

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

New! DEALER Q & A

- Q1. A vehicle was previously in safety recall 17S42, why is it now in safety recall 18S02?**
- A. Within the overall population of vehicles affected by the Takata inflator issue, a subset of vehicles were built with a particular batch of driver airbag inflators shown to have a significantly higher risk of overaggressive combustion which may result in death or serious injury. Two inflators built on the same day as the driver side airbag inflator in this population of vehicles have ruptured causing fatal injuries. This subset population of vehicles were previously included in safety recall 17S42.
- Q2. Parts for this recall are on restricted ordering, can I still order parts?**
- A. Yes, there is currently limited stock of parts available to repair vehicles under this recall. Part orders will be fulfilled as parts become available.
- To order parts for this recall dealers should submit a VIN specific part order request to the Special Service Support Center (SSSC).
- Q3. Can the airbag inflator part numbers provided in safety recalls 16S03 and 15S22 be used to complete repairs under safety recall 17S42?**
- A. No, the part used in 16S03 and 15S22 are not equivalent to the parts required for 17S42. Use only the part numbers listed in the dealer bulletin for this recall (or latest level replacements) for this final repair.
- Q4. Are rental vehicles available while waiting on parts?**
- A. Yes, 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.
- Q5. 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.
- Q6. 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 check point to verify if parts are available to complete the recall and to renew any rental vehicle contracts.

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Q6. 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.

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.