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May 18, 2016

**TO:** All U.S. Ford and Lincoln Dealers

**SUBJECT:** **DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21 – *Supplement #1***  
Certain 2005-2006 Model Year Ford GT and 2005-2014 Model Year Mustang  
Vehicles  
Driver Airbag Inflator Replacement

**New! REASON FOR THIS SUPPLEMENT**

*To provide a Dealer Q & A document.*

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Ford GT	2005-2006	Wixom	February 20, 2004 through September 22, 2006
Mustang	2005-2014	Flat Rock	April 6, 2004 through June 21, 2014

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

Takata has determined that the airbag inflator propellant wafers in some inflators may experience an alteration over time, which could potentially lead to an over-aggressive combustion in the event of a crash that requires airbag deployment. This potential condition could create excessive internal pressure when the airbag is deployed, which could result in the body of the inflator rupturing upon deployment increasing the risk of injury to occupants.

**SERVICE ACTION**

Before demonstrating or delivering 2005-2006 Ford GT and 2005-2012 Mustang vehicles, dealers are to replace the driver airbag inflator and return the original inflator for analysis. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**NOTE:** All vehicles that were previously repaired under Safety Recall 14B09 will also require driver airbag inflator replacement, as directed by this safety recall.

DO NOT DEMONSTRATE OR DELIVER affected 2013-2014 Mustang vehicles. Parts and repair instructions for 2013-2014 Mustang vehicles are expected to be available in the 4<sup>th</sup> quarter of 2016.

**OWNER NOTIFICATION MAILING SCHEDULE**

Parts to repair this condition are currently not available in sufficient quantities to service all of the affected vehicles. Therefore, to ensure an ample supply of parts is available, owners of affected vehicles will be notified in four separate mailings. Mailing will begin by May 16, 2016, following the priority established by the National Highway Transportation Safety Administration (NHTSA). Dealers should repair any affected 2005-2006 Ford GT and 2005-2012 Mustang vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**PLEASE NOTE:**

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$7,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

**New! ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Attachment IV: Regional Core Recovery Center Airbag Inflator Return Process  
*Attachment V: Dealer Q & A*  
Owner Notification Letter

**QUESTIONS & ASSISTANCE**

For 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.

Sincerely,



Michael A. Berardi

**DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21**  
Certain 2005-2006 Ford GT and 2005-2014 Mustang Vehicles  
Driver Airbag Inflator Replacement

**OASIS ACTIVATION**

OASIS was activated on June 4, 2015.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on June 4, 2015. Owner names and addresses for 2005-2006 Ford GT and 2005-2012 Mustang vehicles will be available by August 1, 2016.

**NOTE:** Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

**STOCK VEHICLES**

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this recall.

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
  - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

The use of rental vehicles is not approved for this program.

**DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21**  
Certain 2005-2006 Ford GT and 2005-2014 Mustang Vehicles  
Driver Airbag Inflator Replacement

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - DWE: refer to ACESII manual for claims preparation and submission information.
  - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (15S21) is the sub code.

**NOTE:** The serial number of the new airbag inflator must be provided to Ford for the claim to be processed. The Technical Information in this bulletin advises technicians to document the new airbag inflator serial number on the repair order.

- Enter the 13 character serial number of the new airbag inflator in the claim as follows:
  - For claims submitted using DMS or OWS on-line, enter the serial number in the Test Results Section.
    - Select DTC REQUIRED MEASUREMENT OR RESULTS from the drop down list.
    - Enter the serial number in the CODE field.
  - For claims submitted using ACESII on-line, enter the serial number on the ACESII DIAG CODE ENTRY screen.
    - MIL ON = N
    - Enter the serial number in the OTHER field.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.

**DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21**  
 Certain 2005-2006 Ford GT and 2005-2014 Mustang Vehicles  
 Driver Airbag Inflator Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Driver Airbag Inflator (2005-2006 Ford GT and 2005-2012 Mustang vehicles only)	15S21B	0.6 Hours

**NOTE:** Parts and repair instructions for 2013-2014 Mustang vehicles are expected to be available in the 4<sup>th</sup> quarter of 2016.

