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August 9, 2018

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

**SUBJECT:** **Safety Recall 18S01 – Supplement #4**  
 Certain 2009-2010 and 2013 Mustang, 2009-2010 Ranger, 2009-2010 Fusion and Milan, 2009-2010 MKZ, and 2009-2010 Edge and MKX Vehicles  
 Passenger Airbag Inflator Replacement

**New! REASON FOR THIS SUPPLEMENT**

- *Repair instructions, warranty claiming information, and parts ordering information have been added for 2009 Fusion and Milan. Parts to repair these vehicles are anticipated to be available starting in mid to late September.*
- *Parts and service staff should review the Parts Ordering Information in Attachment II to become familiar with the parts ordering and distribution strategy for each part number.*

**REASON FOR THIS SAFETY RECALL**

NHTSA and Takata have determined that the propellant in certain Takata airbag inflators can experience an alteration over time with exposure to certain climate conditions. A combination of time, high temperature fluctuations, and humidity contribute to the degradation of the propellant in the inflators. This degradation can cause the propellant to burn too quickly, creating high pressure inside the inflator, and in extreme cases causing the inflator to rupture in the event of a crash necessitating airbag deployment. A ruptured inflator can send inflator parts toward vehicle occupants resulting in serious injury or death. Additional information regarding Takata recalls can be found at [www.nhtsa.gov](http://www.nhtsa.gov) and [www.safercar.gov](http://www.safercar.gov).

**AFFECTED VEHICLES**

Vehicles included in this safety recall were **originally sold or at some point registered** in certain states only. Affected vehicles are identified in OASIS and FSA VIN Lists.

**New! REPAIRS ARE CURRENTLY AVAILABLE FOR THE FOLLOWING VEHICLES ONLY**

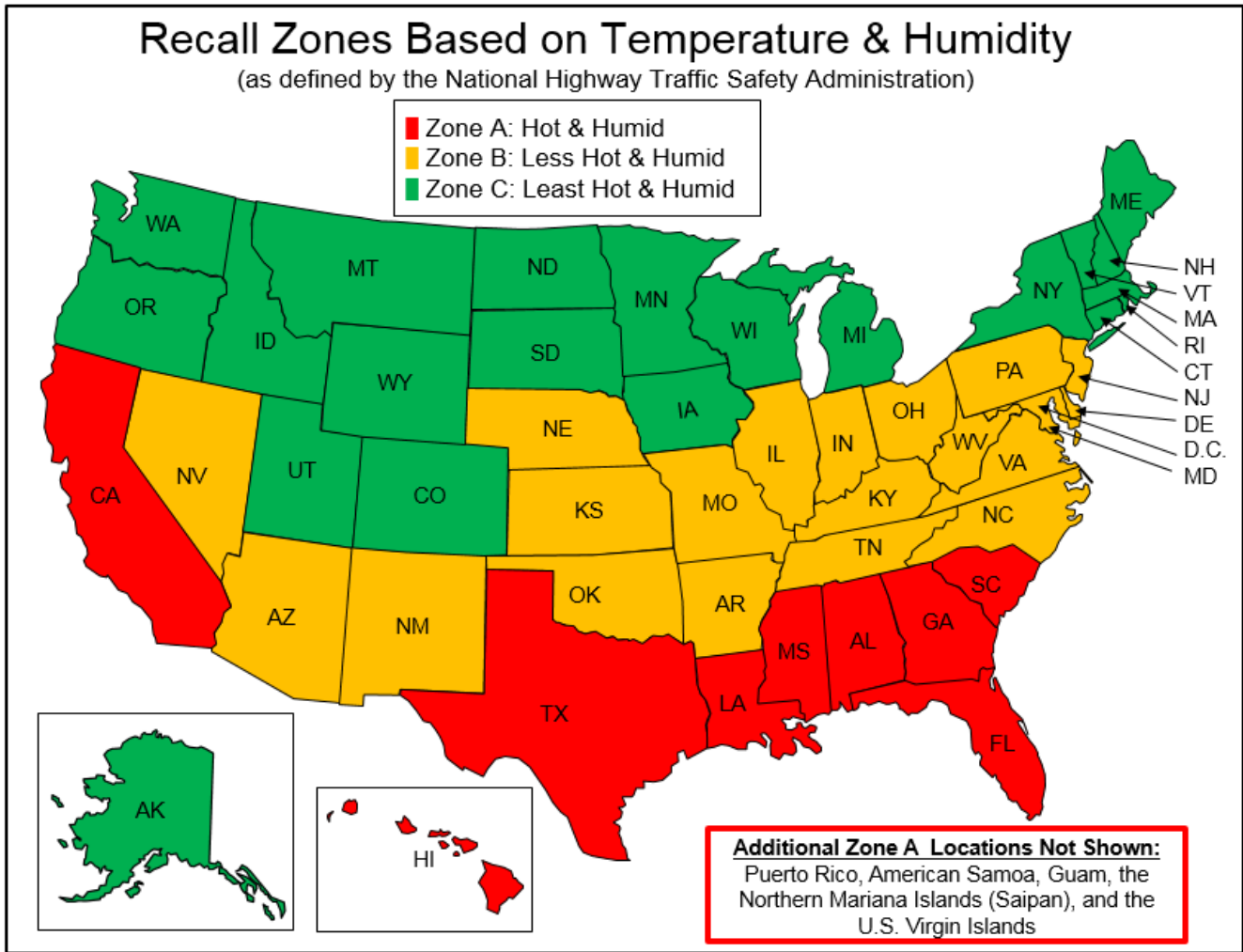
Vehicle	Zone A* Model Year	Zone B* Model Year	Zone C* Model Year	Assembly Plant
Mustang	2013	2010	2009	Flat Rock
Ranger	N/A	2010	2009	Twin Cities
MKZ	N/A	N/A	2009	Hermosillo
<i>Fusion/Milan</i>	<i>N/A</i>	<i>N/A</i>	<i>2009</i>	<i>Hermosillo</i>

