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

**SUBJECT:** **Safety Recall 18S02 – DO NOT DRIVE VEHICLES – Supplement #10**  
 Certain 2006 Model Year Ranger Vehicles  
 Driver and Passenger Airbag Inflator Replacement Higher Risk Vehicles

**New! REASON FOR THIS SUPPLEMENT**

- *Changes have been made to the rental policy in the Dealer Bulletin and Takata Airbag Recall Rental Vehicle Policy attachment.*
- *Clarification has been made to the Parts Ordering Information in Attachment II.*

**AFFECTED VEHICLES**

**NOTE:** Parts to complete this recall repair on Ranger vehicles are readily available. The parts used in this recall are shipped directly from the supplier rather than from a Ford parts warehouse. **PARTS ARE AVAILABLE FOR ORDERING even though parts warehouses will not show any inventory.**

Vehicle	Model Year	Assembly Plant	Build Dates	Parts Availability
Ranger	2006	Twin Cities	August 5, 2005 through December 15, 2005	✓ Available

Affected vehicles are identified in OASIS and FSA VIN Lists.

**THE VEHICLES IN THIS PROGRAM SHOULD NOT BE DRIVEN UNTIL THIS REPAIR HAS BEEN PERFORMED**

**Within the overall population of vehicles affected by the Takata inflator issue, a subset of vehicles was built with a particular batch of driver airbag inflators shown to have a significantly higher risk of rupture which may result in death or serious injury in a crash that causes the airbags to deploy. 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.**

**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.

Customers are being advised not to drive their vehicles until this repair has been completed. To assist vehicle owners to have this repair completed, dealers are to offer customers the following services:

- Towing the owner's vehicle to the dealership for repairs
- Re-delivery of the owner's vehicle after repairs have been completed
- Mobile repairs at the vehicle owner's location

Refer to the **Vehicle Special Handling** section for further details.

**NOTE:** This is a final / permanent repair. Even if a vehicle has been previously serviced under Safety Recall 14B04, 15S22 and/or 16S03, the vehicle must still have this repair performed.

## **OWNER NOTIFICATION AND MAILING SCHEDULE**

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

Additionally, Ford is utilizing extraordinary measures including live phone calls, robo-calls, text messaging, emails, etc. to urge customers to have this urgent recall performed.

Dealers must repair any affected 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**

<i>Attachment I:</i>	<i>Administrative Information</i>
<i>Attachment II:</i>	<i>Labor Allowances and Parts Ordering Information</i>
Attachment III:	Technical Information
Attachment IV:	Regional Core Recovery Center Airbag Inflator Return Process
Attachment V:	Dealer Q&A
Attachment VI:	Mobile Service FAQ
Attachment VII:	Deployed, Missing, Incompatible, and Salvage Airbag Handling
<i>Attachment VIII:</i>	<i>Takata Airbag Recall Rental Vehicle Policy</i>
FSA Repair Unable To Be Completed Owner Letter	
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 18S02 - DO NOT DRIVE VEHICLES – Supplement #10**  
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**OASIS ACTIVATION**

OASIS was activated on January 10, 2018 and updated February 12, 2018 for the added vehicle population.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists and Owner names and addresses for the original vehicle population were made available through <https://web.fsavinlists.dealerconnection.com> on January 10, 2018. This information was made available for the added vehicle population on February 12, 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 contact dealers to have their vehicle towed to the dealer for repair. At the dealerships and customer's preference, remote repairs can be performed in lieu of having the vehicle towed to the dealership.
- Dealers are directed to use their FSA VIN List to identify and immediately contact any of the affected customers to schedule 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.

**OWNER REFUNDS**

Refunds are not approved for this program.

**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.

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### **\$200 VEHICLE SPECIAL HANDLING ALLOWANCE**

Dealers are authorized to claim up to a maximum combined value of \$200 to provide unique services for completing this program. Examples of potential services include:

- Technician travel to vehicle location for remote repair
- Vehicle transportation (towing/flatbed) to dealership
- Vehicle re-delivery to the owner's location after repairs have been completed
- Canvassing salvage yards to locate vehicles affected by this recall

The \$200 Special Vehicle Handling allowance is in place to help ensure vehicles affected by this **DO NOT DRIVE** recall are not driven until the recall repair has been completed. Once the repair has been completed the vehicle can then be driven to return it to the customer or the customer can pick their vehicle up at the dealership. In rare cases, \$200 may not be sufficient to tow the vehicle to the dealership. Dealers are encouraged to consider remote repairs at the vehicles location in these scenarios.

If there are special circumstances that require more than a \$200 Special Vehicle Handling Allowance to facilitate the repair of a vehicle under this recall, submit a VIN specific request to the Special Service Support Center for guidance prior to making towing arrangements.

### **What is vehicle canvassing?**

Vehicle canvassing involves using non-traditional methods to locate vehicles affected by a recall and facilitate the recall repair being completed. In most cases this will involve going to the vehicle rather than the vehicle coming to the dealer.

Examples of vehicle canvassing include:

- Visiting the last known vehicle owner's house and emphasizing the importance of having the recall performed and attempt to schedule a repair appointment or perform a mobile repair.
- Visiting used car lots to search for vehicles affected by this recall.
- Visiting vehicle auctions and offer to fix vehicles affected by this recall.
- Performing mobile repairs for customers that are hesitant or unable to come to a dealership.
- Partnering with independent repair facilities and body shops to identify their customers affected by this recall.
- Gathering the new vehicle owner contact information if the vehicle owner on record states they no longer own the vehicle.
- Visiting local businesses or fleets to check if any of their vehicles are included in the recall.

### **Canvassing Tools**

- Dealers should reference their FSA VIN list on FMC dealer or PTS to identify open VINs assigned to them in FSA 18S02 and for customer information.
- Ford uses registration information to communicate recall information to vehicle owners. Your Dealer management system may have alternative information for contacting the customer to encourage them to have the recall repair completed.
- Search local Craigslist postings, Facebook Marketplace, Autotrader, etc. to locate nearby vehicles that may be affected by the recall.
- Download the "Airbag Recall" license plate scanning app available for free on the Apple App store and Google Play. Dealers can use this app to canvass used car lots, parking lots, vehicle auctions, etc. and determine which vehicles have open recalls by simply scanning the license plate.

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**DEPLOYED, MISSING, INCOMPATIBLE, AND SALVAGE AIRBAG HANDLING**

For vehicles with deployed, missing, incompatible or salvage airbags refer to the Deployed, Missing, Incompatible or Salvage Airbag Handling attachment prior to attempting a repair.

**RENTAL VEHICLES**

The recall repair for these vehicles takes less than one hour to complete. With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required to complete this recall repair.

If a customer requests a rental vehicle while their vehicle is being repaired, or while waiting on parts to become available to complete the repair, rental vehicle reimbursement is available. Refer to the flow chart on page 5 of the Takata Airbag Recall Rental Policy attachment for the process for requesting rental vehicle reimbursement. Reimbursement rates are listed on page 2 of the attachment.

Dealers must notify the customer the same day that the repair is completed on their vehicle and request that they promptly return the rental vehicle. Rentals exceeding 7 days from the date the customer is notified that their vehicle is repaired, will not be reimbursed. Refer to the flow chart on page 5 of the Takata Airbag Recall Rental Policy attachment for details.

**NOTE:** To minimize the time that a customer is in a rental vehicle, dealers must order required parts prior to a customer's appointment if the parts availability in the Dealer Bulletin is listed as "Available".

**NOTE:** This rental vehicle provision is an effort to make it easier for customers to have this recall repair completed on their vehicle and should only be offered when a customer requests a rental vehicle. Rental vehicles must not be used to help manage service department scheduling.

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

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

- 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.

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**New! CLAIMS PREPARATION AND SUBMISSION**

- For accurate recall completion reporting dealers are encouraged to submit warranty claims as soon as the repair is completed.
- Enter claims using One Warranty Solution (OWS).
  - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number 18S02 is the sub code.
- Part numbers for both the driver and passenger inflator kits must be entered into the claim to ensure FCS-700 tags are generated for both parts.
- Old parts (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 18S02.

**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. If the serial number is not readable, a new inflator must be installed. 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 with no spaces or dashes.
    - Driver airbag inflator serial number is 12 characters
    - Passenger airbag inflator serial number is 14 characters
- **Special Handling Allowances**
  - For Vehicle Special Handling, claim up to a maximum of \$200. Special Handling must be on the same repair line as the FSA. Claim Special Handling under Misc. Expense Code “OTHER.”
  - To claim the Vehicle Canvassing Allowance, claim \$1,000 per VIN under Misc. Expense code “SCHP” on the same repair line the FSA is claimed. This allowance will be eligible for claims with an RO open date between August 7, 2018 – September 30, 2018. All warranty claims must be submitted and paid by September 30, 2018 midnight eastern standard time to be eligible for this special allowance. Vehicles in salvage yards are not eligible for this allowance.
  - For vehicles with deployed, missing, or incompatible airbags or vehicles located in a salvage yard, contact the SSSC for claiming information.
  - For reimbursement of the cost associated with purchasing undeployed salvage airbags, dealers can claim up to \$120 (\$60 for passenger side, \$55 for driver side, and \$120 for both) under Misc. Expense code “FSAEXP”.

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

**Rental Vehicle Reimbursement**

Refer to the Takata Airbag Recall Rental Vehicle Policy attachment for dollar amounts and further reimbursement details. Only actual rental expenses incurred should be claimed even if approved for additional rental days.

- Rental expenses must be claimed under FSA 18S02 on the same claim, and same RO line, as the repair.
- Dealers are pre-approved for up to 4 days of rental reimbursement.
- **If the rental period does not exceed 4 days**, submit the rental expense on the same claim, and RO line, as the repair. Use Misc. Expense Code “RENTAL”. No approval code is needed.
- **If the rental period exceeds 4 days**, a web contact must be submitted to the Special Service Support Center (SSSC) for approval. *Include details outlining why additional rental days are required.*
  - The SSSC web contact must include all rental expenses, admin fee (if applicable), parts costs, and labor costs. All of these amounts are required so the approval code will cover the entire RO line amount.
  - Enter the total amount of the rental expenses on the same claim, and same RO line, as the repair. Use Misc. Expense Code “RENTAL”.
  - A \$25 administrative fee can be claimed on any short-term rental claims that exceed 4 days of rental and have an RO date after September 23, 2018. Claim the administrative fee on the same RO line under Misc. Expense Code “FSAADD”. The \$25 must be included in the SSSC approval amount.

If the customer has paid for a rental vehicle or alternative transportation for the purpose of this recall, they are eligible for reimbursement within the guidelines outlined in the Takata Airbag Recall Rental Vehicle Policy. Dealers must follow the same process for claiming rental vehicle reimbursement and then refund the customer.



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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Driver and Passenger Airbag Inflator	18S02B	0.7 Hours
Deployed, Missing, or Incompatible airbags installed	Contact the SSSC	
Salvage Airbag Handling	Contact the SSSC	

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.

