



David J. Johnson  
 Director  
 Service Engineering Operations  
 Ford Customer Service Division

Ford Motor Company  
 P. O. Box 1904  
 Dearborn, Michigan 48121

June 14, 2018

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

**SUBJECT:** **Safety Recall 17S42 – Supplement #4**  
 All 2004-2006 Model Year Ranger Vehicles  
 Driver and Passenger Airbag Inflator Replacement

**New! REASON FOR THIS SUPPLEMENT**

- *The rental vehicle reimbursement process and daily rate limits have changed. See attachment VIII Takata Airbag Recall Rental Vehicle Reimbursement Process for details.*
- *Dealers with Quick Lanes may now use Quick Lane service bays and Quick Lane technicians to perform **Takata Airbag Recalls**. Reference the Quick Lane Repairs section for further details.*
- *A dealer Q&A has been added to answer frequently asked questions.*

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Ranger	2004	Edison	Job 1 through Job Last
Ranger	2004 - 2006	Twin Cities	Job 1 through Job Last

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

Takata has determined that the propellant wafers in some airbag 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**

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

**NOTE:** This is a final / permanent repair. All vehicles that were previously serviced under Safety Recall 14B04, 15S22 and/or 16S03 must have this repair performed.

**OWNER NOTIFICATION MAILING SCHEDULE**

All original owner letter mailings have been completed. To encourage customers to have this important safety recall completed, follow up owner letter mailings are currently being sent on a regular cadence to customers that have not yet had this recall completed.

Dealers should repair any 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 \$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*  
Attachment IV: Regional Core Recovery Center Airbag Inflator Return Process  
*Attachment V: Dealer Q&A (NEW!)*  
*Attachment VI: Takata Airbag Recall Rental Vehicle Reimbursement Process (NEW!)*  
*Attachment VII: Restricted Vehicle Use Agreement (NEW!)*

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 17S42 – Supplement #4**  
All 2004-2006 Model Year Ranger Vehicles  
Driver and Passenger Airbag Inflator Replacement

**OASIS ACTIVATION**

OASIS was activated on December 13, 2017.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on December 13, 2017. Owner names and addresses will be available by April 6, 2018.

**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.

**New! 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.

**New! RENTAL VEHICLES**

If the customer requests a rental vehicle while waiting for parts to become available, *refer to the **Takata Airbag Recall Rental Vehicle Reimbursement Process (Attachment VIII)** for rental reimbursement guidelines and the process for requesting rental vehicle reimbursement.*

**Safety Recall 17S42 – Supplement #4**  
All 2004-2006 Model Year Ranger Vehicles  
Driver and Passenger Airbag Inflator Replacement

**New! 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.

**New! 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 (17S42) 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.
- Part numbers (8L5Z-10044A74-A and 4L5Z-63043B13-A) used under 14B04, 15S22 and/or 16S03 must no longer to 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 (17S42).

**NOTE:** The serial numbers of the new driver and passenger airbag inflators must be provided to Ford for the claim to be processed. The Technical Information in this bulletin advises technicians to document the serial numbers from the new airbag inflators on the repair order. The driver airbag inflator serial number is 12 characters, and the passenger airbag inflator serial number is 14 characters. Enter the serial numbers of the new airbag inflators 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 one serial number per CODE field.
    - Driver airbag inflator serial number is 12 characters
    - Passenger airbag inflator serial number is 14 characters
  - The serial number must entered without spaces or dashes.

Example:

- 86 17 157 04 59907 – **incorrect**
- 86171570459907 – **CORRECT**

**Safety Recall 17S42 – Supplement #4**  
All 2004-2006 Model Year Ranger Vehicles  
Driver and Passenger Airbag Inflator Replacement

**New! CLAIMS PREPARATION AND SUBMISSION (continued)**

- *Rental Vehicle Reimbursement:*
  - *Claim should be submitted under long-term rental program 18A04.*
  - *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 14, 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.*
  - *Reference the Takata Airbag Recall Rental Vehicle Reimbursement Process (Attachment VIII) for further detail on rental vehicle reimbursement.*

**Safety Recall 17S42 – Supplement #4**  
All 2004-2006 Model Year Ranger Vehicles  
Driver and Passenger Airbag Inflator Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Driver and Passenger Airbag Inflator	17S42B	0.7 Hours

Performing the supplemental restraint depower procedure and clearing DTCs was included in previous airbag inflator recalls 14B04, 15S22 and/or 16S03, but is no longer required.

**PARTS REQUIREMENTS / ORDERING INFORMATION**

- To ensure a sufficient supply of parts are available to repair all higher risk vehicles in safety recall 18S02, the parts ordering status has changed from open ordering to restricted ordering.
- To order parts for this recall dealers should submit a VIN specific part order request to the Special Service Support Center (SSSC).

Part Number	Description	Order Quantity
4L5Z-10043B13-D	Driver Airbag Inflator Kit	1
8L5Z-10044A74-D	Passenger Airbag Inflator Kit	1

**IMPORTANT:** Part numbers 8L5Z-10044A74-A and 4L5Z-63043B13-A used under field service action 14B04, 15S22 and/or 16S03 must no longer be installed in vehicles.

**PARTS RETURN FOR INFLATORS REMOVED FROM VEHICLES**

**NOTE:** All replaced driver airbag inflators and driver airbag modules must be returned in the new part box. If the new part box is damaged or lost, contact Miguel Prigadaa at 210-250-5078 or SCTakataRestrains\_International@xpo.com for a replacement box.

**NOTE:** RCRC will only pick-up parts that have a corresponding FCS-700 Tag.

- Part return instructions:
  - Dealers must monitor their OWS parts status report. A FCS-700 tag will be generated for each driver and passenger airbag inflator. Parts will be picked up by the RCRCs.
  - The RCRC will not pick up parts that are not properly packaged in the new part box.
  - Refer to Attachment IV for specific part return instructions and documentation.
  - Disregard prepaid FedEx shipping instructions that may be included in new part boxes.
- 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."

**IMPORTANT:** If a FCS-700 Tag is not issued, or the OWS parts status report directs to "Scrap" a part replaced under this safety recall, please submit a General Request to the SSSC Web Contact Site stating that you were directed to scrap a part.

**Safety Recall 17S42 – Supplement #4**  
All 2004-2006 Model Year Ranger Vehicles  
Driver and Passenger Airbag Inflator Replacement

**PARTS RETURN FOR 8L5Z-10044A74-A and 4L5Z-63043B13-A IN DEALER STOCK**

Dealer stock of part numbers 8L5Z-10044A74-A and 4L5Z-63043B13-A must no longer to be installed in vehicles and may be returned via the FSA parts return process. Please use “CG” as the claim code so they will be flagged as “defective” and note in the shipper field the FSA bulletin number (17S42).

**NOTE:** Ship dealer stock parts via contract carriage. Do not attempt to return parts using the shipping labels in the FCS-12637 return kit.

**EXCESS STOCK RETURN**

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

**DEALER PRICE**

For latest prices, refer to DOES II.