\*Refer to Figure 1.

**NOTE:** *Safety Recall 18S01 Repairs are currently only available for Mustang, Ranger, 2009 MKZ and (starting in mid to late September) 2009 Fusion and Milan.* Repairs for most other vehicles affected by this safety recall are expected to become available throughout the third quarter of 2018. Dealers are encouraged to refer to the [Takata Airbag Inflator Recall Information for Dealers](#) document on the FMC dealer homepage for the latest parts status for all Takata airbag recalls. The dealer bulletin will also be updated as repair information becomes available for other affected recalls.

**NOTE:** Parts are not interchangeable between different vehicle models so a repair should not be attempted on vehicles that repairs are not currently published for.

Due to owner relocations and vehicle resale activity, dealers located in other Zones may have some vehicles assigned to their FSA VIN list. All vehicles affected by this safety recall must be repaired, regardless of the vehicle's current location. Always use OASIS to identify affected vehicles. The Takata airbag recall zones have been defined by the NHTSA, based on temperature and humidity.



**FIGURE 1**

**SERVICE ACTION**

Dealers are to replace the passenger airbag inflator or passenger airbag module as directed in the Technical Information attachments. This service must be performed on all affected vehicles at no charge to the vehicle owner.

For Mustang vehicles, dealers should check OASIS to determine if safety recall 15S21 is open for the driver side airbag. If safety recall 15S21 is open, then it should be completed in addition to safety recall 18S01. Parts are readily available to complete safety recall 15S21.

**OWNER NOTIFICATION MAILING SCHEDULE**

*Owner letters for Ranger, Mustang, Ford GT, and 2006-2009 MKZ/Zephyr vehicles have been mailed. Owner letters for 2009 Fusion and Milan vehicles are anticipated to be mailed by the end of September 2018. Dealers should repair any affected vehicles for which repairs are available, 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 – 2009 Mustang  
Attachment IV: Technical Information – 2010 & 2013 Mustang  
Attachment V: Technical Information – 2009-2010 Ranger  
*Attachment VI: Technical Information – 2009 MKZ*  
*Attachment VII: Technical Information – 2009 Fusion/Milan (NEW!)*  
Attachment VIII: Regional Core Recovery Center – Airbag Inflator Return Process – Parts with Core Charges  
*Attachment IX: Dealer Q & A*  
Attachment X: Takata Airbag Recall Rental Vehicle Reimbursement Process  
Attachment XI: Restricted Vehicle Use Agreement  
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 18S01 – Supplement #4**

Certain 2009-2010 and 2013 Mustang, 2009-2010 Ranger, 2009-2010 Fusion and Milan, 2009-2010 MKZ, and 2009-2010 Edge and MKX Vehicles  
Passenger Airbag Inflator Replacement

**OASIS ACTIVATION**

OASIS was activated on February 15, 2018.

**New! FSA VIN LISTS ACTIVATION**

*FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on August 9, 2018 for vehicles that can be repaired at this time.*

**NOTE:** Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries.

Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for this repair.
- 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 customer vehicles over 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.

**QUICK LANE REPAIRS**

- At the dealer's discretion, dealers with Quick Lanes may now use Quick Lane service bays and Quick Lane technicians to perform **Takata Airbag Recalls**.
- Claim processing, hazardous material handling and parts returns **MUST** be processed through the main dealership's warranty submission process and parts department.
- No other warranty or recall repairs are allowed at Quick Lanes at this time.

**OWNER REFUNDS**

- Refunds are not approved for this program.

