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August 9, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 17S01 – Supplement #5**
 Certain 2005-2006 Ford GT, 2005-2009 and 2012 Mustang, 2006-2009 Milan,
 2006-2009 and 2012 Fusion and MKZ/Zephyr, 2007-2009 Edge and MKX, and
 2007-2009 Ranger Vehicles
 Passenger Airbag Inflator Replacement

New! REASON FOR THIS SUPPLEMENT

- *Repair instructions, warranty claiming information, and parts ordering information have been added for 2006-2009 Fusion and Milan. Parts to repair these vehicles are anticipated to be available starting in mid to late September.*
- *Parts and service staff should review the Parts Ordering Information in Attachment II to become familiar with the parts ordering and distribution strategy for each part number.*

REASON FOR THIS SAFETY RECALL

NHTSA and Takata have determined that the propellant in certain Takata airbag inflators can experience an alteration over time with exposure to certain climate conditions. A combination of time, high temperature fluctuations, and humidity contribute to the degradation of the propellant in the inflators. This degradation can cause the propellant to burn too quickly, creating high pressure inside the inflator, and in extreme cases causing the inflator to rupture in the event of a crash necessitating airbag deployment. A ruptured inflator can send inflator parts toward vehicle occupants resulting in serious injury or death. Additional information regarding Takata recalls can be found at www.nhtsa.gov and www.safercar.gov.

AFFECTED VEHICLES

Vehicles included in this safety recall were **originally sold or at some point registered** in certain states. Affected vehicles are identified in OASIS and FSA VIN Lists.

New! REPAIRS ARE CURRENTLY AVAILABLE FOR THE FOLLOWING VEHICLES ONLY

Vehicle	Zone A* Model Year	Zone B* Model Year	Zone C* Model Year	Assembly Plant
Mustang	2012	2009	2005-2008	Flat Rock
Ford GT	N/A	N/A	2005-2006	Wixom
Ranger	N/A	2009	2007-2008	Twin Cities
MKZ/Zephyr	N/A	2009	2006-2008	Hermosillo
<i>Fusion/Milan</i>	<i>N/A</i>	<i>2009</i>	<i>2006-2008</i>	<i>Hermosillo</i>

*Refer to Figure 1.

NOTE: *Safety Recall 17S01 Repairs are only available for Ranger, Mustang, Ford GT, 2006-2009 MKZ/Zephyr and (starting in mid to late September) 2006-2009 Fusion and Milan.* Repairs for most other vehicles affected by this safety recall are expected to become available throughout the third quarter of 2018. 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.

NOTE: Parts are not interchangeable between different vehicle models so a repair should not be attempted on vehicles that repairs are not currently published for.

Due to owner relocations and vehicle resale activity, dealers in Zones B and C may have some vehicles assigned to their FSA VIN list. All vehicles affected by this safety recall must be repaired, regardless of the vehicle's current location. Always use OASIS to identify affected vehicles.

The Takata airbag recall zones have been defined by the NHTSA, based on temperature and humidity.

