battery guard rail (which is located on both sides of the high-voltage battery, just inside the rocker panel and between the two axles). **Drivers must ensure that all possible measures are taken to prevent the battery guard rails from making contact to the deck and follow these new loading restrictions effective immediately and until further notice.** Additionally, extra care must be taken to prevent damage to the lower front fascia which can get scratched if the decks are not properly supported or setup. See images below that detail all the special considerations and load position restrictions.

Permitted loading positions (see images below) on a typical carhaul carrier:

1. Rearward most position on the lower deck of the carhaul carrier
2. NOT the rearward most position on the upper deck of the carhaul carrier, but the two positions in front of it (still on the trailer portion)



The deck must be cleared of any obstructions such as chains, tie-down straps, etc. during the loading & offloading of the Mach-E to prevent scratching or major damage to the underbody of the vehicle.





“Feet” must be deployed (see image above) to steady the deck as this heavy vehicle is loaded / offloaded to prevent the deck from bowing/curving which will lead to scraping of the lower front fascia or other types of damage to this vehicle. In the absence of “feet” or to provide extra support, place boards underneath the end of the deck.