**Safety Recall 18S01 – Supplement #4**

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Passenger Airbag Inflator Replacement

**New! RENTAL VEHICLES**

*For Edge, MKX, 2010 MKZ, and 2010 Fusion and Milan vehicles, if the customer requires the use of their vehicle's passenger seat and requests a rental vehicle while waiting for parts to become available, refer to the Takata Airbag Recall Rental Vehicle Reimbursement Process for rental reimbursement guidelines and the process for requesting rental vehicle reimbursement.*

*For Ranger, Mustang, and 2009 MKZ vehicles, parts are readily available to complete the recall on these vehicles. With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. For 2009 Fusion and Milan vehicles parts will be available by mid to late September.*

*Dealers should contact vehicle owners that are currently in rental vehicles to schedule a repair as soon as parts are available to repair their vehicle.*

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

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

- For vehicles that the airbags have deployed or that have other modifications preventing the recall repair from being completed:
  - Submit a VIN specific request to the SSSC Web Contact Site prior to attempting a repair.
  - Attach pictures of the vehicles airbag modules to the request.
- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford/Lincoln Program Policies – Field Service Actions (FSA) – Related Damage.
- Submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**New! CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims, select claim type 31: Field Service Action. The FSA number (18S01) is the sub code.
  - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA. **IMPORTANT:** Click the radio button on the Related Damage Indicator.

**NOTE:** The serial number of the new passenger airbag inflator or module must be provided to Ford for the claim to be processed. The Technical Information in this bulletin advises technicians to document the serial number from the new airbag inflator on the repair order. *The passenger airbag inflator serial number is 11 characters for Mustang and Ranger and 13 characters for 2009 MKZ and 2009 Fusion and Milan. Enter the serial number of the new airbag inflator or module 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 the serial number in the CODE field.
  - The serial number must entered without spaces or dashes.

## Safety Recall 18S01 – **Supplement #4**

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Passenger Airbag Inflator Replacement

### **CLAIMS PREPARATION AND SUBMISSION (continued)**

- Rental Vehicle Reimbursement:
  - Claim should be submitted under long-term rental program 18A03.
  - A new approval code is required from the SSSC every 30 days.
  - Dealers are eligible to claim a \$25 administrative fee for any long-term rental claims that are submitted after June 13, 2018. This includes long-term rental claims that were originally approved by the SSSC after May 12, 2018 but processed for warranty payment after June 13, 2018.
    - Claim the rental reimbursement administrative fee of \$25 per claim on a separate RO line under Misc. Expense code FSAEXP.
  - Customers that were placed into a long-term rental vehicle prior to June 13, 2018 are eligible for the increased dollar per day rental reimbursement rates back to the date the most recent long-term rental approval code was approved from the SSSC. To request the increased rates on a pre-existing approval code, update the existing approved contact and attach the rental invoice showing the dollar per day amounts.
  - If the customer has paid for a rental vehicle for the purpose of this recall, they are eligible for reimbursement within the guidelines outlined in the Takata Airbag Recall Rental Vehicle Reimbursement Process. Dealers should follow the same process for claiming rental vehicle reimbursement and then refund the customer.
  - Reference the Takata Airbag Recall Rental Vehicle Reimbursement Process for further detail on rental vehicle reimbursement.

**Safety Recall 18S01 – Supplement #4**

Certain 2009-2010 and 2013 Mustang, 2009-2010 Ranger, 2009-2010 Fusion and Milan, 2009-2010 MKZ, and 2009-2010 Edge and MKX Vehicles  
Passenger Airbag Inflator Replacement

**New! LABOR ALLOWANCES (only vehicles that repairs are currently available for are listed)**

Description	Labor Operation	Labor Time
Replace Passenger Airbag Inflator – 2009-2010 & 2013 Mustang	18S01B	0.5 Hours
Replace Passenger Airbag Inflator – 2009-2010 Ranger	18S01C	0.5 Hours
Replace Passenger Airbag Module – 2009 MKZ	18S01D	0.5 Hours
<i>Replace Passenger Airbag Module – 2009 Fusion/Milan</i>	<i>18S01E</i>	<i>0.4 Hours</i>

Performing the supplemental restraint depower procedure and clearing DTCs was included in previous airbag inflator recall 14S28, but is no longer required.

**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

*Repairs are currently only available for Mustang, Ranger, 2009 MKZ, and (starting in mid to late September) 2009 Fusion and Milan vehicles covered under safety recall 18S01.* Repairs for most other vehicles affected by this safety recall are expected to become available throughout the third quarter of 2018. Dealers are encouraged to refer to the [Takata Airbag Inflator Recall Information for Dealers](#) document on the FMC dealer homepage for the latest parts status for all Takata airbag recalls. The dealer bulletin will also be updated as repair information becomes available for other affected vehicles.

**Note:** The parts used in this safety recall may physically appear to be identical, but they have differing operating characteristics. **It is crucial that parts are NOT interchanged or substituted.**

**PARTS REQUIREMENTS (only vehicles that repairs are currently available for are listed)**

Part Number	Description	Order Quantity	Claim Quantity
6G7Z-63044A74-A	Passenger Airbag Inflator – 2010 & 2013 Mustang	1	1
5R3Z-63044A74-B	Passenger Airbag Inflator – 2009 Mustang	1	1
8L5Z-10044A74-E	Passenger Airbag Inflator – 2009-2010 Ranger	1	1
7H6Z-54044A74-AD	Passenger Airbag Module – 2009 MKZ (Light Stone color)	1	1
7H6Z-54044A74-AE	Passenger Airbag Module – 2009 MKZ (Charcoal Black color)	1	1
7H6Z-54044A74-AF	Passenger Airbag Module – 2009 MKZ (Sand color)	1	1
<i>8E5Z-54044A74-AC</i>	<i>Passenger Airbag Module – 2009 Fusion/Milan (Dark Stone color)</i>	<i>1</i>	<i>1</i>
<i>8E5Z-54044A74-AD</i>	<i>Passenger Airbag Module – 2009 Fusion/Milan (Charcoal Black color)</i>	<i>1</i>	<i>1</i>

The DOR/COR number for this recall is 51122.