**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

**Parts are available for open order.** Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed. *The emergency order surcharge can be waived on Ford Motor Company-paid repairs; see section 2500 of the Dealer Parts Policy & Procedure Manual on FMCDealer for details on order submission requirements.*

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

**NOTE:** Parts to complete this recall repair on Ranger vehicles are readily available. The parts used in this recall are shipped directly from the supplier rather than from a Ford parts warehouse. **PARTS ARE AVAILABLE FOR ORDERING even though parts warehouses will not show any inventory.**

**IMPORTANT:** Old parts (8L5Z-10044A74-A and 4L5Z-63043B13-A) used under 14B04, 15S22 and/or 16S03 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 18S02.

The DOR/COR number for this recall is 51114.

**EXCESS STOCK RETURN**

To support NHTSA-assigned completion mandates for the Takata airbag recalls, and the millions of Ford and Lincoln vehicles that require repairs under the Takata airbag recalls, excess stock returns will not be accepted for unused new recall remedy parts until 85% of all affected vehicles have been repaired. Dealers should utilize their FSA VIN list and DMS information to contact their affected customers and repair all vehicles that are brought to your dealership with an open Takata airbag recall.

**DEALER PRICE**

For latest prices, refer to DOES II.



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**PARTS RETENTION AND RETURN**

**NOTE:** All replaced driver and passenger airbag inflators must be returned in the new part box. If the new part box is damaged or lost, contact XPO logistics at 210-250-5079 or [SCFieldAction.14305@xpo.com](mailto:SCFieldAction.14305@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.

## CERTAIN 2006 RANGER VEHICLES — DRIVER AND PASSENGER AIRBAG INFLATOR REPLACEMENT

### OVERVIEW

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.

Dealers are to replace the driver and passenger airbag inflators. The serial number from both new airbag inflators must be recorded on the repair order. Place the replaced inflators into the packaging from the new part and provide to the appropriate dealership personnel for part returns.

**NOTE:** 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.


### SERVICE PROCEDURE

#### Recommended Tools:

1/4" Drive Deep Socket - 7mm
1/4" Drive Ratchet
1/4" Drive Extension - 6" (152mm)
1/4" Drive Shallow Socket - 8mm
1/4" Drive Impact Driver
1/4" Drive Torque Wrench
Side Cutters
Utility Knife
Needle Nose Pliers
Pocket Screwdriver



## DRIVER AIRBAG INFLATOR REPLACEMENT

 **WARNING:** Failure to follow the instructions and warnings in the Workshop Manual (WSM) may result in injury.

**NOTE:** If the Airbag Readiness light indicates no Supplemental Restraint System (SRS) faults are present, it is not necessary to follow the WSM SRS Depowering and Repowering steps. Turn the ignition to OFF and wait 1 minute, then it is safe to proceed with airbag inflator replacement.

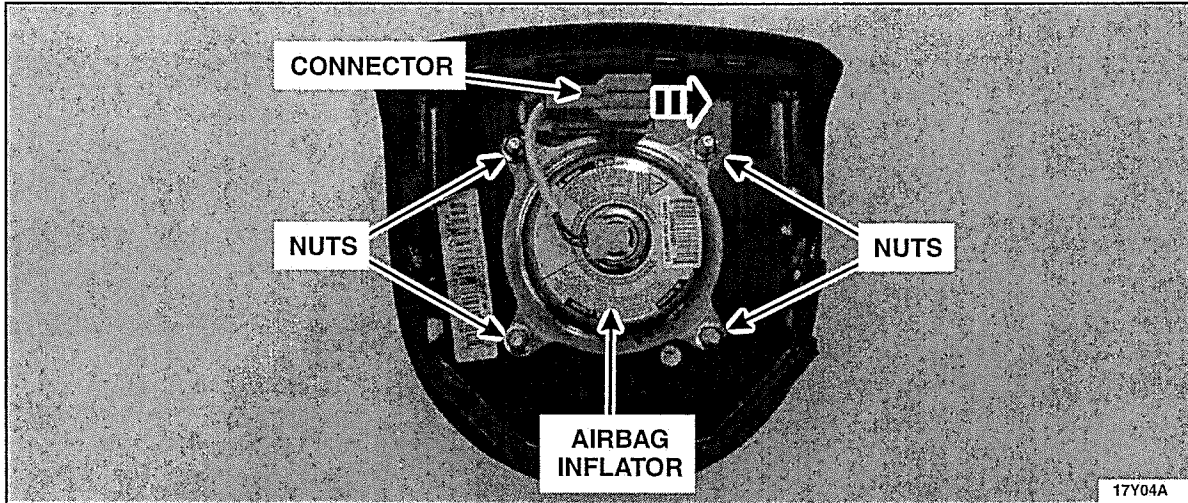
**NOTE:** The ignition must remain OFF until this service procedure is completed.

1. Remove the driver airbag from the vehicle. Please follow the WSM procedures in Section 501-20B.
2. Set the airbag face down onto a surface that will not scratch or damage the airbag face.



**⚠ WARNING:** Do not allow any debris on or around the airbag once the inflator is removed.

3. Release the retaining tab and slide the driver airbag inflator connector off of the tang. See Figure 1.
4. Remove and discard the four airbag inflator retaining nuts from the driver side airbag. See Figure 1.



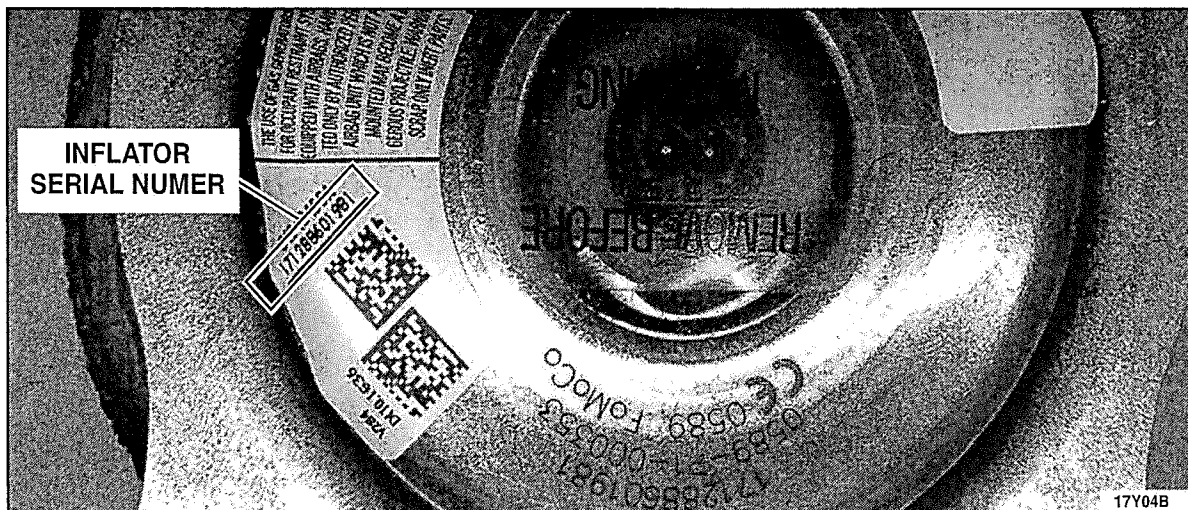
**FIGURE 1**

5. **NOTE:** In order to verify the correct airbag inflator is installed, mark the old airbag inflator with a felt tip marker prior to removal.

Remove the airbag inflator and set aside for return shipping. See Figure 1.

6. **NOTE:** The serial number of the *new* driver airbag inflator must be provided to Ford for the warranty claim to be processed.

Record the 12 character serial number of the *new* driver airbag inflator on the repair order. See Figure 2.



**FIGURE 2**



7. **NOTE:** The *new* airbag inflator must be installed in the same orientation as the original part to ensure the inflator module and airbag harness electrical connector T-shape indexes are aligned properly. See Figures 1 and 3.

Install the *new* driver airbag inflator and install four *new* nuts. See Figure 3.

- Tighten to 6.5 Nm (57 lb-in) in the specified sequence.

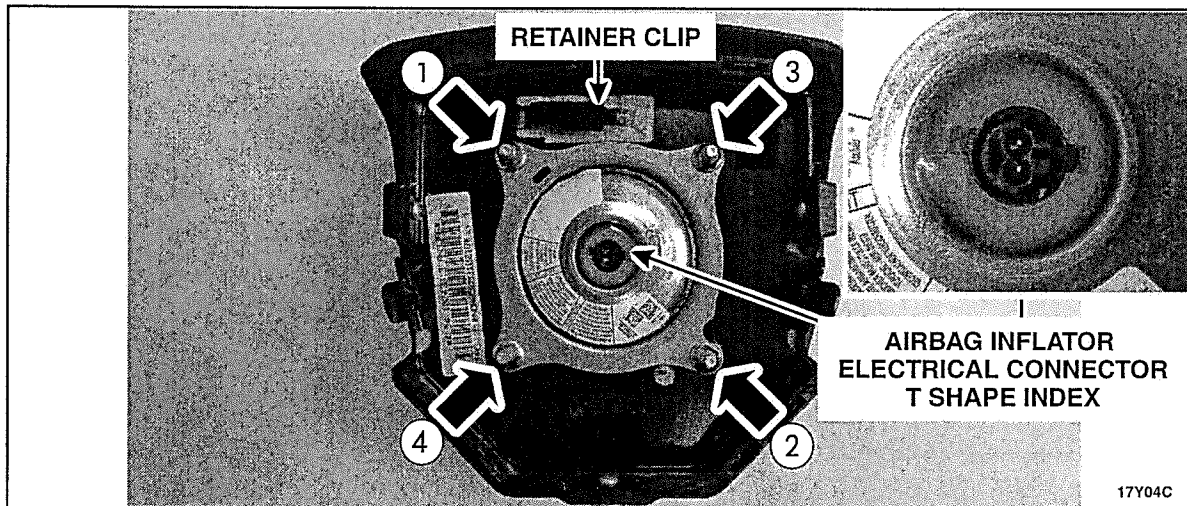


FIGURE 3

8. Align the T-shape index on both the wiring harness electrical connector and the airbag inflator, connect the *new* airbag wiring harness to the inflator module and fully seat the orange tab. See Figure 4.
9. Ensure the connection between the wiring harness electrical connector and the airbag inflator by pulling gently on the wiring harness to ensure it is properly seated. See Figure 4.
10. Slide the airbag inflator connector onto the tang. See Figure 4.

