



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

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

February 12, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 18S02 – DO NOT DRIVE VEHICLES – Supplement #1**
 Certain 2006 Model Year Ranger Vehicles
 Driver and Passenger Airbag Inflator Replacement Higher Risk Vehicles

REF : **Safety Recall 17S42 – Supplement #1**
 Certain 2004-2006 Model Year Ranger Vehicles
 Driver and Passenger Airbag Inflator Replacement

Safety Recall 16S03
 All 2004-2006 Model Year Ranger Vehicles
 Driver Airbag Inflator Replacement

Safety Recall 15S22
 Certain 2004-2006 Model Year Ford Ranger Vehicles
 Passenger Airbag Inflator Replacement

Customer Satisfaction Program 14B04
 Certain 2005-2006 Ford GT, 2005-2008 Mustang and 2004-2005 Ranger Vehicles
 Operated in Florida, Hawaii, Puerto Rico, or the U.S. Virgin Islands
 Airbag Inflator Replacement

New! REASON FOR THIS SUPPLEMENT

- *Additional vehicles have been added to this safety recall. The additional vehicles were previously included in FSA 17S42.*
- *All dealers were sent a seed stock of driver and passenger airbag inflators between December 18, 2017 through January 31, 2018. Part ordering is expected to be opened by the end of March 2018.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Ranger	2006	Twin Cities	August 5, 2005 through November 4, 2005

Affected vehicles are identified in OASIS and FSA VIN Lists.

THE VEHICLES IN THIS PROGRAM ARE NOT TO BE DRIVEN UNTIL THIS REPAIR HAS BEEN PERFORMED

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.

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 owners vehicle to the dealership for repairs
- Re-delivery of the owners vehicle after repairs have been completed
- Remote repairs at the vehicle owners 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.

New! OWNER NOTIFICATION AND MAILING SCHEDULE

Ford is placing outbound calls to vehicle owners of record to help schedule service appointments to have repairs completed. These calls began on January 12, 2018.

Owner letters for the original population were mailed the week of January 15, 2018. Owner letters for the additional vehicles are expected to be mailed the week of February 12, 2018. Dealers should 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.

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
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,

A handwritten signature in cursive script, appearing to read "D. Johnson".

David J. Johnson

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New! OASIS ACTIVATION

OASIS was activated on January 10, 2018. OASIS will be activated for the additional vehicles on February 12, 2018.

New! 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 will be available for the additional vehicles 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 customers 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.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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

- Submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

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OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Dealers are pre-approved for up to 2 days for a comparable rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 2 rental day(s) is required from the SSSC via the SSSC Web Contact Site.

VEHICLE SPECIAL HANDLING

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 owners location after repairs have been completed

CLAIMS PREPARATION AND SUBMISSION

- 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.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- 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. 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**

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CLAIMS PREPARATION AND SUBMISSION (continued)

- For Vehicle 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.”
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Driver and Passenger Airbag Inflator	18S02B	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.

New! PARTS REQUIREMENTS / ORDERING INFORMATION

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

The DOR/COR number for this recall is 51114.

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.

All dealers were sent a seed stock of driver and passenger airbag inflators between December 18, 2017 through January 31, 2018. Dealers were sent a percentage of parts based on the number of the vehicles assigned to them on their FSA VIN Lists. Refer to safety recall **17S42** for additional details on the seed stock program.

NOTE: Driver and passenger airbag inflators may not arrive at the same time.

If additional parts are required to satisfy customer demand, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part ordering is expected to be opened by the end of March 2018. Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering begins.

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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 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.
- 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.

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.