**Safety Recall 18S01 – Supplement #4**

Certain 2009-2010 and 2013 Mustang, 2009-2010 Ranger, 2009-2010 Fusion and Milan, 2009-2010 MKZ, and 2009-2010 Edge and MKX Vehicles  
Passenger Airbag Inflator Replacement

**New! PARTS ORDERING INFORMATION**

*Due to the varying levels of part inventories, the parts ordering procedure and the distribution strategy for this recall will vary by part number and vehicle line. Refer to the vehicle lines listed below for the part ordering procedure and distribution strategy. Once sufficient parts inventory is available, parts strategy will move to open ordering. Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering begins.*

**NOTE:** *Because some parts used in this recall being shipped directly from the supplier, inventory that is readily available for ordering may not show available in dealer part ordering interfaces.*

**2009 Fusion and Milan**

*Part numbers 8E5Z-54044A74-AC and 8E5Z-54044A74-AD for 2009 Fusion and Milan will be seed stocked to dealers starting in mid to late September. Dealers will receive a percentage of parts based on the number of 2009 Fusion and Milan vehicles assigned to them on their FSA VIN list. Dealers that have 2006-2009 Fusion and Milan vehicle owners currently in a rental vehicle will also be shipped parts to repair those vehicles. If additional parts are required after receiving the seed stock shipment, submit a VIN-specific Part Order contact via the SSSC Web Contact Site to order additional parts.*

**Mustang and Ranger**

Passenger airbag inflators 6G7Z-63044A74-A (2010 & 2013 Mustang), 5R3Z-63044A74-B (2009 Mustang), and 8L5Z-10044A74-E (Ranger) were previously seed stocked to dealers that had vehicles assigned to them on their FSA VIN list as part of FSAs 16S26 and 17S01. If additional parts are required, order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts should be placed. *There are still a significant number of unrepaid Ranger and Mustang vehicles and dealers are encouraged to maintain stock of these parts to be prepared to repair vehicles as they arrive for repairs. Dealers should reference their FSA VIN list to monitor the number of unrepaid vehicles assigned to them.*

**2009 MKZ/Zephyr**

To place an order for a passenger airbag module for 2009 MKZ/Zephyr part numbers 7H6Z-54044A74-AD, 7H6Z-54044A74-AE, and 7H6Z-54044A74-AF, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

**PARTS RETENTION AND RETURN**

**It is critical that all original passenger airbag inflators removed from vehicles are not allowed back into the market. Therefore, all passenger airbag inflators under this safety recall have been assigned a \$100 core charge to ensure they will be properly returned.**

The Regional Core Recover Center (RCRC), **including dealers in Alaska and Hawaii**, will pick up these airbag inflators along with all other core returns during your normal core retrieval visit.

For additional information, refer to Attachment VII: Regional Core Recovery Center – Airbag Inflator Return Process.

**DEALER PRICE**

For latest prices, refer to DOES II.

**EXCESS STOCK RETURN**

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



## CERTAIN 2009 MUSTANG VEHICLES — PASSENGER AIRBAG INFLATOR REPLACEMENT

### OVERVIEW

NHTSA and Takata have determined that the propellant in certain Takata airbag inflators can experience an alteration over time with exposure to certain climate conditions. A combination of time, high temperature fluctuations, and humidity contribute to the degradation of the propellant in the inflators. This degradation can cause the propellant to burn too quickly, creating high pressure inside the inflator, and in extreme cases causing the inflator to rupture in the event of a crash necessitating airbag deployment. A ruptured inflator can send inflator parts toward vehicle occupants resulting in serious injury or death.

Dealers are to replace the passenger airbag inflator. The serial number from the new airbag inflator must be recorded on the repair order. Place the replaced inflator 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



## AIRBAG INFLATOR REPLACEMENT

**NOTE:** The following repair instructions only apply to 2009 Mustang vehicles. Repair instructions will be published in separate attachments for the other vehicle lines included in this recall as parts become available for those vehicles.


**NOTE:** The parts used in this safety recall may physically appear to be identical, but they have differing operating characteristics. It is crucial that parts are not interchanged or substituted.