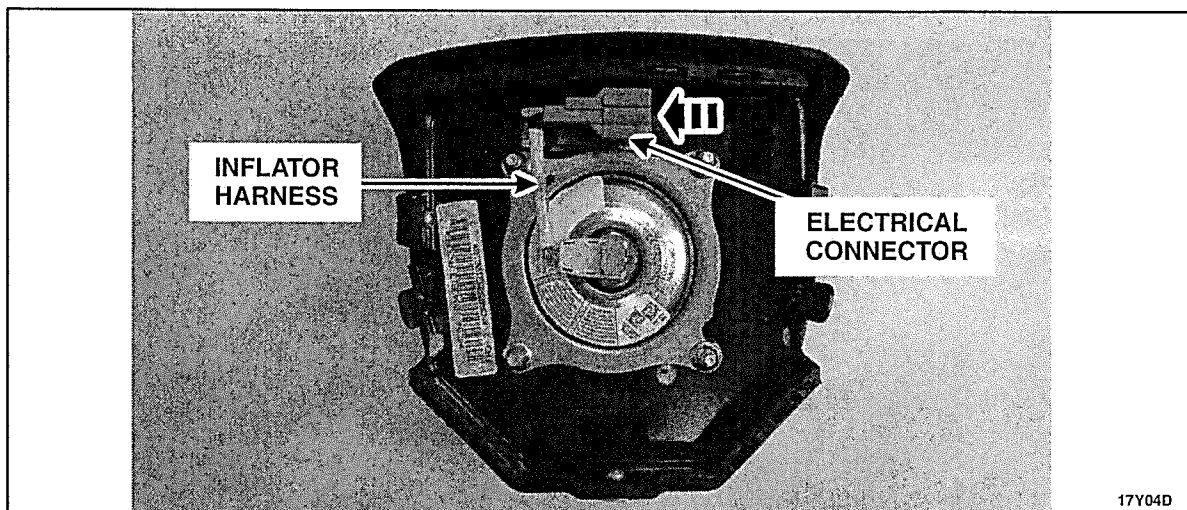


FIGURE 4



11. Re-install the driver airbag. Please follow the WSM procedures in Section 501-20B.
12. Confirm that the airbag readiness light still indicates no SRS faults are present.
13. Package the replaced inflator in the *new* part box and provide to the appropriate dealership personnel for part returns.

## PASSENGER AIRBAG INFLATOR REPLACEMENT

**⚠ WARNING:** Failure to follow the instructions and warnings in the Workshop Manual (WSM) may result in injury.

**NOTE:** If the Airbag Readiness light indicates no Supplemental Restraint System (SRS) faults are present, it is not necessary to follow the WSM SRS Depowering and Repowering steps. Turn the ignition to OFF and wait 1 minute, then it is safe to proceed with airbag inflator replacement.

**NOTE:** The ignition must remain OFF until this service procedure is completed.

1. Remove the passenger airbag from the vehicle. Please follow the WSM procedures in Section 501-20B.
2. Set the airbag face down onto a surface that will not scratch or damage the airbag face.

**NOTE:** Care must be taken as to not pierce the inflator harness wiring.

3. Cut and peel back wiring sleeve to expose inflator wiring. See Figure 5.

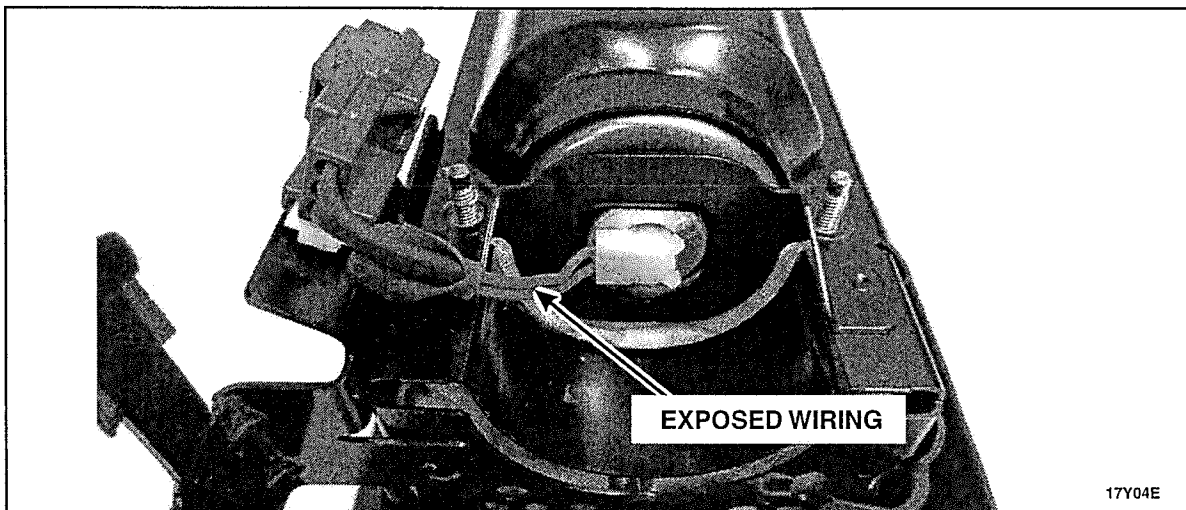


FIGURE 5



4. Install a wiring shunt between the inflator wiring connector and the inflator body, this will cause the inflator to become inert. See Figure 6.

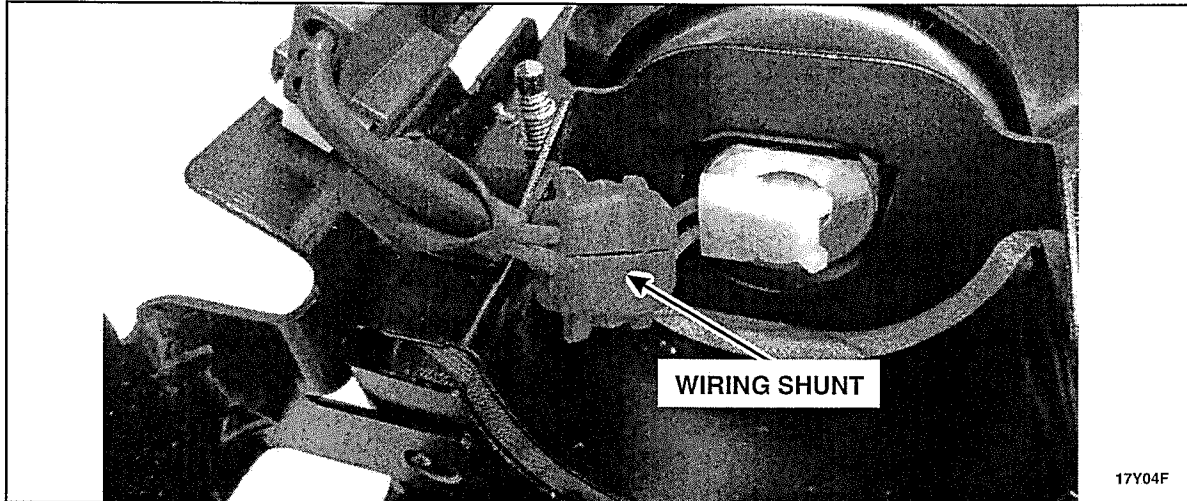


FIGURE 6

5. Cut the inflator wiring between connector and the shunt. See Figure 7.

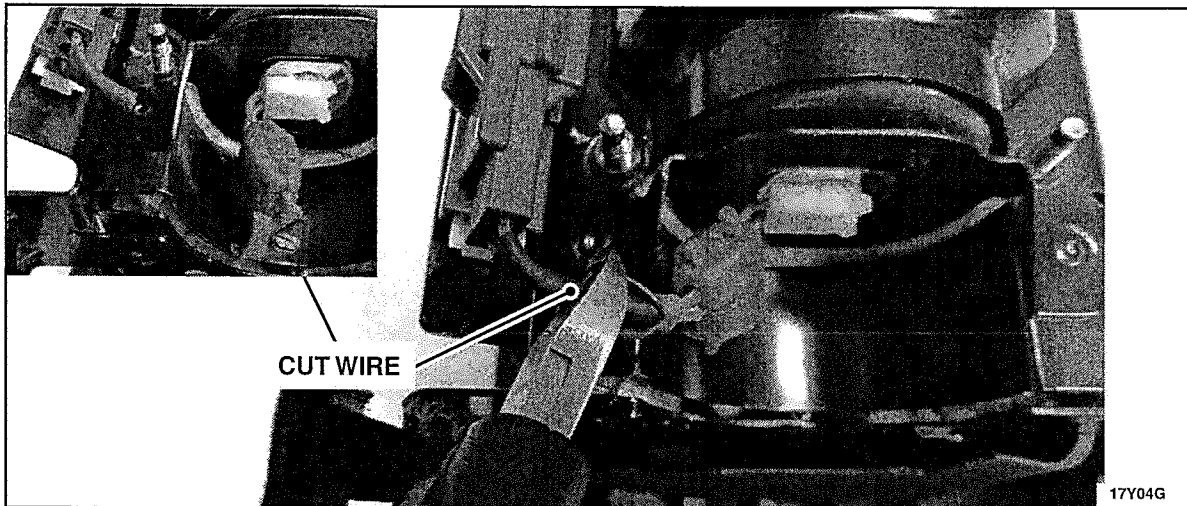


FIGURE 7





6. Remove and discard the four airbag inflator retaining nuts and the bracket. See Figure 8.

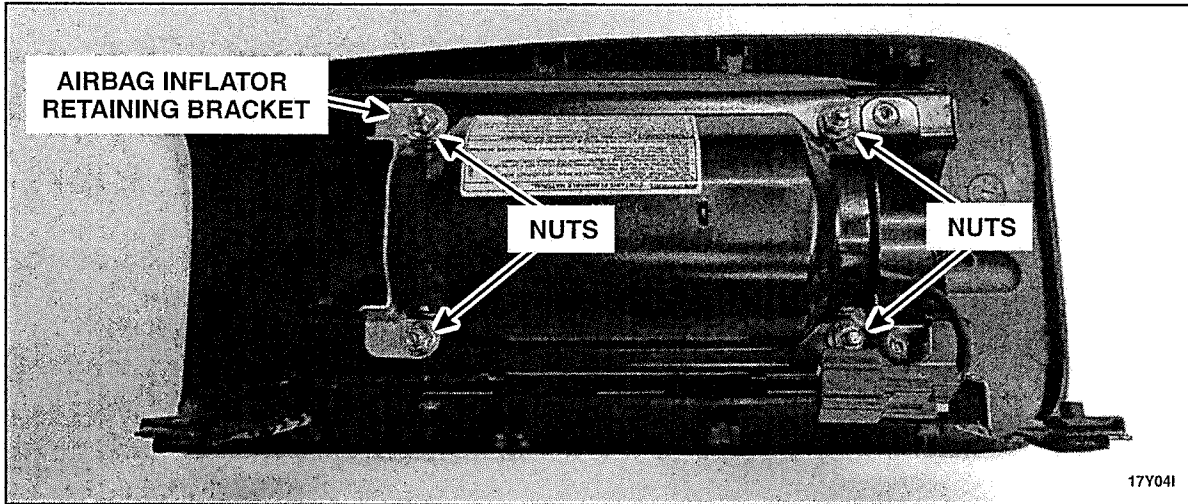


FIGURE 8

**⚠ WARNING:** Do not allow any debris on or around the airbag once the inflator is removed.

7. With an assistant holding the airbag assembly, remove the inflator from the airbag assembly by pushing outward on the inflator. See Figure 9.

