

DEALER Q & A

- Q1. Why can't vehicles other than Ranger, Mustang, Ford GT, 2006-2009 MKZ/Zephyr, *Edge*, and 2006-2009 Fusion and Milan be repaired now?**
- A. Repairs for other vehicles require a different part and repair procedure. Parts and repair instructions for the remaining vehicles affected by this recall are expected to be available throughout the third and fourth quarters of 2018.
- Q2. How will I know when parts are available for other vehicles affected by this recall?**
- A. Dealers are encouraged to refer to the [Takata Airbag Inflator Recall Information for Dealers](#) document on the FMC dealer homepage for the latest parts status for all Takata airbag recalls. The dealer bulletin will also be updated as repair information becomes available for other affected vehicles.
- Q3. Why is it taking so long to get parts for this recall?**
- A. To support this recall new parts had to be designed and rigorously tested. In addition, multiple vehicle manufacturers are affected by the Takata airbag inflator recalls and use the same suppliers for replacement recall parts. This has caused a high demand for airbag inflator parts industry wide.
- Q4. 14S28 has previously been performed on a 2005-2006 Ford GT. Why is the same vehicle also affected by 16S26?**
- A. Safety Recall 16S26 utilizes a redesigned part for a final repair. 14S28 was an interim repair using a "like for like" part that must be replaced under safety recall 16S26.
- Q5. Can the airbag inflator part number provided in 14S28 be used to complete repairs on 2005-2006 Ford GT vehicles under 16S26?**
- A. No, the part used in 14S28 are not equivalent. Use only the part number listed in 16S26 (or latest level replacements) for this final repair.
- Q6. Are rental vehicles available for vehicles that parts are not currently available for?**
- A. Yes, *For MKX, 2010-2011 MKZ and 2010-2011 Fusion and Milan vehicles*, if the customer requires the use of their vehicles passenger seat and requests a rental vehicle while waiting for parts to become available, refer to the Takata Airbag Recall Rental Vehicle Reimbursement Process for rental reimbursement guidelines and the process for requesting rental vehicle reimbursement.
- For Ford GT, Mustang, Ranger, and 2006-2009 MKZ/Zephyr* parts are readily available to complete the recall on these vehicles. With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. *For Edge and 2006-2009 Fusion and Milan vehicles, parts will be available soon.*
- Q7. Why is a core charge applied to the parts for this program when that has not been the case on previous Takata recalls?**
- A. This is an effort to make it easier to do business with Ford and reduce the amount of paperwork required for dealers.
- NOTE:** All previously published Takata safety recalls will continue to use the FCS-700 tag process (15S21, 17S42 and 18S02).

Q8. 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.

Q9. 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.

Q10. 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.

Q11. Will completed surveys count towards my Customer Viewpoint (CVP) score? Are the scores included in my Ford Commitment Plan (FCP) calculations?

- A. All vehicles affected by this recall are over the 5 years/75,000 scoring criteria, which makes them ineligible for CVP Score and FCP calculations. Completed surveys will be reported as "Recall Over 5/75" and that means they are NOT included in their CVP/FCP scores.

Q12. Why do I need to contact the SSSC every 30 days to request a new long term rental approval code?

- A. This allows dealers to submit the warranty claim every month to be reimbursed for the last 30 days of rental vehicle expense. This also provides a checkpoint to verify if parts are available to complete the recall and to renew any rental vehicle contracts.

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.