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

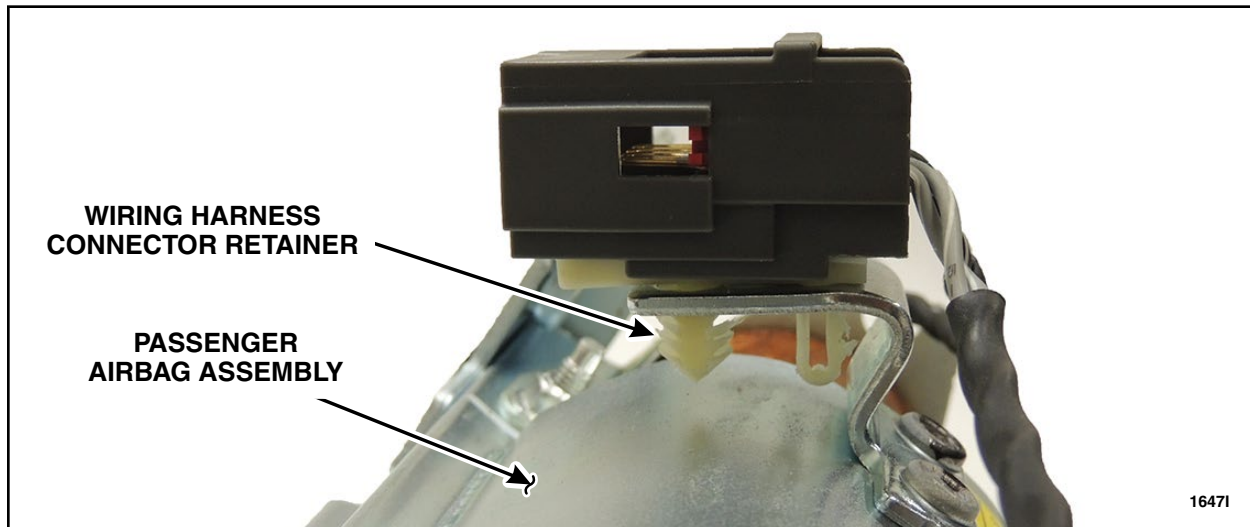
**NOTE:** If the Airbag Readiness light indicates no Supplemental Restraint System (SRS) faults are present, it is not necessary to follow the WSM SRS Depowering and Repowering steps. Turn the ignition to OFF and wait 1 minute, then it is safe to proceed with airbag inflator replacement.

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

**NOTE:** To view a video demonstration of this repair procedure, click the video icon. 



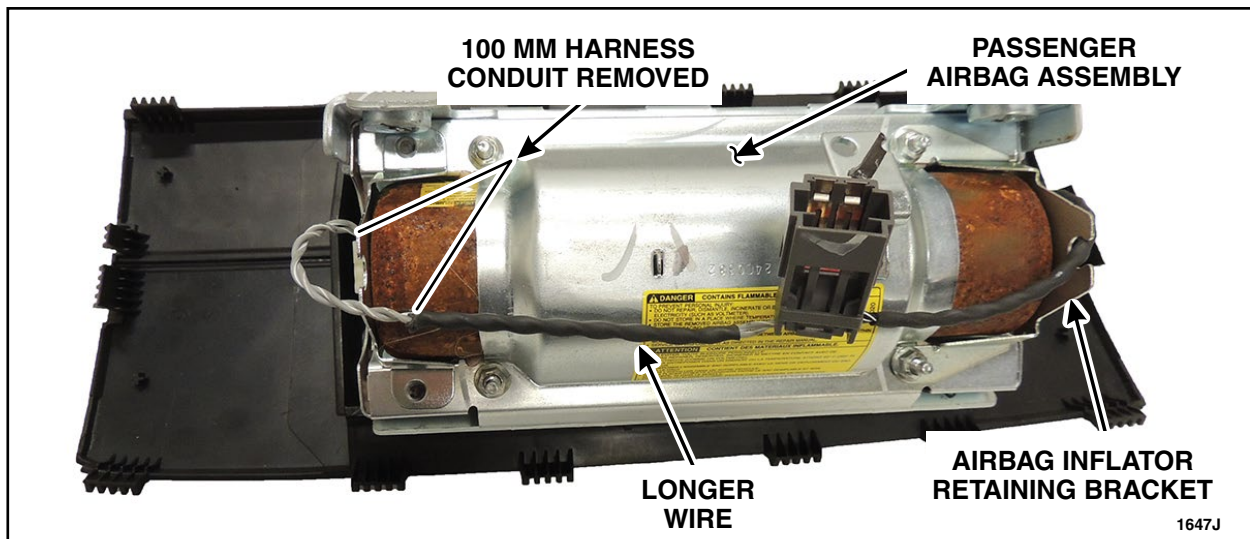
1. Remove the passenger airbag from the vehicle. Please follow the WSM procedures in Section 501-20B.
2. Set the airbag face down onto a surface that will not scratch or damage the airbag face.
3. Remove the wiring harness connector retainer from the passenger airbag assembly. See Figure 1.



**FIGURE 1**

**NOTE:** Carry out this step on the longer wire on the end opposite of the airbag inflator retaining bracket. See Figure 2.

4. Remove approximately 100 mm (3.93 in) of the conduit from the passenger airbag assembly wire harness. See Figure 2.



**FIGURE 2**



5. Position the shorting clip onto the harness wires, and crimp the shorting clip together one side at a time using pliers. See Figure 3.