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity
5R3Z-63043B13-C	Driver Airbag Inflator (2005-2006 Ford GT and 2005-2012 Mustang vehicles only)	1

The DOR/COR number for this program is 51036.

To ensure highest risk vehicles are repaired as soon as possible, there will be a seed stock of part number 5R3Z-63043B13-C provided to dealers in High Absolute Humidity (HAH) states beginning the week of May 9, 2016 through early June 2016. Every dealer located in Alabama, Florida, Georgia, Louisiana, Hawaii, Mississippi, and Texas will receive parts equal to approximately 20% of the vehicles assigned to them on their FSA VIN Lists. Each of these dealers will receive at least one driver airbag inflator.

Part ordering for 2005-2006 Ford GT and 2005-2012 Mustang vehicles is expected to be opened the week of June 6, 2016, after the seed stock is completed. Parts may be ordered through normal order processing channels at that time. To guarantee the shortest delivery time, an emergency order for parts must be placed.

Dealers will need to access <https://web.fsavinlists.dealerconnection.com> to determine the total number of affected vehicles assigned to their dealership in order to calculate the number of parts that they will receive under the Seed Stock Program.

**DEALER PRICE**

For latest prices, refer to DOES II.

**DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21**  
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Driver Airbag Inflator Replacement

**PARTS RETENTION AND RETURN**

**NOTE:** All replaced airbag inflators must be returned in the new inflator box. If the new airbag inflator box is damaged or lost, contact Miguel Prigadaa at 210-250-5078 or [SCTakataRestraints\\_International@xpo.com](mailto:SCTakataRestraints_International@xpo.com) for a replacement box.

**NOTE:** RCRCs will only pick-up airbag inflators that have a corresponding FCS-700 Tag. Airbag inflators replaced under claims paid prior to May 10, 2016 must be returned using the previous shipping process.

- Part return instructions for **dealers in the lower 48 United States:**
  - Dealers must monitor their PEARS register. A FCS-700 tag will be generated for each airbag inflator on claims paid on or after May 10, 2016. Airbag inflators will be picked up by the RCRCs.
  - The RCRC will not pick up airbag inflators that are not properly packaged in the new inflator box.
  - Refer to Attachment IV for specific airbag inflator return instructions and documentation.
  - Disregard prepaid FedEx shipping instructions that may be included in new airbag inflator boxes. However, airbag inflators replaced under claims paid prior to May 10, 2016 must still be returned using the previous FedEx shipping process.
- Part return instructions for **dealers outside of the lower 48 United States:**
  - Continue to follow the previous FedEx airbag inflator return process of contacting Miguel Prigadaa at 210-250-5078 or [Miguel.Prigadaa@email.xpo.com](mailto:Miguel.Prigadaa@email.xpo.com).
- Follow the provisions of the Warranty and Policy Manual, Section 1 “WARRANTY PARTS RETENTION AND RETURN POLICIES.”

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

## CERTAIN 2005-2006 FORD GT AND 2005-2014 MUSTANG VEHICLES — DRIVER AIRBAG INFLATOR REPLACEMENT

### OVERVIEW

Takata has determined that the air bag inflator propellant wafers in some inflators may experience an alteration over time, which could potentially lead to an over-aggressive combustion in the event of an airbag deployment. This potential condition could create excessive internal pressure when the airbag is deployed, which could result in the body of the inflator rupturing upon deployment increasing the risk of injury to occupants. Dealers are to remove the affected airbag module from the vehicle and replace only the inflator portion of the airbag. **The serial number from the new airbag inflator must be recorded on the work order.** The replaced inflator will be placed into the packaging from the new inflator to be returned to Takata.