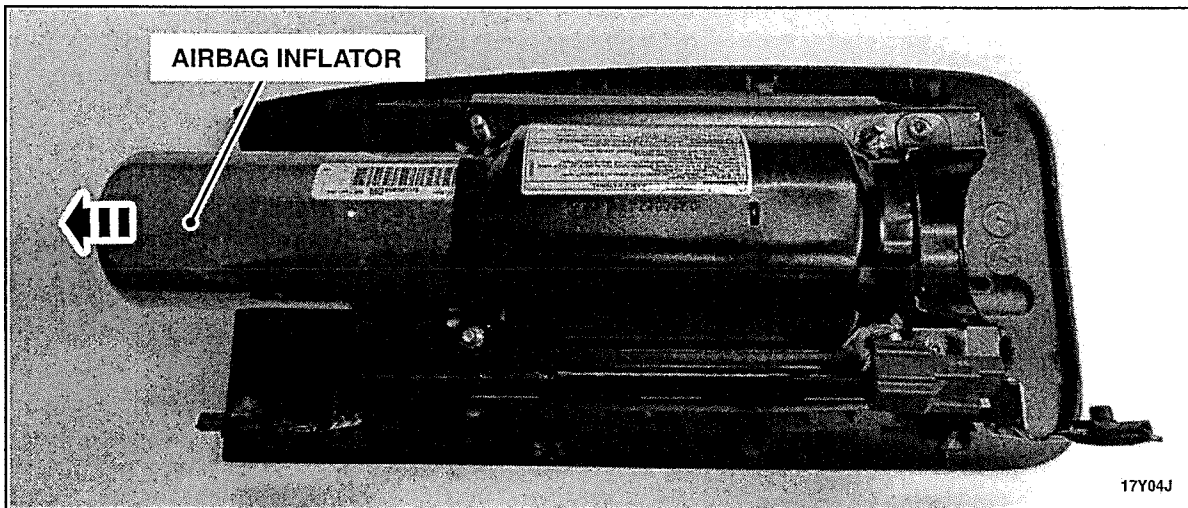


FIGURE 9



8. Remove the airbag inflator harness electrical connector. See Figure 10.

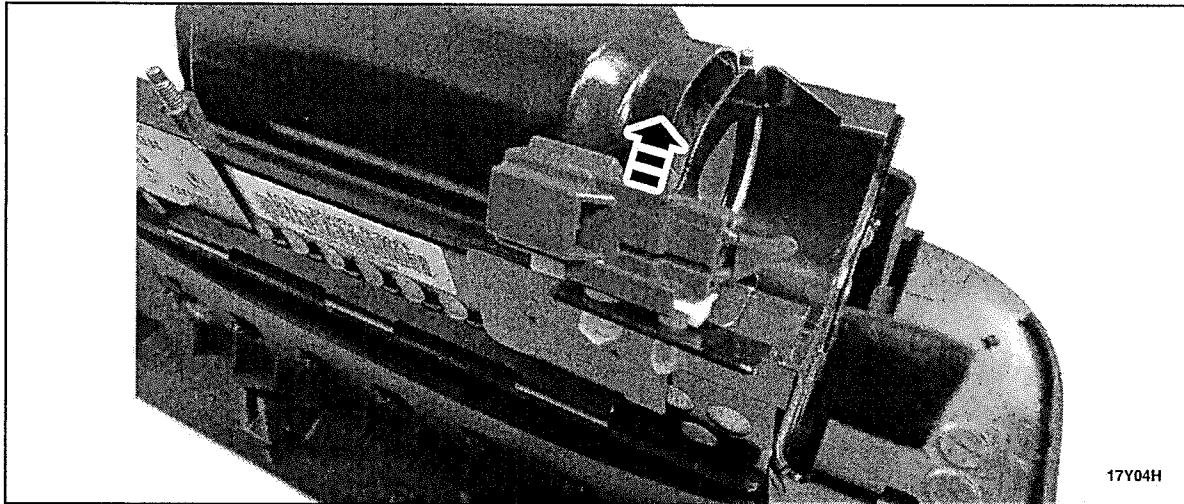


FIGURE 10

9. **NOTE:** The serial number of the *new* passenger airbag inflator must be provided to Ford for the warranty claim to be processed.

Record the 14 character serial number of the *new* passenger airbag inflator on the repair order. See Figure 11.

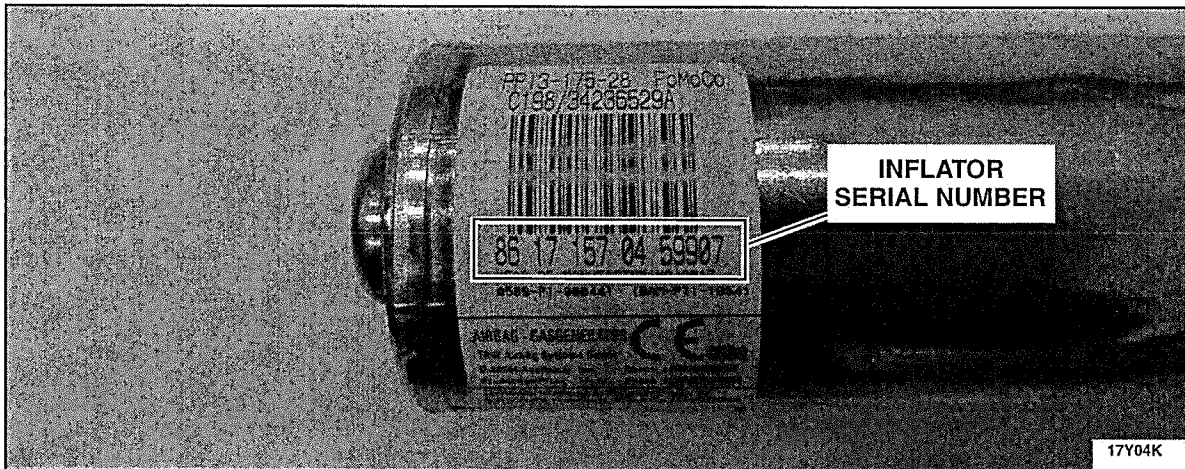


FIGURE 11



10. **NOTE:** Both *new* inflator connector end caps must be installed with the tab features aligned and fully seated. Both end caps are specific to either end of the Inflator.

**NOTE:** The tail end cap does not have an alignment tab.

Align and install both *new* inflator end caps. See Figure 12 and 13.

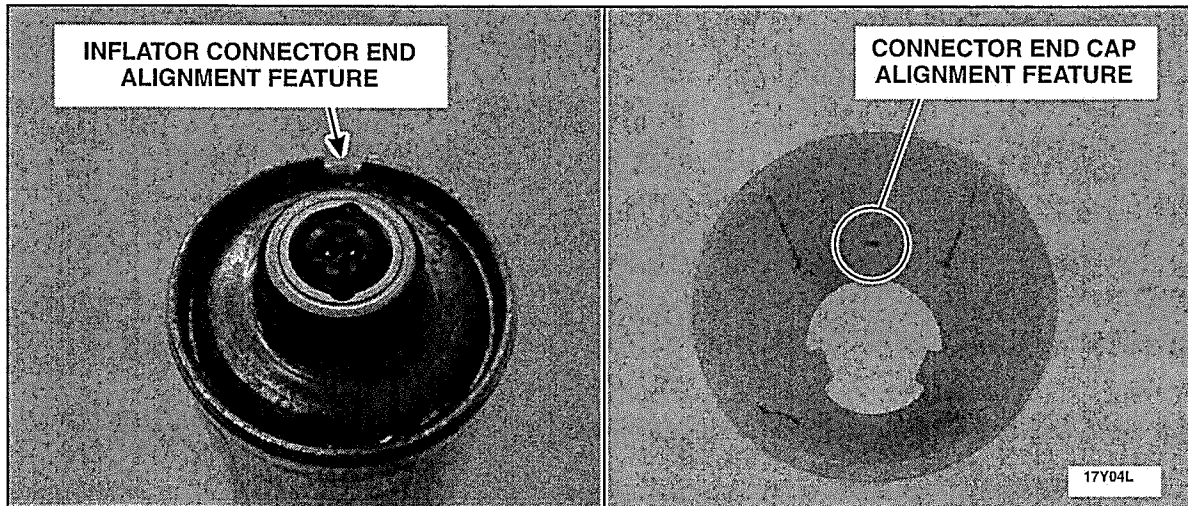


FIGURE 12

11. Install inflator into air bag assembly with connector end facing out, so that the alignment feature is aligned directly facing up. See Figure 13.