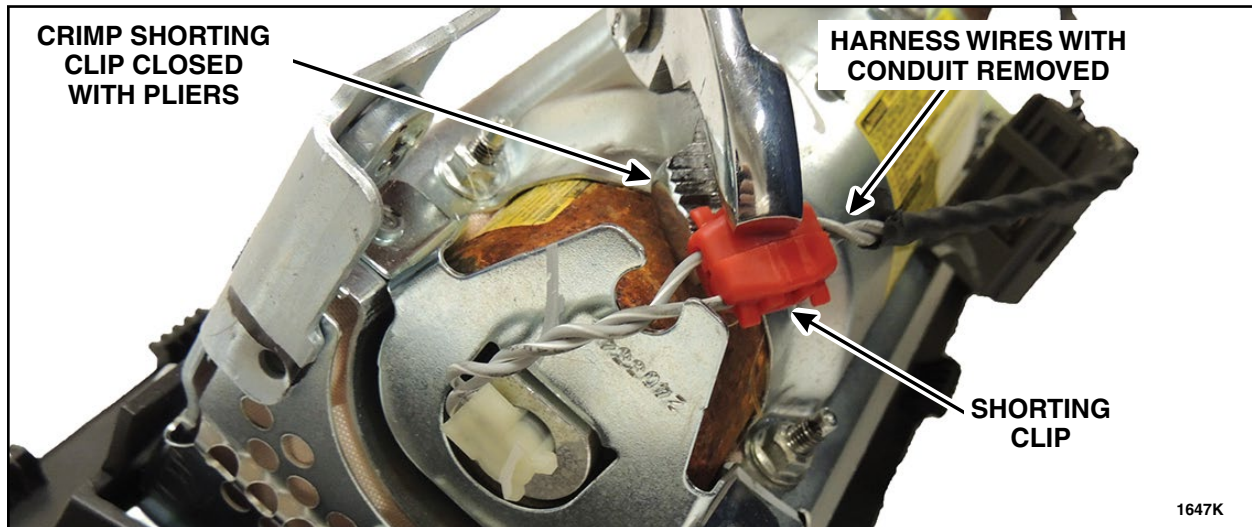


FIGURE 3

6. Cut the harness wires between the shorting clip and the harness connector. See Figure 4.

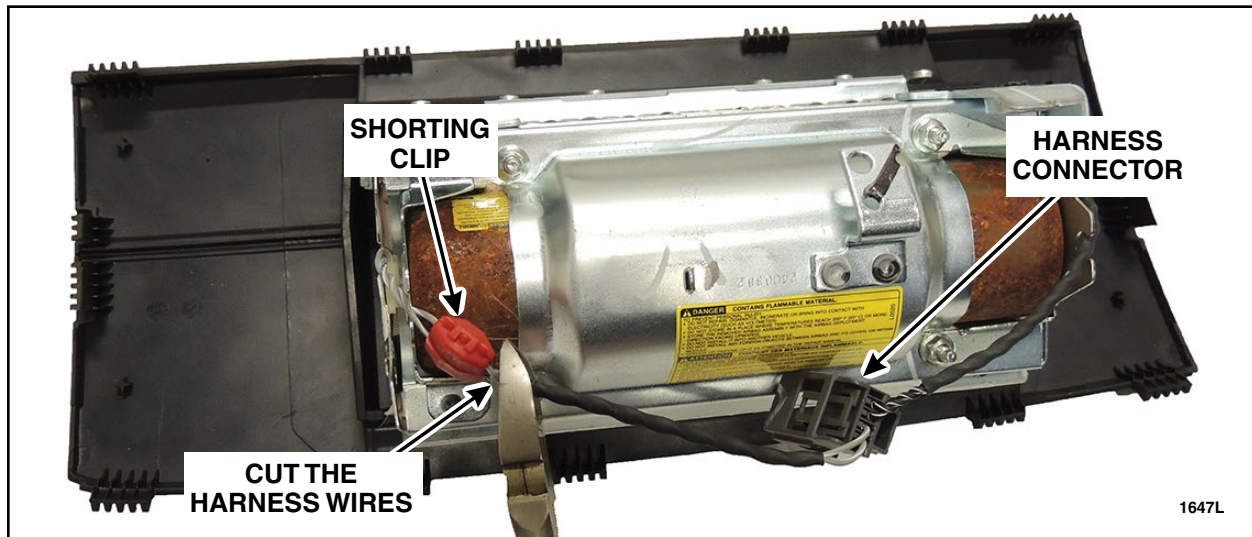


FIGURE 4



7. Remove and discard the four passenger airbag inflator retaining bracket nuts and the retaining bracket. See Figure 5.

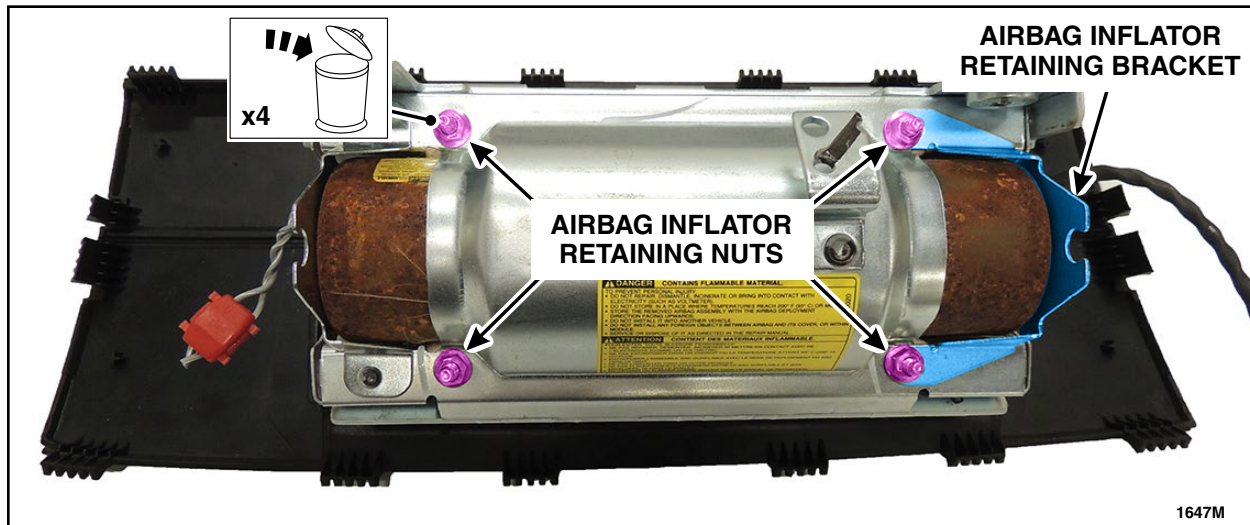


FIGURE 5

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

8. With an assistant holding the passenger airbag assembly, remove the inflator from the assembly by pushing outward on the inflator. Set the airbag inflator aside for return shipping. See Figure 6.
- If required, use of a brass punch is permitted (only at the location shown) to free the inflator from its mounted position.