### SERVICE PROCEDURE

 **WARNING:** Failure to follow the instructions and warnings in the Workshop Manual may result in injury.

### DRIVER AIRBAG INFLATOR REPLACEMENT - MUSTANG AND FORD GT

1. Is the vehicle a 2005-2006 model year Ford GT or 2005-2012 model year Mustang?

Yes - Replace the driver airbag inflator. Proceed to step 2.

No - This procedure does not apply. Parts and repair instructions for 2013-2014 Mustang vehicles are expected to be available in the 4th quarter of 2016.

2. Remove the driver airbag from the vehicle. Please follow the Workshop Manual (WSM) procedures in Section 501-20B.

3. Set the airbag face down onto a surface that will not scratch or damage the airbag face.

 **WARNING:** Do not allow any debris on or around the airbag once the inflator is removed.

4. Remove and discard the four airbag inflator retaining nuts from the driver side airbag. See Figure 1.



5. **NOTE:** In order to verify the correct airbag inflator is installed, mark the old airbag inflator with a felt tip marker prior to removal.

Remove the airbag inflator and set aside for return shipping. See Figure 1.

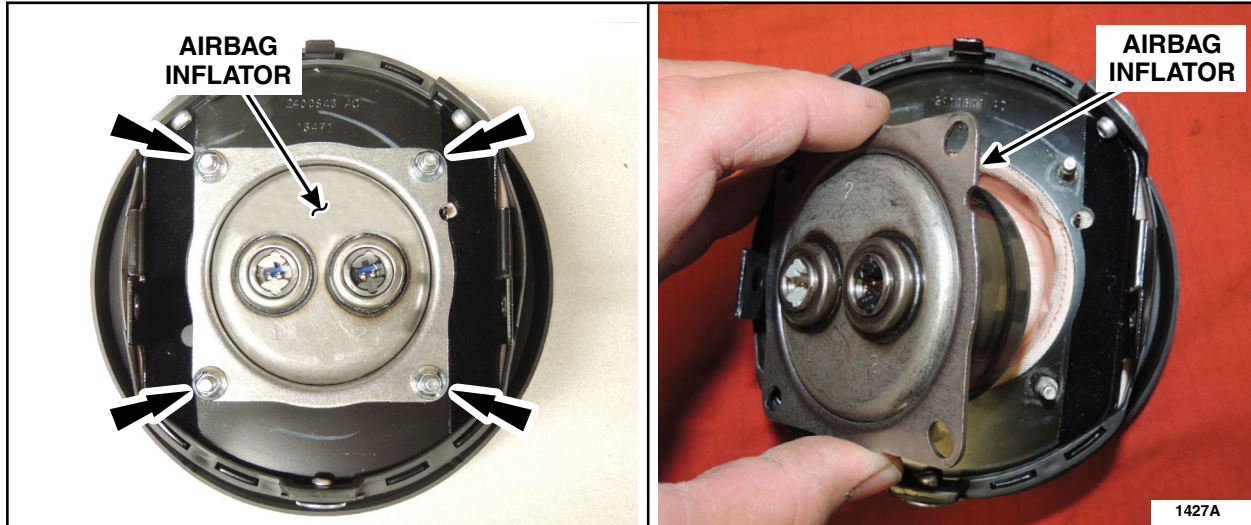


FIGURE 1

**NOTE:** The serial number of the *new* airbag inflator must be provided to Ford for the warranty claim to be processed.