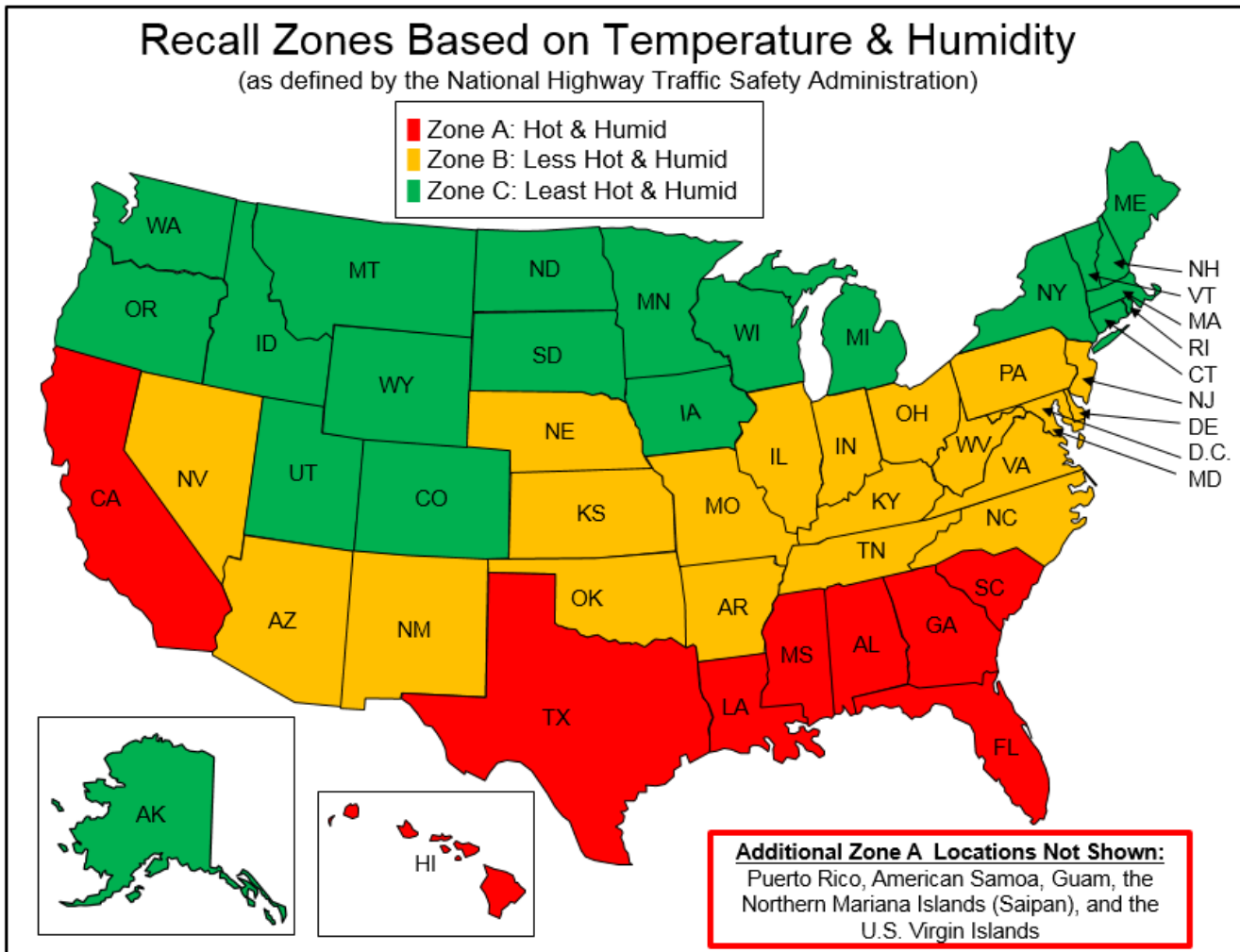


FIGURE 1

SERVICE ACTION

Dealers are to replace the passenger airbag inflator or passenger airbag module as directed in the Technical Information attachments. This service must be performed on all affected vehicles at no charge to the vehicle owner.

For Mustang and Ford GT vehicles, dealers should check OASIS to determine if safety recall 15S21 is open for the driver side airbag. If safety recall 15S21 is open, then it should be completed in addition to safety recall 17S01. Parts are readily available to complete safety recall 15S21.

NOTE: This is a final / permanent repair. All 2005-2006 Ford GT vehicles that were previously serviced under Safety Recall 14S28 must have this repair performed.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters for Ranger, Mustang, Ford GT, and 2006-2009 MKZ/Zephyr vehicles have been mailed. Owner letters for 2006-2009 Fusion and Milan vehicles are anticipated to be mailed by the end of September 2018. Dealers should repair any affected vehicles that repairs are available for, 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 \$21,000 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 – 2012 Mustang and 2005-2006 Ford GT
- Attachment IV: Technical Information – 2005-2009 Mustang
- Attachment V: Technical Information – 2007-2009 Ranger
- Attachment VI: Technical Information – 2006-2009 MKZ/Zephyr*
- Attachment VII: Technical Information – 2006-2006 Fusion/Milan (NEW!)*
- Attachment VIII: Regional Core Recovery Center – Airbag Inflator Return Process – Parts with Core Charges
- Attachment IX: Dealer Q & A*
- Attachment X: Takata Airbag Recall Rental Vehicle Reimbursement Process
- Attachment XI: Restricted Vehicle Use Agreement
- 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,



David J. Johnson

Safety Recall 17S01 – Supplement #5

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Passenger Airbag Inflator Replacement

OASIS ACTIVATION

OASIS was activated on February 22, 2017.

New! FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on August 9, 2018, for vehicles that can be repaired at this time.

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.

