

DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21 – Supplement #7
Certain 2005-2006 Ford GT and 2005-2014 Mustang Vehicles
Driver Airbag Inflator or Driver Airbag Module Replacement

DEALER Q & A

- Q1. 14B09 has previously been performed on a 2005-2006 Ford GT or 2005-2008 Mustang vehicle. Why is the same vehicle also affected by 15S21?**
- A. Safety Recall 15S21 utilizes a redesigned part for a final repair. 14B09 was an interim repair using a “like for like” part that must be replaced under safety recall 15S21.
- Q2. Can the airbag inflator part number provided in 14B09 be used to complete repairs under 15S21?**
- A. No, the parts used in 14B09 and 15S21 are not equivalent. Use only part number(s) listed in 15S21 (or latest level replacements) for this final repair.
- Q3. Can dealers perform repairs on 2013-2014 Mustang Shelby GT500 vehicles now?**
- A. Yes, 2013-2014 Mustang Shelby GT500 vehicles can now be repaired with a unique part.
- Q4. Can airbag inflator (5R3Z-63043B13-C) be installed in 2013-2014 Mustang vehicles?**
- A. No, the driver airbag system in 2013-2014 Mustang vehicles is unique. The entire driver airbag module assembly must be installed in these vehicles.
- Q5. Does the airbag inflator serial number on 2013-2014 Mustang vehicles have to be provided to Ford?**
- A. Yes. The airbag inflator serial number is clearly visible on the airbag module assembly. Claims will not be processed without the serial number. Refer to Attachment I – Claims Preparation and Submission and Attachment III – Technical Information.
- Q6. What do I do with old level parts?**
- A. Old parts (5R3Z-63043B13-A) can be returned via the FSA parts return process. Please use “CG” as the claim code and note in the shipper field the FSA bulletin number (15S21).
- Q7. When will complete driver airbag modules be available for 2005-2006 Ford GT and 2005-2014 Mustang crash repairs?**
- A. Complete driver airbag modules are now available for collision repairs.
- Q8. What if a customer requests a rental vehicle while their vehicle is being repaired?**
- A. Parts are readily available to complete this recall. With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required.
- Q9. How should I handle a vehicle with airbags that have already deployed?**
- A. *For vehicles that the airbags have deployed or that have other modifications preventing the recall repair from being completed:*
- *Submit a VIN specific request to the SSSC Web Contact Site prior to attempting a repair.*
 - *Attach pictures of the vehicles airbag modules to the request.*

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Q10. Can my Dealership use Quick Lane bays and Technicians to complete this recall?

*A. At the dealers discretion, dealers with Quick Lanes may now use Quick Lane service bays and Quick Lane technicians to perform **Takata Airbag Recalls**.*

- Claim processing, hazardous material handling and parts returns **MUST** be processed through the main dealership's warranty submission process and parts department.*
- No other warranty or recall repairs are allowed at Quick Lanes at this time.*

Q11. A Ford GT customer is hesitant to bring their vehicle to the dealer, what should I do?

A. Dealers are authorized to claim up to a maximum combined value of \$200 to provide unique services to Ford GT owners under this recall. Examples of potential services include:

- Technician travel to vehicle location for remote repair*
- Vehicle transportation (towing/flatbed) to dealership*
- Vehicle re-delivery to the owners location after repairs have been completed*
- Ford and Lincoln Dealerships are authorized to claim the special handling allowance.*

In some cases, \$200 may not be sufficient to tow the vehicle to the dealership and redeliver to the customer. Dealers are encouraged to consider remote repairs at the vehicles location in these scenarios.

Q12. Will completed surveys count towards my Customer Viewpoint (CVP) score? Are the scores included in my Ford Commitment Plan (FCP) calculations?

A. A majority of the vehicles affected by this recall are over the 5 years/75,000 scoring criteria, which makes them ineligible for CVP Score and FCP calculations. If a vehicle is within the 5/75 criteria the completed surveys will be included in CVP/FCP scores.

QUESTIONS & ASSISTANCE

For additional questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.