6. Record the 13 character serial number of the new airbag inflator on the repair order. See Figure 2.

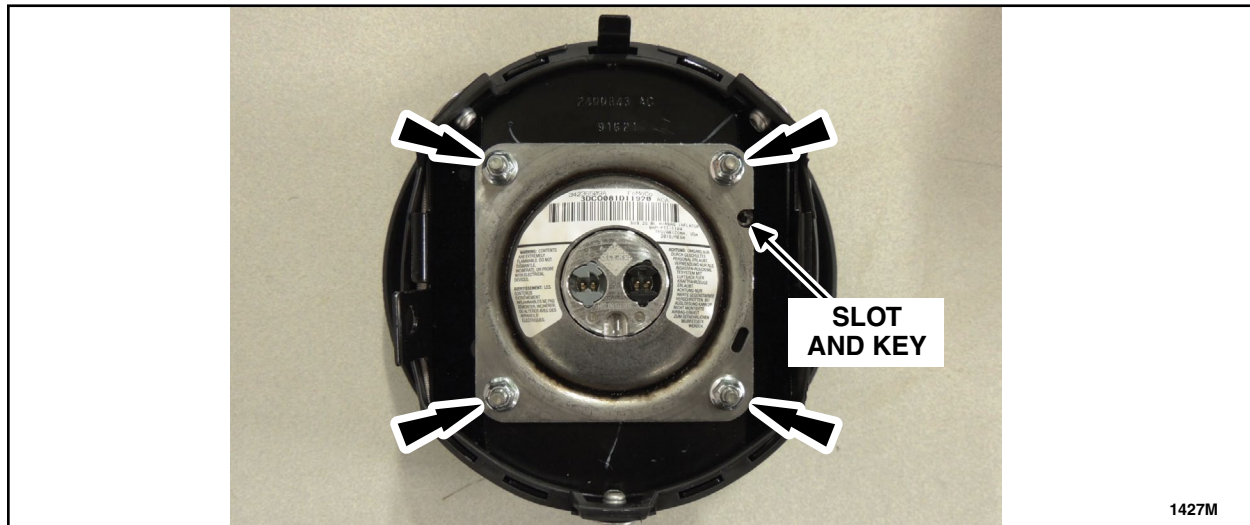


FIGURE 2





7. Align the key on the driver airbag with the slot on the *new* inflator. Install the *new* inflator into the driver airbag. See Figure 3.



**FIGURE 3**

8. Install four *new* airbag inflator nuts onto the driver airbag. See Figure 3.
- Tighten to 6.5 Nm (57 lb-in).
9. Re-install the driver airbag. Please follow the WSM Procedures in Section 501-20B.
10. Package the replaced inflator in the new part box and provide to the appropriate dealership personnel for part returns.



## REGIONAL CORE RECOVERY CENTER AIRBAG INFLATOR RETURN PROCESS

### **PART RETURN INSTRUCTIONS AND SHIPPING DOCUMENTATION**

The Regional Core Recover Center (RCRC) will only pick up airbag inflators with a corresponding FCS-700 tag, and the replaced inflator must be packaged in the box from the new inflator. A FCS-700 tag will be generated for each airbag inflator on claims paid on or after May 10, 2016.

**NOTE:** Airbag inflators that do not have FCS-700 tags must be returned utilizing the previous return process; RCRC's will not accept any airbag inflators that do not have FCS-700 tags.

**NOTE:** If the new airbag inflator box is damaged or lost, contact Miguel Prigadaa at 210-250-5078 or [SCTakataRestraints\\_International@xpo.com](mailto:SCTakataRestraints_International@xpo.com) for a replacement box.

Print and provide both of the following completed documents to the RCRC driver:

1. Hazardous Materials Shipping Document (Page 2)
  - a. In the box titled Shipper, enter your dealership name and address.
  - b. In the box titled Receiver, enter the address of your Regional Core Recovery Center.  
NOTE: Page 4 contains a list of RCRC locations. If you are unsure of which RCRC location serves your dealership, consult the RCRC driver.
  - c. In the box titled Number/Type of Package, enter the number of boxed inflators.
  - d. In the box titled Weight, enter the total shipment weight of all boxed inflators.
  - e. At the bottom of the Hazardous Materials Shipping Document, complete the Shipper's Certification
2. North American Emergency Response Guide 171 (Page 3)