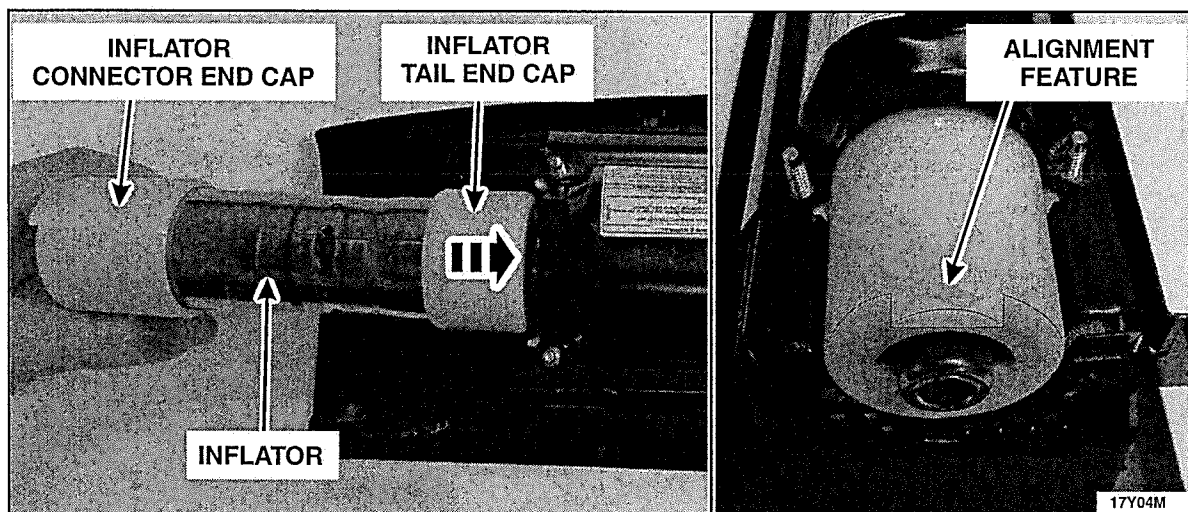


FIGURE 13



12. Align and Install the *new* inflator retaining bracket . See Figure 14.

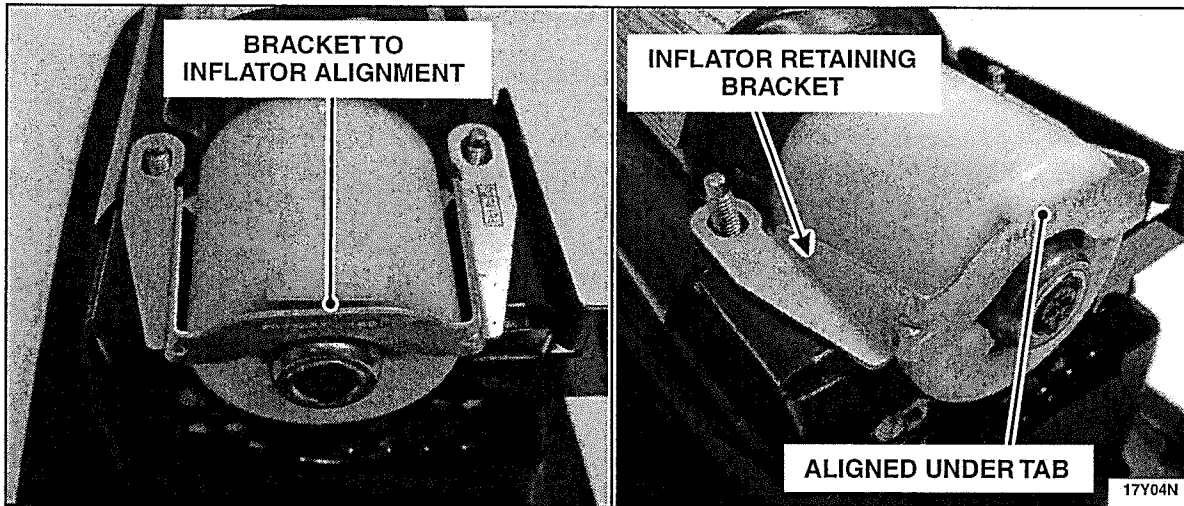


FIGURE 14

13. Install four *new* nuts. Assure pop-up indicator on air bag assembly is present. See Figure 15.

- Tighten to 3.9 Nm (35 lb-in) in the specified sequence.

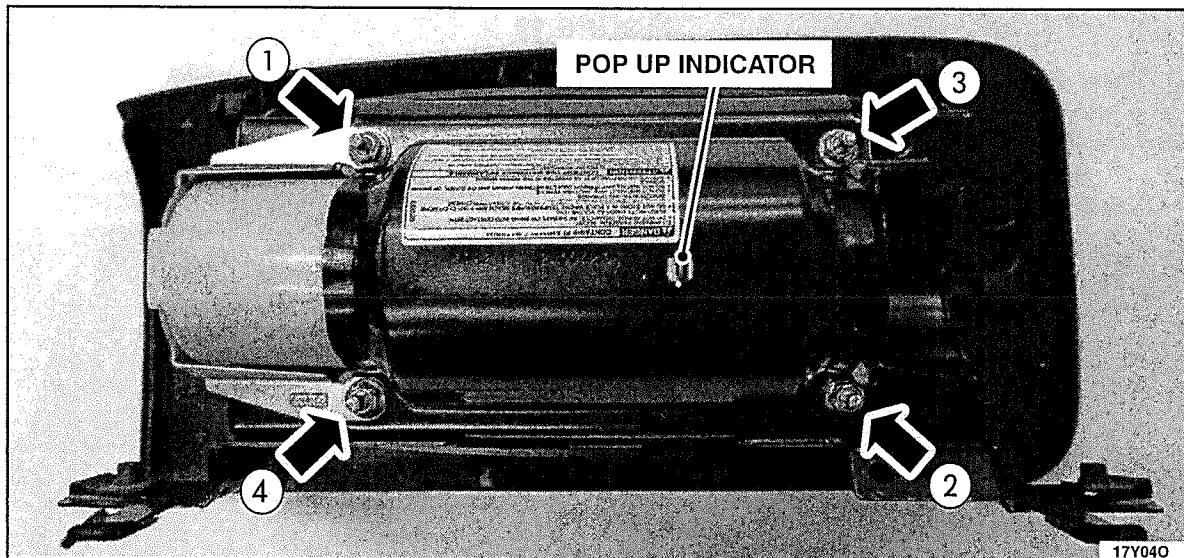
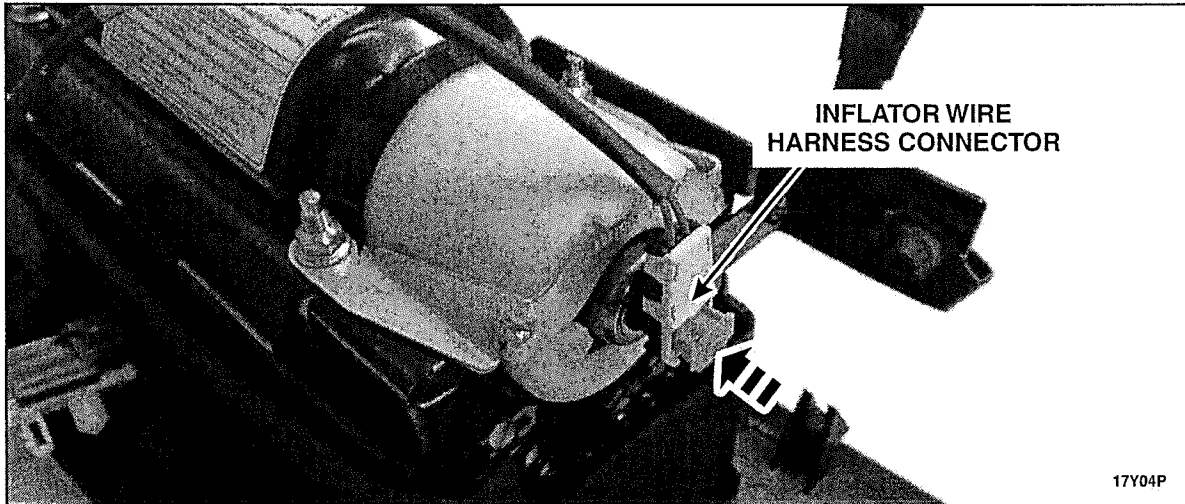


FIGURE 15

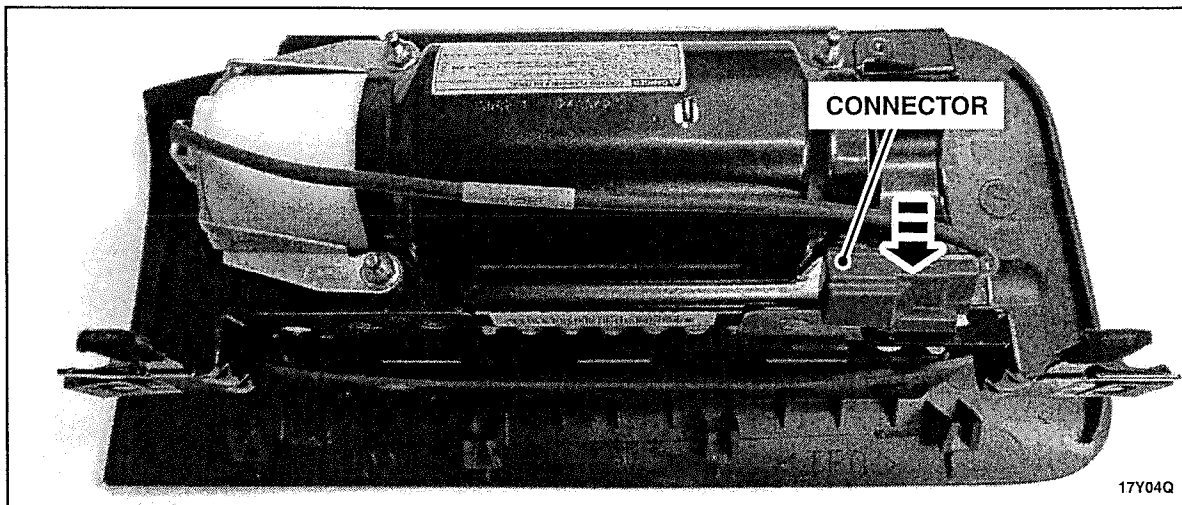


14. Align the T-shape index on both the wiring harness electrical connector and the airbag inflator, connect the *new* airbag wiring harness to the inflator module and fully seat the orange tab. See Figure 16.
15. Ensure the connection between the wiring harness electrical connector and the airbag inflator by pulling gently on the wiring harness to ensure it is properly seated. See Figure 16.



**FIGURE 16**

16. Install inflator harness connector to the air bag assembly bracket. See Figure 17.



**FIGURE 17**

17. Re-install the passenger airbag. Please follow the WSM procedures in Section 501-20B.
18. Confirm that the airbag Readiness light still indicates no SRS faults are present.
19. Package the replaced inflator in the new part box and provide to the appropriate dealership personnel for part returns.



**Safety Recall 18S02 – DO NOT DRIVE VEHICLES**  
Certain 2006 Model Year Ranger Vehicles  
Driver and Passenger Airbag Inflator Replacement Higher Risk Vehicles

**REGIONAL CORE RECOVERY CENTER AIRBAG INFLATOR RETURN PROCESS**

**PART RETURN INSTRUCTIONS AND SHIPPING DOCUMENTATION**

The Regional Core Recover Center (RCRC) will only pick up airbag inflators with a corresponding FCS-700 tag, and the replaced inflator must be packaged in the box from the new inflator. A FCS-700 tag will be generated for each airbag inflator on claims paid on or after January 10, 2018.

**NOTE:** If the new airbag inflator box is damaged or lost, call 210-250-5079 or email [SCFIELDACTION.14305@XPO.COM](mailto:SCFIELDACTION.14305@XPO.COM) for a replacement box.

Print and provide both of the following completed documents to the RCRC driver:

1. Hazardous Materials Shipping Document (Page 2)
  - a. In the box titled Shipper, enter your dealership name and address.
  - b. In the box titled Receiver, enter the address of your Regional Core Recovery Center.  
NOTE: Page 4 contains a list of RCRC locations. If you are unsure of which RCRC location serves your dealership, consult the RCRC driver.
  - c. In the box titled Number/Type of Package, enter the number of boxed inflators.
  - d. In the box titled Weight, enter the total shipment weight of all boxed inflators.
  - e. At the bottom of the Hazardous Materials Shipping Document, complete the Shipper's Certification
2. North American Emergency Response Guide 171 (Page 3)



**HAZARDOUS MATERIALS SHIPPING DOCUMENT – GROUND TRANSPORTATION**

SHIPPER	RECEIVER
Dealership Name:	Ford Motor Company
	Regional Core Recovery Center
Address:	Address:
Phone:	Phone:
<b>24-HOUR EMERGENCY CONTACT: INFOTRAC 1-800-535-5053 (Domestic) 1-352-323-3500 (International)</b>	

**General Instructions:** Pursuant to 49 CFR each person who offers a hazardous material for transportation shall perform the following pre- transportation functions: (1) Determine the hazard class of the material (2) Select authorized hazmat packaging (3) Fill hazmat packaging (4) Properly close hazmat packaging (5) Properly mark the package (6) Properly label the package (7) Prepare shipping document (8) Provide and maintain emergency response information (9) Review shipping paper to verify compliance to 49 CFR (10) Sign shipping document to certify shipment is in conformance to 49 CFR (11) Load hazardous material in transport vehicle (12) Segregate hazardous material from incompatible cargo (13) Select, provide or affix placards to transport vehicle to indicate that it holds hazardous materials.

