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October 6, 2016

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

**SUBJECT:** **Compliance Recall 16C06 – Supplement #1**  
 Certain 2008-2012 Model Year Taurus, Taurus X, Sable, MKS, and Flex Vehicles  
 Driver Airbag Module

**REF :** **Compliance Recall 16C06**  
 May 26, 2016

**New! REASON FOR THIS SUPPLEMENT**

*All vehicles in this program now require driver airbag module replacement. Inspections are no longer required.*

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Taurus	2008	Chicago	May 14, 2007 through August 11, 2008
Taurus	2010-2012		March 23, 2010 through September 2, 2011
Taurus X	2008-2009		October 5, 2007 through September 3, 2008
Sable	2008		August 13, 2007 through August 7, 2008
MKS	2009		June 2, 2008 through April 22, 2009
MKS	2011		July 29, 2010 through June 2, 2011
Flex	2009-2012	Oakville	June 17, 2008 through October 6, 2011

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS COMPLIANCE RECALL**

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 208 for Occupant Crash Protection. The second stage of the driver airbag module may not deploy as intended in certain high speed crashes, increasing the risk of an injury in a crash that requires a high output deployment.

**New! SERVICE ACTION**

*Dealers are to replace the driver airbag module. This service must be performed on all affected vehicles at no charge to the vehicle owner.*

***NOTE:*** *Certain 2011 Flex vehicles were determined to be not affected and have been closed from the program.*

**New! OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters were mailed the week of June 6, 2016. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

***NOTE:*** *Certain 2011 Flex vehicles were closed from the program after owner letters were mailed.*

**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 \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

**ATTACHMENTS**

*Attachment I: Administrative Information*  
*Attachment II: Labor Allowances and Parts Ordering Information*  
*Attachment III: Technical Information*

Owner Notification Letters

**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

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**OASIS ACTIVATION**

OASIS was activated on April 26, 2016. Additional VINs were activated on May 26, 2016.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on April 26, 2016. Additional VINs became available on May 26, 2016. Owner names and addresses became available June 17, 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**

- 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.

**DEALER-OPERATED RENTAL VEHICLES**

A new law prohibits a Rental Company from selling, renting or leasing vehicles subject to a safety or compliance recall. This could impact dealer-operated rental fleets of 35 vehicles or more, including FRAC, LRAC, and DDR vehicles. Please see EFC04833 for details and consult your legal counsel for legal advice.

**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
  - Lincoln vehicles – 4 years or 50,000 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.

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**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance which may require a rental vehicle, please contact the SSSC via the SSSC Web Contact Site.

**New! 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 (16C06) is the sub code.

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

- Enter the 13 character serial number, with no spaces, of the new driver airbag module in the claim as follows:
  - For claims submitted using DMS or OWS on-line, enter the serial number with no spaces 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.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".
- *Inspection only labor operation code 16C06A will become inactive on repairs performed only must have a repair date on or before October 15, 2016 to be eligible for payment.*

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**New! LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace the Driver Airbag Module	16C06B	0.7 Hours

**NOTE:** Claims with labor operation code 16C06A for inspection only must have a repair date on or before October 15, 2016 to be eligible for payment.

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Base Part Number	Description	Order Quantity
-54043B13- (MKS only) or -74043B13- (all other)	Driver Airbag Module – refer to Ford Catalog Advantage to determine the specific part number for the vehicle	1

The DOR/COR number for this recall is 51043.

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Once a 16C06 claim is submitted, a FCS 700 tag will be generated within two to three business days. The FCS 700 tag will provide return shipping instructions. Dealers are to reuse the new part box to ship the original driver air bag module back to the supplier.

If a FCS 700 tag is not received, follow the provisions of the Warranty and Policy Manual, Section 1 WARRANTY PARTS RETENTION AND RETURN POLICIES.

**NOTE:** If the new part box is damaged, please email [cavint@keysafetyinc.com](mailto:cavint@keysafetyinc.com) or [palomic@keysafetyinc.com](mailto:palomic@keysafetyinc.com) to have a replacement box shipped to your location.

**EXCESS STOCK RETURN**

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