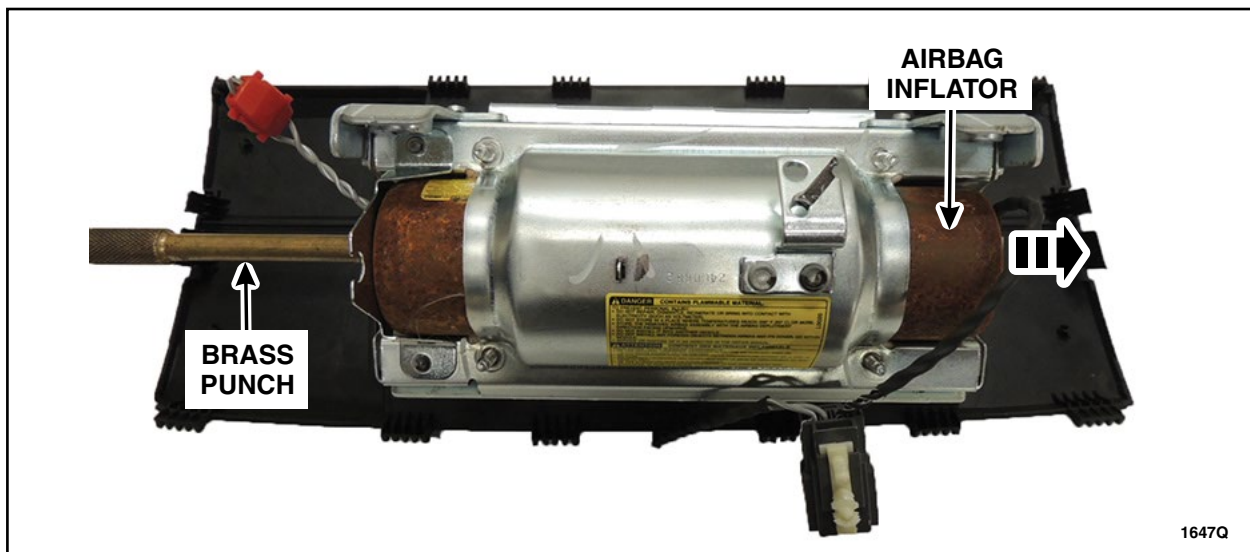


FIGURE 6



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

9. Record the 11 character serial number of the *new* airbag inflator on the repair order. See Figure 7.



**FIGURE 7**



10. **NOTE:** Both *new* inflator end caps are specific to their respective end of the inflator and must be fully seated.

**NOTE:** The tail end cap does not have an alignment tab and may be installed in any orientation. Make sure the tail end cap is fully seated or you will not be able to install the inflator retaining bracket.

Install both *new* inflator end caps making sure the alignment feature on the cap nearest the inflator retaining bracket is properly oriented. See Figure 8.