Also, pursuant to 49 CFR an employer must ensure any employee performing any function affecting the transport of hazardous materials must be appropriately trained for the function the employee performs and must be retrained every thirty-six months.

DOT Shipping Description		
Number/Type of Package	UN Number, Proper Shipping Name, Hazard Class, Packing Group	Weight
Box(es)	UN3268, Safety Devices, Class 9	Lbs.

**Shipper's Certification (49 CFR 172.204):** This is to certify that the above named materials are properly classified, described, packaged, marked and labeled and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.

**NAME:** \_\_\_\_\_ **SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_



<p><b>GUIDE</b> 171</p> <p>SUBSTANCES (LOW TO MODERATE HAZARD)</p> <p>ERG2D12</p> <p><b>GUIDE</b> 171</p> <p>SUBSTANCES (LOW TO MODERATE HAZARD)</p> <p>ERG2D12</p>	<p><b>POTENTIAL HAZARDS</b></p> <p><b>FIRE OR EXPLOSION</b></p> <ul style="list-style-type: none"> <li>Some may burn but none ignite readily.</li> <li>Containers may explode when heated.</li> <li>Some may be transported hot.</li> </ul> <p><b>HEALTH</b></p> <ul style="list-style-type: none"> <li>Inhalation of material may be harmful.</li> <li>Contact may cause burns to skin and eyes.</li> <li>Inhalation of Asbestos dust may have a damaging effect on the lungs.</li> <li>Fire may produce irritating, corrosive and/or toxic gases.</li> <li>Some liquids produce vapors that may cause dizziness or suffocation.</li> <li>Runoff from fire control may cause pollution.</li> </ul> <p><b>PUBLIC SAFETY</b></p> <ul style="list-style-type: none"> <li><b>CALL EMERGENCY RESPONSE</b> Telephone number on Shipping Paper first. If Shipping Paper not available or no answer, refer to appropriate telephone number listed on the inside back cover.</li> <li>As an immediate precautionary measure, isolate spill or leak area in all directions for at least 50 meters (150 feet) for liquids and at least 25 meters (75 feet) for solids.</li> <li>Keep unauthorized personnel away.</li> <li>Stay upwind.</li> </ul> <p><b>PROTECTIVE CLOTHING</b></p> <ul style="list-style-type: none"> <li>Wear positive pressure self-contained breathing apparatus (SCBA).</li> <li>Structural firefighters' protective clothing will only provide limited protection.</li> </ul> <p><b>EVACUATION</b></p> <p>Spill</p> <ul style="list-style-type: none"> <li>See Table 1 - Initial Isolation and Protective Action Distances for highlighted materials. For non-highlighted materials, increase, in the downwind direction, as necessary, the isolation distance shown under "PUBLIC SAFETY".</li> </ul> <p>Fire</p> <ul style="list-style-type: none"> <li>If tank, rail car or tank truck is involved in a fire, ISOLATE for 800 meters (1/2 mile) in all directions; also, consider initial evacuation for 800 meters (1/2 mile) in all directions.</li> </ul>
	<p><b>EMERGENCY RESPONSE</b></p> <p><b>FIRE</b></p> <p><b>Small Fire</b></p> <ul style="list-style-type: none"> <li>Dry chemical, CO<sub>2</sub>, water spray or regular foam.</li> </ul> <p><b>Large Fire</b></p> <ul style="list-style-type: none"> <li>Water spray, fog or regular foam.</li> <li>Do not scatter spilled material with high pressure water streams.</li> <li>Move containers from fire area if you can do it without risk.</li> <li>Dike fire-control water for later disposal.</li> </ul> <p><b>Fire Involving Tanks</b></p> <ul style="list-style-type: none"> <li>Cool containers with flooding quantities of water until well after fire is out.</li> <li>Withdraw immediately in case of rising sound from venting safety devices or discoloration of tank.</li> <li>ALWAYS stay away from tanks engulfed in fire.</li> </ul> <p><b>SPILL OR LEAK</b></p> <ul style="list-style-type: none"> <li>Do not touch or walk through spilled material.</li> <li>Stop leak if you can do it without risk.</li> <li>Prevent dust cloud.</li> <li>Avoid inhalation of asbestos dust.</li> </ul> <p><b>Small Dry Spill</b></p> <ul style="list-style-type: none"> <li>With clean shovel place material into clean, dry container and cover loosely; move containers from spill area.</li> </ul> <p><b>Small Spill</b></p> <ul style="list-style-type: none"> <li>Take up with sand or other non-combustible absorbent material and place into containers for later disposal.</li> </ul> <p><b>Large Spill</b></p> <ul style="list-style-type: none"> <li>Dike far ahead of liquid spill for later disposal.</li> <li>Cover powder spill with plastic sheet or tarp to minimize spreading.</li> <li>Prevent entry into waterways, sewers, basements or confined areas.</li> </ul> <p><b>FIRST AID</b></p> <ul style="list-style-type: none"> <li>Move victim to fresh air.</li> <li>Call 911 or emergency medical services.</li> <li>Give artificial respiration if victim is not breathing.</li> <li>Administer oxygen if breathing is difficult.</li> <li>Remove and isolate contaminated clothing and shoes.</li> <li>In case of contact with substance, immediately flush skin or eyes with running water for at least 20 minutes.</li> <li>Ensure that medical personnel are aware of the material(s) involved and take precautions to protect themselves.</li> </ul>

### RCRC Locations

RCRC CODE	Address	City	State	Zip
00708	TRI COUNTY COMMERCE PARK, BLDG. 3/3A, 2511 LOVI ROAD	FREEDOM	PA	15042
01183	20501 PENNSYLVANIA ROAD STE 140	BROWNSTOWN Twp	MI	48192
01326	9040 BURROUGH DOVER LANE	PENNSAUKEN	NJ	08110
01728	3700 CLAYMOORE PK. DR., S. 160	HOUSTON	TX	77043
01729	5915 CORRIDOR PARKWAY	SCHERTZ	TX	78154
02276	4300 ROUND LAKE ROAD W. UNIT 200	ARDEN HILLS	MN	55112
02454	1605 SURVEYOR BLVD.	CARROLLTON	TX	75006
03001	8333 WASHINGTON PL NE Suite E	ALBUQUERQUE	NM	87113
03199	7103 E. 47TH AVE.	DENVER	CO	80216
04861	5503 F ST	OMAHA	NE	68117
05399	3421 W. WELDON.	PHOENIX	AZ	85017
05495	4161 DIXON AVE	DES MONIES	IA	50313
05514	3645 DEVELOPERS RD.	INDIANAPOLIS	IN	46227
06201	3737 S. CAPITOL AVE.	WHITTIER	CA	90601
06583	600 SOUTH THERESA AVE.	ST LOUIS	MO	63103
06586	4444 SOUTH BLVD.	CHARLOTTE	NC	28209
06615	8242 SANDY COURT	JESSUP	MD	20794
06952	7145 INDUSTRIAL	EL PASO	TX	79915
06953	550 GILLS DRIVE	ORLANDO	FL	32824
06954	5286 GEORRGIA HWY 85, SUITE 200	FOREST PARK	GA	30297
06955	545 FORD AVE	JACKSON	MS	39209
06959	900 W. MAIN	OKLAHOMA CITY	OK	73106
07089	4304 EUBANK ROAD	RICHMOND	VA	23231
08263	11 CHAPIN RD, UNIT A	PINE BROOK	NJ	07058
08453	18637 72nd AVE S	KENT	WA	98032
08454	5220 N. E. 152ND PLACE	PORTLAND	OR	97230
08587	2999 MILLER STREET	SAN LEANDRO	CA	94577
08731	8250 NE UUNDERGROUND DRIVE PILLAR 153	KANSAS CITY	MO	64161
08858	2333 S. 1800 WEST	WEST VALLEY CITY	UT	84119
09001	3311 CORPORATE DR	JOLIET	IL	60431
09121	444 WHITNEY ST	NORTHBOROUGH	MA	01532
09252	1901 LEMOYNE AVE.	SYRACUSE	NY	13208

**Safety Recall 18S02 – DO NOT DRIVE VEHICLES**  
Certain 2006 Model Year Ranger Vehicles  
Driver and Passenger Airbag Inflator Replacement Higher Risk Vehicles

**DEALER Q & A**

**Q1. This 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. Are parts available for this recall?**

A. Yes, parts are now available for open ordering.

**Q3. Can the airbag inflator part numbers provided in safety recalls 16S03 and 15S22 be used to complete repairs under safety recall 18S02?**

A. No, the part used in 16S03 and 15S22 are not equivalent to the parts required for 18S02. 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 for customers?**

A. Yes, if a customer requests a rental vehicle. Refer to the Takata Airbag Recall Rental Vehicle Policy attachment for full details.

**Q5. What if it costs more than \$200 to tow the customer's vehicle to the dealer?**

A. The \$200 Special Vehicle Handling allowance is in place to help ensure vehicles affected by this DO NOT DRIVE recall are not driven until the recall repair has been completed. Once the repair has been completed the vehicle can then be driven to return it to the customer or the customer can pick their vehicle up at the dealership. In rare cases, \$200 may not be sufficient to tow the vehicle to the dealership. Dealers are encouraged to consider remote repairs at the vehicles location in these scenarios.

If there are special circumstances that require more than a \$200 Special Vehicle Handling Allowance to facilitate the repair of a vehicle under this recall, submit a VIN specific request to the Special Service Support Center for guidance prior to making towing arrangements.

**Q6. 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.

**Safety Recall 18S02 – DO NOT DRIVE VEHICLES**  
Certain 2006 Model Year Ranger Vehicles  
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**Q7. Can my Dealership use Quick Lane bays and Technicians to complete this recall?**

- A. 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.

**Q8. 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.

**Q9. How often are the VIN Lists updated?**

- A. Ford obtains updated registration and title information every 60 days for vehicles in the Takata recalls. The VIN Lists are updated nightly based on events that occurred the previous day. Before performing any Field Service Action work, please verify with Global OASIS that an open FSA(s) exists.

**Q10. Carfax or another resource is showing that a vehicle on my dealer's FSA VIN list has been destroyed. Can this VIN be removed from my dealer's FSA VIN list?**

- A. While this can be a good indicator of a vehicle's current status, there is still a chance that the vehicle may have been rebuilt and is back on the road. Until it is certain that a vehicle's airbags no longer pose a safety risk, the recall needs to remain open to meet the requirements set by the National Highway Traffic Safety Administration.