**HAZARDOUS MATERIALS SHIPPING DOCUMENT – GROUND TRANSPORTATION**

SHIPPER	RECEIVER
Dealership Name:	Ford Motor Company
Address:	Regional Core Recovery Center
	Address:
Phone:	Phone:
<b>24-HOUR EMERGENCY CONTACT: INFOTRAC 1-800-535-5053 (Domestic) 1-352-323-3500 (International)</b>	

***General Instructions:** Pursuant to 49 CFR each person who offers a hazardous material for transportation shall perform the following pre- transportation functions: (1) Determine the hazard class of the material (2) Select authorized hazmat packaging (3) Fill hazmat packaging (4) Properly close hazmat packaging (5) Properly mark the package (6) Properly label the package (7) Prepare shipping document (8) Provide and maintain emergency response information (9) Review shipping paper to verify compliance to 49 CFR (10) Sign shipping document to certify shipment is in conformance to 49 CFR (11) Load hazardous material in transport vehicle (12) Segregate hazardous material from incompatible cargo (13) Select, provide or affix placards to transport vehicle to indicate that it holds hazardous materials.*

*Also, pursuant to 49 CFR an employer must ensure any employee performing any function affecting the transport of hazardous materials must be appropriately trained for the function the employee performs and must be retrained every thirty-six months.*

DOT Shipping Description		
Number/Type of Package	UN Number, Proper Shipping Name, Hazard Class, Packing Group	Weight
<b>Box(es)</b>	<b>UN3268, Safety Devices, Class 9</b>	<b>Lbs.</b>

**Shipper’s Certification (49 CFR 172.204):** *This is to certify that the above named materials are properly classified, described, packaged, marked and labeled and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.*