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.
- Dealers are to prioritize repairs of customer vehicles over repairs of used vehicle inventory.

STOCK VEHICLES

- Dealers should use OASIS to identify any affected vehicles in your used vehicle inventory and perform the repair.

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

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

QUICK LANE REPAIRS

- At the dealer's 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.

OWNER REFUNDS

- Refunds are not approved for this program.

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New! RENTAL VEHICLES

For Edge, MKX, 2012 MKZ, and 2012 Fusion vehicles, if the customer requires the use of their vehicle's 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 vehicles, 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. Parts for 2006-2009 Fusion and Milan vehicles will be available by mid to late September.

Dealers should contact vehicle owners that are currently in rental vehicles to schedule a repair as soon as parts are available to repair their vehicle.

FORD GT SPECIAL HANDLING

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.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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

- 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.
- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford/Lincoln Program Policies – Field Service Actions (FSA) – Related Damage.
- Submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 17S01 is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA. **IMPORTANT:** Click the radio button on the Related Damage Indicator.

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Passenger Airbag Inflator Replacement

New! CLAIMS PREPARATION AND SUBMISSION (continued)

NOTE: The serial number of the new passenger airbag inflator or module must be provided to Ford for the claim to be processed. The Technical Information in this bulletin advises technicians to document the serial number from the new airbag inflator on the repair order. *The passenger airbag inflator serial number is 11 characters for Ranger, Mustang, and GT and 13 characters for 2006-2009 MKZ/Zephyr and 2006-2009 Fusion and Milan. Enter the serial number of the new airbag inflator or module in the claim as follows:*

For claims submitted using DMS or OWS on-line, enter the serial numbers in the Test Results Section.

- Select DTC REQUIRED MEASUREMENT OR RESULTS from the drop down list.
 - Enter the serial number in the CODE field.
 - The serial number must entered without spaces or dashes.
- For Ford GT Special Handling claim up to a maximum of \$200. All Special Handling must be on the same repair line the FSA is claimed. Claim Special Handling under Misc. Expense Code “OTHER.”
 - Rental Vehicle Reimbursement:
 - Claim should be submitted under long-term rental program 18A02.
 - A new approval code is required from the SSSC every 30 days.
 - Dealers are eligible to claim a \$25 administrative fee for any long-term rental claims that are submitted after June 13, 2018. This includes long-term rental claims that were originally approved by the SSSC after May 12, 2018 but processed for warranty payment after June 13, 2018.
 - Claim the rental reimbursement administrative fee of \$25 per claim on a separate RO line under Misc. Expense code FSAEXP.
 - Customers that were placed into a long-term rental vehicle prior to June 13, 2018 are eligible for the increased dollar per day rental reimbursement rates back to the date the most recent long-term rental approval code was approved from the SSSC. To request the increased rates on a pre-existing approval code, update the existing approved contact and attach the rental invoice showing the dollar per day amounts.
 - If the customer has paid for a rental vehicle for the purpose of this recall, they are eligible for reimbursement within the guidelines outlined in the Takata Airbag Recall Rental Vehicle Reimbursement Process. Dealers should follow the same process for claiming rental vehicle reimbursement and then refund the customer.
 - Reference the Takata Airbag Recall Rental Vehicle Reimbursement Process for further detail on rental vehicle reimbursement.

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Passenger Airbag Inflator Replacement

New! LABOR ALLOWANCES (only vehicles that repairs are currently available for are listed)

Description	Labor Operation	Labor Time
Replace Passenger Airbag Inflator – 2005-2009 and 2012 Mustang	17S01B	0.5 Hours
Replace Passenger Airbag Inflator – 2005-2006 Ford GT	17S01C	0.6 Hours
Replace Passenger Airbag Inflator – 2007-2009 Ranger	17S01D	0.5 Hours
Replace Passenger Airbag Module – 2006-2009 MKZ/Zephyr	17S01E	0.5 Hours
<i>Replace Passenger Airbag Module – 2006-2009 Fusion/Milan</i>	<i>17S01F</i>	<i>0.4 Hours</i>

Performing the supplemental restraint depower procedure and clearing DTCs was included in previous airbag inflator recall 14S28, but is no longer required.

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Repairs are currently only available for Mustang, Ranger, Ford GT, 2006-2009 MKZ/Zephyr and (starting in mid to late September) 2006-2009 Fusion and Milan vehicles covered under safety recall 17S01. Repairs for most other vehicles affected by this safety recall are expected to become available throughout the third quarter of 2018. 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.