**Q11. A vehicle on my dealer's FSA VIN list has deployed, modified, or missing airbags. Can the vehicle be removed from my dealer's FSA VIN list?**

- A. Vehicles that have deployed, missing, or modified airbags need to be reviewed by the Special Service Support Center (SSSC) to ensure the potential risk for airbag inflator rupture is no longer present. Dealers are encouraged to submit a VIN specific web contact request to the SSSC with pictures showing the airbag's state and vehicle's VIN plate so a determination can be made.

**Q12. Why am I missing customers from my customer list? Why are certain customers appearing on my list whose vehicle I did not sell, and have never serviced?**

- A. Customers are assigned to dealers based on the selling dealer code used to report the sale of the vehicle to Ford Motor Company. If the vehicle is "in-stock" it will be assigned based on the stocking, shipping or ordering dealer codes of record at Ford Motor Company. If a customer is missing from your customer list, then your dealership is most likely not the selling dealership of record with Ford Motor Company.

**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.

## MOBILE SERVICE FAQ

[CLICK HERE](#) To view a Mobile Service Overview Video

Depending on the size of your dealership and the number of unrepaired vehicles on your FSA VIN list, mobile service operations will vary. Below is a list of basic resources and reasons to get started with mobile repair. Dealers will need to develop their own processes that works best for their business and customers.

### Why Offer Mobile Service?

- Recently completed market research of customers that have not yet had their recall repair completed, indicates a strong desire for dealers to offer mobile recall repairs.
- Some vehicle owners may be hesitant or refuse to come to a dealership for a recall repair.
- Vehicle owners with busy schedules may put off having the recall repair performed.
- Offering mobile repairs can drive customer satisfaction with your dealership and grow your customer base.
- Performing mobile repairs can free up service bays to complete other work.

### What is Needed To Perform Mobile Service?

- A vehicle for transportation
- Basic hand tools
- Technician capable of performing the repair with interpersonal skills
- Someone to schedule the mobile service repairs
- Parts to complete the repair

### Repair Procedure

- The repair procedure is the same for mobile repairs as repairs complete at the dealer
- Refer to the FSA repair instructions for a list of tools to bring
- Bring a fender cover or other work surface to avoid scratching the airbag modules

### Warranty Claiming

Completed mobile repairs are eligible for a \$200 Special Vehicle Handling Allowance. Refer to the dealer bulletin for warranty claiming details.

### Hazardous Material Handling

Dealers should be aware of local hazardous material handling regulations for airbags. Dealers can refer to [www.hazmatu.org](http://www.hazmatu.org) for further information.

**Safety Recall 18S02 – DO NOT DRIVE VEHICLES**  
Certain 2006 Model Year Ranger Vehicles  
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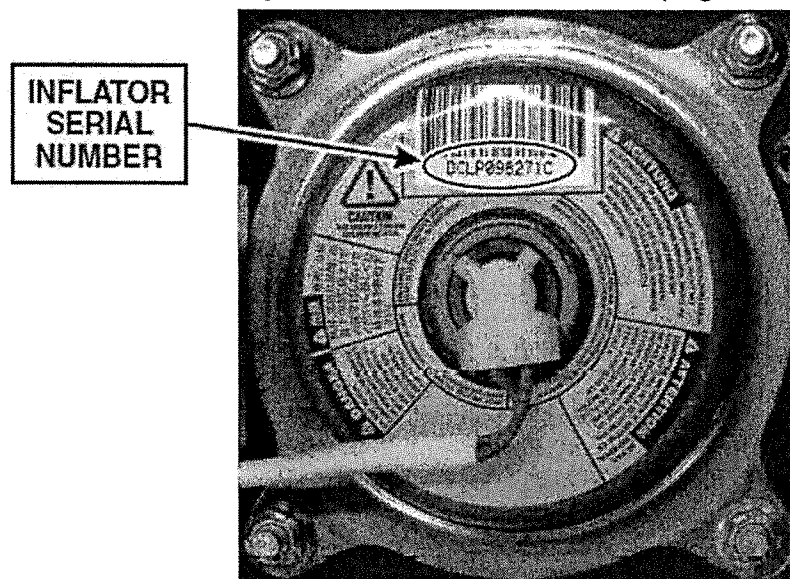
**DEPLOYED, MISSING, INCOMPATIBLE, AND SALVAGE AIRBAG HANDLING**

**FOR VEHICLES IN OPERATION (currently on the road)**

Ford Motor Company is required by the National Highway Traffic Safety Administration to account for all vehicles affected by this recall. This includes vehicles with deployed, modified, or missing airbags. These vehicles are eligible for the \$1,000 canvassing allowance. The FSA only covers cost associated with airbag inflator replacement and does not cover the cost to replace the airbag modules due to previous airbag deployment, the airbags missing, or incompatible parts installed. In all scenarios listed below for vehicles currently on the road, if the customer is willing to pay to restore the airbag system to a state that allows the recall repair to then be performed (i.e. replacement of deployed or missing airbag modules) the replacement of the airbag inflators if still required, will be covered under this recall. Refer to the bullet points below for instructions on handling vehicles that fall under one of these categories.

- **Vehicles with one or both airbags deployed**
  1. Remove the deployed airbag module(s).
  2. Document the deployed airbag inflator serial number(s) on the RO (Reference Figure 1 for the driver side and Figure 2 for the passenger side).
  3. Take pictures showing the deployed airbag inflator serial number(s), the vehicle's VIN plate, and the airbag(s) deployed.
  4. If only one airbag is deployed, perform the FSA repair procedure of replacing the airbag inflator on the undeployed airbag side.
  5. Submit a VIN-specific contact to the SSSC and attach the pictures to the request. The SSSC will provide a special labor operation code for warranty claiming and special instructions on how to handle the vehicle.

Driver airbag inflator serial number location (original inflator only)



**FIGURE 1**

**Safety Recall 18S02 – DO NOT DRIVE VEHICLES**  
Certain 2006 Model Year Ranger Vehicles  
Driver and Passenger Airbag Inflator Replacement Higher Risk Vehicles

Passenger airbag inflator serial number location (original inflator only)

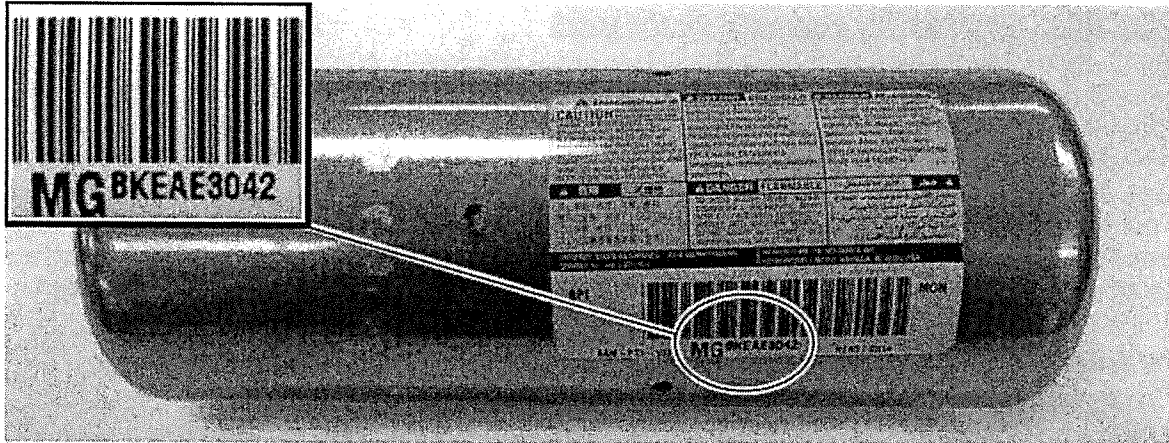


FIGURE 2

**Note:** The passenger airbag inflator will need to be removed from the airbag module to capture the serial number. Refer to the technical information section for instructions on removing the passenger airbag inflator. It is not necessary to install a wiring shunt or cut the airbag inflator harness when removing the inflator. The white wiring connector retaining clip will need to be removed from the connector to allow the inflator to slide out from the module.

- **Vehicles with missing airbags or incompatible parts**
  1. Take pictures of the missing or incompatible airbag parts that demonstrate why the FSA repair is unable to be performed. Also capture a picture of the vehicles VIN plate.
  2. If the FSA repair procedure is able to be completed on one side, replace the airbag inflator on that side.
  3. Submit a VIN specific contact to the SSSC and attach the pictures to the request. The SSSC will provide a special labor op and special instructions on how to handle the vehicle.

**Salvage Vehicles (not currently on the road)**

Ford Motor Company is required by the National Highway Traffic Safety Administration to account for all vehicles affected by this recall including vehicles in salvage yards. Dealers are eligible to claim the up to \$200 Special Vehicle Handling Allowance to locate vehicles in salvage yards and capture the necessary information so these vehicles are properly accounted for. In addition to the up to \$200 Special Vehicle Handling Allowance, dealers will also receive a special labor operation from the SSSC for the time to document the required information and contact the SSSC. Dealers should confirm FSA 18S02 is open in OASIS prior to taking action on them. Refer to the bullet points below for instructions on handling salvage airbags.

**NOTE:** Vehicles located in a salvage yard (not currently on the road) are not eligible for the \$1,000 canvassing allowance.



**Safety Recall 18S02 – DO NOT DRIVE VEHICLES**  
Certain 2006 Model Year Ranger Vehicles  
Driver and Passenger Airbag Inflator Replacement Higher Risk Vehicles

- **Undeployed salvage vehicle airbags (except dealers in Alaska, Hawaii, and Puerto Rico)**

For undeployed airbags, since the vehicle is already in salvage, dealers should recover the undeployed airbag module instead of performing the FSA repair procedure of replacing the airbag inflators. Dealers in Alaska, Hawaii, and Puerto Rico should refer to the “Salvage yard unwilling to sell undeployed airbags” section in this attachment for directions on undeployed airbag handling. Dealers will be reimbursed up to \$60 for passenger side and \$55 for driver side to purchase undeployed airbag modules from salvage yards. Refer to the warranty claiming section in the dealer bulletin for details. The entire airbag module should be recovered rather than just the airbag inflator.

1. Take pictures of the undeployed airbags, the serial numbers of the undeployed airbag inflators (refer to Figures 1 and 2), and the vehicle’s VIN plate.
2. Submit a VIN specific contact to the SSSC and attach the pictures to the request. The SSSC will provide a special labor op for warranty claiming.
3. Once an airbag module or modules are recovered, dealers should email Rebuilders Automotive Supply (RAS) at: [DealerRecall@coresupply.com](mailto:DealerRecall@coresupply.com) to arrange for return shipping of the part or parts. In the email, provide the total number of airbag modules to be returned, associated VIN numbers, and the dealership address from which the parts will be shipped. RAS will provide HazMat packaging supplies as needed.