**NAME:** \_\_\_\_\_ **SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

<p><b>GUIDE</b> SUBSTANCES (LOW TO MODERATE HAZARD) <b>171</b></p>	<p>ERG2012</p>	<p><b>EMERGENCY RESPONSE</b></p>	<p><b>POTENTIAL HAZARDS</b></p>
<p><b>ERG2012</b></p>	<p><b>GUIDE</b> <b>171</b></p>	<p><b>FIRE</b></p> <ul style="list-style-type: none"> <li><b>Small Fire</b> <ul style="list-style-type: none"> <li>• Dry chemical, CO<sub>2</sub>, water spray or regular foam.</li> </ul> </li> <li><b>Large Fire</b> <ul style="list-style-type: none"> <li>• Water spray, fog or regular foam.</li> <li>• Do not scatter spilled material with high pressure water streams.</li> <li>• Move containers from fire area if you can do it without risk.</li> <li>• Dike fire-control water for later disposal.</li> </ul> </li> <li><b>Fire Involving Tanks</b> <ul style="list-style-type: none"> <li>• Cool containers with flooding quantities of water until well after fire is out.</li> <li>• Withdraw immediately in case of rising sound from venting safety devices or discoloration of tank.</li> <li>• ALWAYS stay away from tanks engulfed in fire.</li> </ul> </li> </ul> <p><b>SPILL OR LEAK</b></p> <ul style="list-style-type: none"> <li>• Do not touch or walk through spilled material.</li> <li>• Stop leak if you can do it without risk.</li> <li>• Prevent dust cloud.</li> <li>• Avoid inhalation of asbestos dust.</li> </ul> <p><b>Small Dry Spill</b></p> <ul style="list-style-type: none"> <li>• With clean shovel place material into clean, dry container and cover loosely; move containers from spill area.</li> </ul> <p><b>Small Spill</b></p> <ul style="list-style-type: none"> <li>• Take up with sand or other non-combustible absorbent material and place into containers for later disposal.</li> </ul> <p><b>Large Spill</b></p> <ul style="list-style-type: none"> <li>• Dike far ahead of liquid spill for later disposal.</li> <li>• Cover powder spill with plastic sheet or tarp to minimize spreading.</li> <li>• Prevent entry into waterways, sewers, basements or confined areas.</li> </ul> <p><b>FIRST AID</b></p> <ul style="list-style-type: none"> <li>• Move victim to fresh air.</li> <li>• Call 911 or emergency medical service.</li> <li>• Give artificial respiration if victim is not breathing.</li> <li>• Administer oxygen if breathing is difficult.</li> <li>• Remove and isolate contaminated clothing and shoes.</li> <li>• In case of contact with substance, immediately flush skin or eyes with running water for at least 20 minutes.</li> <li>• Ensure that medical personnel are aware of the material(s) involved and take precautions to protect themselves.</li> </ul>	<p><b>FIRE OR EXPLOSION</b></p> <ul style="list-style-type: none"> <li>• Some may burn but none ignite readily.</li> <li>• Containers may explode when heated.</li> <li>• Some may be transported hot.</li> </ul> <p><b>HEALTH</b></p> <ul style="list-style-type: none"> <li>• Inhalation of material may be harmful.</li> <li>• Contact may cause burns to skin and eyes.</li> <li>• Inhalation of Asbestos dust may have a damaging effect on the lungs.</li> <li>• Fire may produce irritating, corrosive and/or toxic gases.</li> <li>• Some liquids produce vapors that may cause dizziness or suffocation.</li> <li>• Runoff from fire control may cause pollution.</li> </ul> <p><b>PUBLIC SAFETY</b></p> <ul style="list-style-type: none"> <li>• <b>CALL EMERGENCY RESPONSE Telephone Number on Shipping Paper first, if Shipping Paper not available or no answer, refer to appropriate telephone number listed on the inside back cover.</b></li> <li>• As an immediate precautionary measure, isolate spill or leak area in all directions for at least 50 meters (150 feet) for liquids and at least 25 meters (75 feet) for solids.</li> <li>• Keep unauthorized personnel away.</li> <li>• Stay upwind.</li> </ul> <p><b>PROTECTIVE CLOTHING</b></p> <ul style="list-style-type: none"> <li>• Wear positive pressure self-contained breathing apparatus (SCBA).</li> <li>• Structural firefighters' protective clothing will only provide limited protection.</li> </ul> <p><b>EVACUATION</b></p> <p><b>Spill</b></p> <ul style="list-style-type: none"> <li>• See Table 1 - Initial Isolation and Protective Action Distances for highlighted materials. For non-highlighted materials, increase, in the downwind direction, as necessary, the isolation distance shown under "PUBLIC SAFETY."</li> </ul> <p><b>Fire</b></p> <ul style="list-style-type: none"> <li>• If tank, rail car or tank truck is involved in a fire, ISOLATE for 800 meters (1/2 mile) in all directions; also, consider initial evacuation for 800 meters (1/2 mile) in all directions.</li> </ul>