Note: The parts used in this safety recall may physically appear to be identical, but they have differing operating characteristics. **It is crucial that parts are NOT interchanged or substituted.**

New! PARTS REQUIREMENTS (only vehicles that repairs are currently available for are listed)

Part Number	Description	Order Quantity	Claim Quantity
6G7Z-63044A74-A	Passenger Airbag Inflator – 2012 Mustang and 2005-2006 Ford GT	1	1
5R3Z-63044A74-B	Passenger Airbag Inflator – 2005-2009 Mustang	1	1
8L5Z10044A74-E	Passenger Airbag Inflator – 2007-2009 Ranger	1	1
7H6Z-54044A74-AD	Passenger Airbag Module – 2006-2009 MKZ/Zephyr (Light Stone color)	1	1
7H6Z-54044A74-AE	Passenger Airbag Module – 2006-2009 MKZ/Zephyr (Charcoal Black color)	1	1
7H6Z-54044A74-AF	Passenger Airbag Module – 2006-2009 MKZ/Zephyr (Sand color)	1	1
<i>8E5Z-54044A74-AC</i>	<i>Passenger Airbag Module – 2006-2009 Fusion/Milan (Dark Stone color)</i>	<i>1</i>	<i>1</i>
<i>8E5Z-54044A74-AD</i>	<i>Passenger Airbag Module – 2006-2009 Fusion/Milan (Charcoal Black color)</i>	<i>1</i>	<i>1</i>

The DOR/COR number for this recall is 51115.

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New! PARTS ORDERING INFORMATION

Due to the varying levels of part inventories, the parts ordering procedure and the distribution strategy for this recall will vary by part number and vehicle line. Refer to the vehicle lines listed below for the part ordering procedure and distribution strategy. Once sufficient parts inventory is available, parts strategy will move to open ordering. Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering begins.

NOTE: *Because some parts used in this recall being shipped directly from the supplier, inventory that is readily available for ordering may not show available in dealer part ordering interfaces.*

2006-2009 Fusion and Milan

Part numbers 8E5Z-54044A74-AC and 8E5Z-54044A74-AD for 2006-2009 Fusion and Milan will be seed stocked to dealers starting in mid to late September. Dealers will receive a percentage of parts based on the number of 2006-2009 Fusion and Milan vehicles assigned to them on their FSA VIN list. Dealers that have 2006-2009 Fusion and Milan vehicle owners currently in a rental vehicle will also be shipped parts to repair those vehicles. If additional parts are required after receiving the seed stock shipment, submit a VIN-specific Part Order contact via the SSSC Web Contact Site to order additional parts.

Mustang, GT, and Ranger

Passenger airbag inflators 6G7Z-63044A74-A (2012 Mustang and GT), 5R3Z-63044A74-B (2005-2009 Mustang), and 8L5Z-10044A74-E (Ranger) were previously seed stocked to dealers that had vehicles assigned to them on their FSA VIN list. If additional parts are required, order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts should be placed.

There are still a significant number of unrepaired Ranger, Mustang, and Ford GT vehicles and dealers are encouraged to maintain stock of these parts to be prepared to repair vehicles as they arrive for repairs. Dealers should reference their FSA VIN list to monitor the number of unrepaired vehicles assigned to them.

2006-2009 MKZ/Zephyr

To place an order for a passenger airbag module for 2006-2009 MKZ/Zephyr part numbers 7H6Z-54044A74-AD, 7H6Z-54044A74-AE, and 7H6Z-54044A74-AF, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

PARTS RETENTION AND RETURN

It is critical that all original passenger airbag inflators removed from vehicles are not allowed back into the market. Therefore, all passenger airbag inflators under this safety recall have been assigned a \$100 core charge to ensure they will be properly returned.

The Regional Core Recover Center (RCRC), **including dealers in Alaska and Hawaii**, will pick up these airbag inflators along with all other core returns during your normal core retrieval visit.

For additional information, refer to Attachment VII: Regional Core Recovery Center – Airbag Inflator Return Process.

IMPORTANT: Old part number 5G7Z-63044A74-A for 2005-2006 Ford GT vehicles used under 14S28 must no longer be installed in vehicles, and 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 (17S01).

DEALER PRICE

For latest prices, refer to DOES II.

EXCESS STOCK RETURN

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