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May 1, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 18S02 – DO NOT DRIVE VEHICLES – Supplement #2**
 Certain 2006 Model Year Ranger Vehicles
 Driver and Passenger Airbag Inflator Replacement Higher Risk Vehicles

New! REASON FOR THIS SUPPLEMENT

- *To increase the completion rate of recall repairs on vehicles affected by this safety recall, Ford is providing a \$50 miscellaneous expense allowance per VIN repaired to enable Dealers to execute escalated owner outreach efforts.*
- *The objective is to encourage Dealers to make every attempt to contact every customer and repair every vehicle affected by this safety recall.*
- *The \$50 escalated outreach program will be in effect for 18S02 airbag recall repairs performed from May 1, 2018 through June 30, 2018 (based on repair order open date).*

New! IMPORTANT REMINDERS

Dealers are pre-approved for up to 2 days for a comparable rental vehicle. Dealers are also authorized to claim up to a maximum combined value of \$200 to provide unique services for completing this program. Examples of potential services include:

- *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*

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 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 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

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 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.

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
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

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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 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.

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.

Safety Recall 18S02 - DO NOT DRIVE VEHICLES – Supplement #2

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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

New! ESCALATED OWNER OUTREACH ALLOWANCE

- *To increase the completion rate of recall repairs on vehicles affected by this safety recall, Ford is providing a \$50 miscellaneous expense allowance per VIN repaired to enable Dealers to execute escalated owner outreach efforts.*
- *The objective is to encourage Dealers to make every attempt to contact every customer and repair every vehicle affected by this safety recall.*
- *The \$50 escalated outreach program will be in effect for 18S02 airbag recall repairs performed from May 1, 2018 through June 30, 2018 (based on repair order open date).*
- *Dealers should use their FSA VIN List to identify and immediately contact any of the affected customers to schedule repairs.*

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 from being completed:*
 - *Submit a VIN specific request to the SSSC Web Contact Site*
 - *Attach pictures of the airbag modules*
- For all others submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

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.
- 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.

Safety Recall - DO NOT DRIVE VEHICLES 18S02 – Supplement #2
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New! CLAIMS PREPARATION AND SUBMISSION (continued)

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**
- 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.”
- *To claim the Escalated Owner Outreach Expense Allowance, claim up to a maximum of \$50. Claim under Misc. Expense code “FSAADD” on the same repair line the FSA is claimed.*
- 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

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed. Due to the high demand for these parts, part shipments may be temporarily delayed.

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.

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.

Safety Recall 18S02 - DO NOT DRIVE VEHICLES – *Supplement #2*

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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.