## RCRC Locations

RCRC CODE	Address	City	State	Zip
00708	TRI COUNTY COMMERCE PARK, BLDG. 3/3A, 2511 LOVI ROAD	FREEDOM	PA	15042
01183	20501 PENNSYLVANIA ROAD STE 140	BROWNSTOWN Twp	MI	48192
01326	9040 BURROUGH DOVER LANE	PENNSAUKEN	NJ	08110
01728	3700 CLAYMOORE PK. DR., S. 160	HOUSTON	TX	77043
01729	5915 CORRIDOR PARKWAY	SCHERTZ	TX	78154
02276	4300 ROUND LAKE ROAD W. UNIT 200	ARDEN HILLS	MN	55112
02454	1605 SURVEYOR BLVD.	CARROLLTON	TX	75006
03001	8333 WASHINGTON PL NE Suite E	ALBUQUERQUE	NM	87113
03199	7103 E. 47TH AVE.	DENVER	CO	80216
04861	5503 F ST	OMAHA	NE	68117
05399	3421 W. WELDON.	PHOENIX	AZ	85017
05495	4161 DIXON AVE	DES MONIES	IA	50313
05514	3645 DEVELOPERS RD.	INDIANAPOLIS	IN	46227
06201	3737 S. CAPITOL AVE.	WHITTIER	CA	90601
06583	600 SOUTH THERESA AVE.	ST LOUIS	MO	63103
06586	4444 SOUTH BLVD.	CHARLOTTE	NC	28209
06615	8242 SANDY COURT	JESSUP	MD	20794
06952	7145 INDUSTRIAL	EL PASO	TX	79915
06953	550 GILLS DRIVE	ORLANDO	FL	32824
06954	5286 GEORRGIA HWY 85, SUITE 200	FOREST PARK	GA	30297
06955	545 FORD AVE	JACKSON	MS	39209
06959	900 W. MAIN	OKLAHOMA CITY	OK	73106
07089	4304 EUBANK ROAD	RICHMOND	VA	23231
08263	11 CHAPIN RD, UNIT A	PINE BROOK	NJ	07058
08453	18637 72nd AVE S	KENT	WA	98032
08454	5220 N. E. 152ND PLACE	PORTLAND	OR	97230
08587	2999 MILLER STREET	SAN LEANDRO	CA	94577
08731	8250 NE UUNDERGROUND DRIVE PILLAR 153	KANSAS CITY	MO	64161
08858	2333 S. 1800 WEST	WEST VALLEY CITY	UT	84119
09001	3311 CORPORATE DR	JOLIET	IL	60431
09121	444 WHITNEY ST	NORTHBOROUGH	MA	01532
09252	1901 LEMOYNE AVE.	SYRACUSE	NY	13208

**DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21 – *Supplement #1***  
Certain 2005-2006 Ford GT and 2005-2014 Mustang Vehicles  
Driver Airbag Inflator Replacement

**DEALER Q & A**

- Q1. 14B09 has previously been performed on a vehicle; why is the same vehicle also affected by 15S21?**
- A. Safety Recall 15S21 utilizes a redesigned part for a final repair on 2005-2006 Ford GT and 2005-2012 Mustang vehicles. 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 5R3Z-63043B13-C when completing repairs for 15S21. No other part number is permitted to be used for 15S21 under any circumstance.
- Q3. Why can't 2013-2014 Mustang vehicles be fixed now?**
- A. Repairs for 2013-2014 Mustang vehicles require a different part and repair procedure. Parts and repair instructions for these vehicles are expected to be available in the 4<sup>th</sup> quarter of 2016.
- Q4. A customer has an existing service appointment for 14B09, but OASIS indicates this program was superseded by 15S21. How do I proceed with repairs?**
- A1. Dealers located in HAH states should perform 15S21 using only the part number provided in the bulletin (5R3Z-63043B13-C). HAH dealers were provided a seed stock of part number 5R3Z-63043B13-C beginning the week of May 9, 2016 through early June 2016. Every dealer located in Alabama, Florida, Georgia, Louisiana, Hawaii, Mississippi, and Texas will receive parts equal to approximately 20% of the vehicles assigned to them on their FSA VIN Lists. Repairs under 15S21 may currently be performed on 2005-2006 Ford GT and 2005-2012 Mustang vehicles only.
- A2. Dealers not located within a HAH state should not make any additional appointments for 14B09. Ordering for part number 5R3Z-63043B13-C used under 15S21 is expected to open the week of June 6, 2016, after the seed stock is completed. Parts may be ordered through normal order processing channels at that time. Repairs are restricted to 2005-2006 Ford GT and 2005-2012 Mustang vehicles only.
- Q5. A vehicle has been repaired for 14B09, but OASIS no longer shows 14B09 open for the affected VIN. Can the claim be submitted under 14B09?**
- A. Claims for 14B09 may be submitted until June 6, 2016 (Labor Operation Code: 14B09B). 14B09 has been officially superseded by 15S21, and OASIS was deactivated for 14B09 when 15S21 was published. However, all repairs for 14B09 must still be claimed under 14B09.
- 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 2005-2012 Mustang crash repairs?**
- A. Ford Motor Company is working diligently to make complete airbag modules available. Additional information will be posted on DOESII as it becomes available.