**NOTE:** Do not ship deployed airbags to RAS.

Dealers should be aware of local hazardous material handling regulations for airbags. Dealers can refer to [www.hazmatu.org](http://www.hazmatu.org) for further information.

- **Deployed Salvage airbags**

1. Remove the deployed airbag module(s).
2. Document the airbag inflator serial number on the RO (Reference Figures 1 and 2).
3. Take pictures of the airbag inflator serial number, the vehicle’s VIN plate, and a picture showing the deployed airbag.
4. Submit a VIN specific contact to the SSSC and attach the pictures to the request. The SSSC will provide a special labor op for warranty claiming. No further repairs are required and the deployed airbags can remain with the vehicle.

- **Missing Salvage airbags**

1. Capture pictures of the missing airbag module or modules and the vehicle’s VIN plate.
2. Submit a VIN specific contact to the SSSC and attach the pictures to the request. The SSSC will provide a special labor op for warranty claiming. No further repairs are required.

- **Salvage yard unwilling to sell undeployed airbags or undeployed airbags in Alaska, Hawaii, and Puerto Rico**

If a salvage yard is unwilling to sell undeployed airbags, dealers should then offer to perform the recall repair on the undeployed modules if possible. If the repair can be performed on both the driver and passenger side, the repair can be claimed normally. However, if the repair can only be performed on one side, capture pictures of the airbag for which the repair is unable to be performed as well as the vehicle’s VIN plate and contact the SSSC for special claiming instructions.

**NOTE:** Vehicles located in a salvage yard (not currently on the road) are not eligible for the \$1,000 canvassing allowance.

## TAKATA AIRBAG RECALL RENTAL VEHICLE POLICY

This rental vehicle policy only applies to the Takata airbag recalls 15S21, 16S26, 17S01, 17S42, 18S01, and 18S02.

### **New!** RENTAL POLICY OVERVIEW

***NOTE: Due to increased parts availability, effective December 17, 2018, no additional long-term rentals will be approved, including any back-dated rental approvals. Refer to the Dealer Bulletin for details.***

*Short-term rentals will remain available if a customer requests a rental vehicle while their vehicle is being repaired.* The short-term rental vehicle program is an effort to make it easier for customers to have this recall repair completed and should only be offered when a customer requests a rental vehicle. Rental vehicles must not be used to help manage service department scheduling.

If a customer requests a rental vehicle while their vehicle is being repaired, refer to the flow chart on the last page of this attachment for the process for requesting rental vehicle reimbursement. Dealers must:

- order required parts prior to a customer's appointment.
- retain customers' vehicles until the recall repair is completed and the rental vehicle is returned.
- notify the customer the same day that the repair is completed on their vehicle and request that they promptly return the rental vehicle. Rentals exceeding 7 days from the date the customer is notified that their vehicle is repaired, will not be reimbursed.

If the customer has paid for a rental vehicle or alternative transportation for the purpose of this recall, they are eligible for reimbursement within the guidelines outlined in the Takata Airbag Recall Rental Vehicle Policy. Dealers must follow the same process for claiming rental vehicle reimbursement and then refund the customer.

### RENTAL VEHICLE SOURCE

Rental vehicles may be supplied through dealership owned rental units, the Ford Courtesy Transportation Program, Ford Rent-A-Car, Lincoln Rent-A-Car, or third party rental agencies. If a customer has reserved a rental vehicle on their own or with the assistance of the Customer Relationship Center, the same rental guidelines and processes for requesting reimbursement apply.

### VEHICLE MAKE AND MODEL YEAR REQUIREMENTS

While it is a preference to put Ford customers in Ford rental vehicles and Lincoln customers in Lincoln rental vehicles, this is not always possible and is not a requirement for rental reimbursement under the Takata airbag recalls. Due to varying rental vehicle agency make and model inventory, Ford and Lincoln vehicles may not always be available so it is acceptable to use other make rental vehicles. There are no model year requirements for rental vehicle reimbursement.

**RENTAL REIMBURSEMENT GUIDELINES / NATIONAL TAKATA RECALL RENTAL AGREEMENT**

The following table lists the maximum per day and per month dollar amounts that will be reimbursed under this policy. In some cases, the cost per day limit may not be sufficient to cover all of the costs associated with a rental vehicle. It is the customer's responsibility to cover any additional costs above the cost per day and per month limits. If there is a unique customer circumstance that requires a rental vehicle with a higher per day/month allowance, dealers should submit a VIN specific request to the Special Service Support Center (SSSC) for special consideration.

<b>Make of Recalled Vehicle</b>	<b>Rental Vehicle Reimbursement Cost Per Day Limit</b>	<b>Rental Vehicle Reimbursement Cost Per Month Limit</b>
Ford	\$44 (including tax)	\$1,320 (including tax)
Mercury	\$44 (including tax)	\$1,320 (including tax)
Lincoln	\$55 (including tax)	\$1,650 (including tax)

To make it easier for dealers to locate vehicles within the rental vehicle reimbursement limits, Ford has established an agreement with Enterprise Rent-A-Car, Avis Budget Group, and Hertz to provide rental vehicles for customers affected by the Takata airbag recalls within the reimbursement limits listed above including tax. The only exclusion being the \$55 per day rate for Lincoln customers, which has only been agreed upon by Enterprise Rent-A-Car and Hertz.

- For Enterprise Rent-A-Car, Avis Budget Group, and Hertz, rental rates charged will be based on the make of the vehicle covered under the recall, rather than the type of vehicle rented to the customer (i.e. \$44 per day for Ford and Mercury owners and \$55 per day for Lincoln owners).
- If a customer decides to rent a specialty vehicle such as a large SUV that is in excess of the cost per day/month reimbursement limits, the additional cost beyond the approved rate for the vehicle rented will be the customer's responsibility to pay.
- Enterprise Rent-A-Car, Avis Budget Group, and Hertz do not guarantee that a Ford or Lincoln vehicle will be rented to all customers that own or request such vehicles.
- Regardless of a dealer's tax status Enterprise Rent-A-Car, Avis Budget Group, and Hertz will bill dealers at the rates listed above.
- The rates listed above may not be available at airport locations.
- Ford does not endorse any particular rental vehicle provider.

**ENTERPRISE AUTOMATED RENTAL MANAGEMENT SYSTEM**

If renting from Enterprise Rent-A-Car dealers are encouraged to schedule reservations through Enterprise's free Automated Rental Management System (ARMS®).

The ARMS® benefits to dealers are as follows:

- The ability to create and submit "real time" rental reservations online or through your CDK® or Reynolds & Reynolds® Dealership Management System to the local Enterprise branch.
- Reservations can be made same day or submitted in advance with anticipation of rental needs.
- Specific rental needs can be communicated in the reservation (e.g. full-size SUV desired, etc.).
- Authorize additional rental days when necessary.
- View and print rental invoices online, immediately after each rental event is completed.

## **EXPENSES NOT COVERED UNDER RENTAL VEHICLE REIMBURSEMENT**

Rental Vehicle Reimbursement does not cover the following expenses:

- Mileage charges
- Fuel charges
- Underage driver surcharge
- Insurance
- One way fees

**NOTE:** Some car insurance policies include rental vehicle insurance coverage so the purchase of additional insurance may not be required.

## **RENTAL VEHICLE DOCUMENTATION**

Rental vehicle documentation must include the following:

- A rental invoice from a dealership or commercial rental agency
- Contract holder's name on the rental invoice
- Daily rental rate
- Proof of payment (for customer refund of rental)

## **ADMINISTRATIVE ALLOWANCE**

Dealers are only eligible to claim a \$25 administrative fee for:

- Any rental claims under long-term rental program 18A01, 18A02, 18A03, or 18A04 that were 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.
- Any rental claims with an RO open date after September 23, 2018 that require more than 4 rental days.

## **CUSTOMER WAITLIST**

Dealers with customers on a waitlist for a rental vehicle are encouraged to work with their rental vehicle provider of choice. In most cases if a rental vehicle is not immediately available, rental vehicle providers are able to provide one to customers within 24 hours.

If using Ford Courtesy Transportation Program (FCTP) for rentals, dealers should contact their sales operations manager for consideration for additional FCTP units.

## **YOUTHFUL RENTER SURCHARGE**

Drivers under the age of 25 may be subject to a youthful renter surcharge and additional insurance requirements. These additional fees are not eligible for rental vehicle reimbursement unless they fall within the cost per day/month limits. Youthful renter policies vary by rental vehicle provider and location. Contact the rental vehicle provider that the vehicle is being rented from for further details.

## **INCREASED FORD COURTESY TRANSPORTATION PROGRAM (FCTP) GUIDES**

In order to support these customers, FCTP Program Headquarters will review increased guides requests above the existing maximum on a case by case basis to ensure coverage is sufficient. Dealers must submit their request to their sales operations manager in order to be considered.

## **RENTAL VEHICLES PAID BY CUSTOMERS**

If a customer has obtained a rental vehicle on their own that is within the guidelines of this policy, they are eligible for a refund. The customer must provide the dealer with the rental documentation necessary to request rental reimbursement. Dealers must then follow the rental vehicle reimbursement process and provide a refund to the customer. Amounts above the cost per day/month limits will not be reimbursed.

**ALTERNATIVE TRANSPORTATION**

If a customer is unable or does not wish to rent a vehicle but still requires transportation, the rental reimbursement allowance can be used for alternative transportation. The same cost per day limits apply of \$44 per day for Ford and Mercury customers and \$55 per day for Lincoln customers. The dollar per day allowance can be cumulative across multiple rides per day (e.g. ride to work \$20 and ride home \$24).

- Any amount in excess of the cost per day limits will be the customer's responsibility.
- The customer will need to pay up front and provide proof of payment to the dealer.
- Dealers will then need to submit for reimbursement following the Rental Vehicle Reimbursement Process and then refund the customer.

Examples of alternative transportation:

- Taxi
- Public Transportation - Subway, Train, or Bus
- Rideshare alternatives (Chariot, Uber, Lyft, etc.)

**STORAGE OF CUSTOMERS VEHICLES**

For all new rental requests, dealers should retain customers' vehicles until the recall repair is completed and the rental vehicle is returned. This will allow for the vehicle to be repaired as soon as the part arrives and for the rental vehicle to be promptly returned. Due to the vehicle storage duration only anticipated to be short term, a vehicle storage/upkeep allowance will not be provided to dealers under this program.

Customers that were previously advised to retain and store their vehicles should drop their vehicles off at their dealer so the vehicle can be repaired as soon as the part arrives. The Customer Relationship Center will be contacting customers currently in long-term rental vehicles to advise them to drop off their recalled vehicle at the dealer so the repair can be made as soon as the part arrives. Customers will be responsible for all vehicle upkeep during the time the vehicle is being stored.

**RESTRICTED VEHICLE USE AGREEMENT**

The Restricted Vehicle Use Agreement is no longer required for new rental requests due to the recalled vehicle remaining at the dealership until repaired.

**New! TAKATA AIRBAG RECALL RENTAL VEHICLE PROCESS**