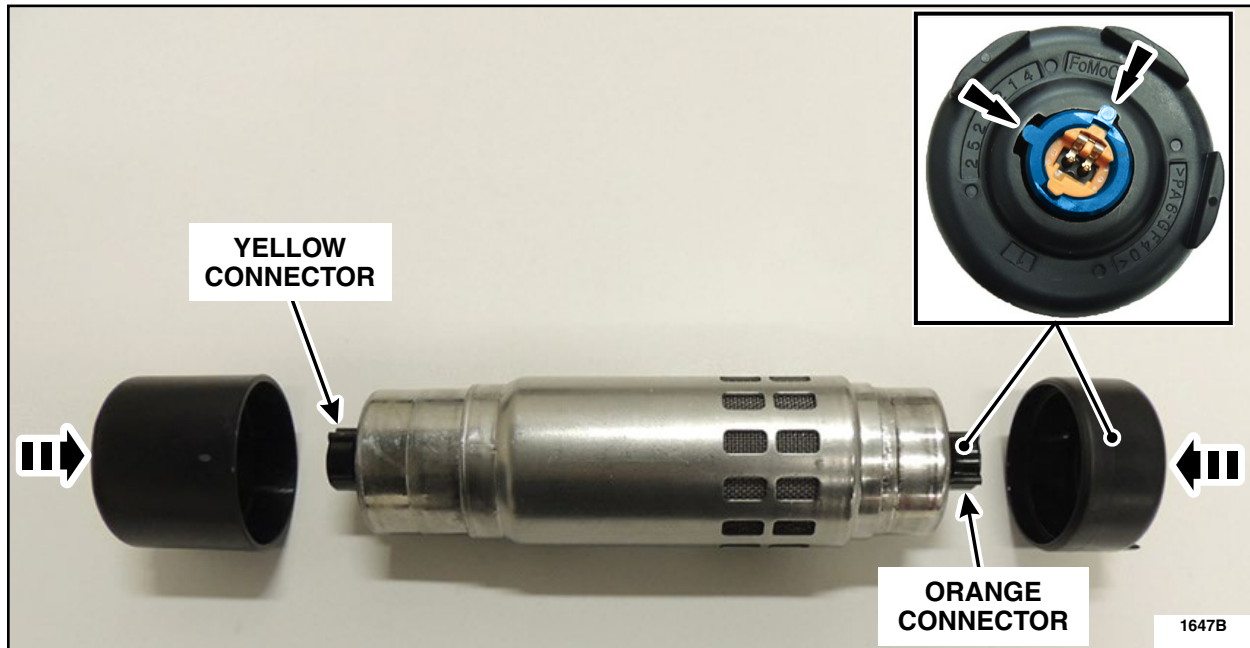


FIGURE 8

11. Install the inflator into the passenger airbag assembly with the orange connector end facing out. Align the three tabs on the cap nearest the inflator retaining bracket with the airbag module lower channel (facing down). See Figure 9.

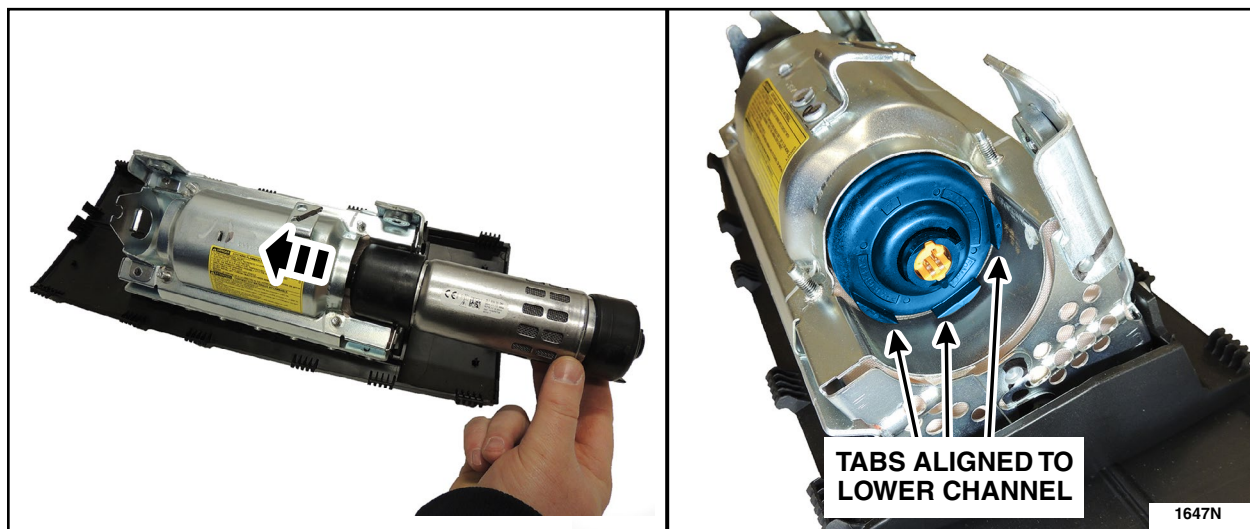


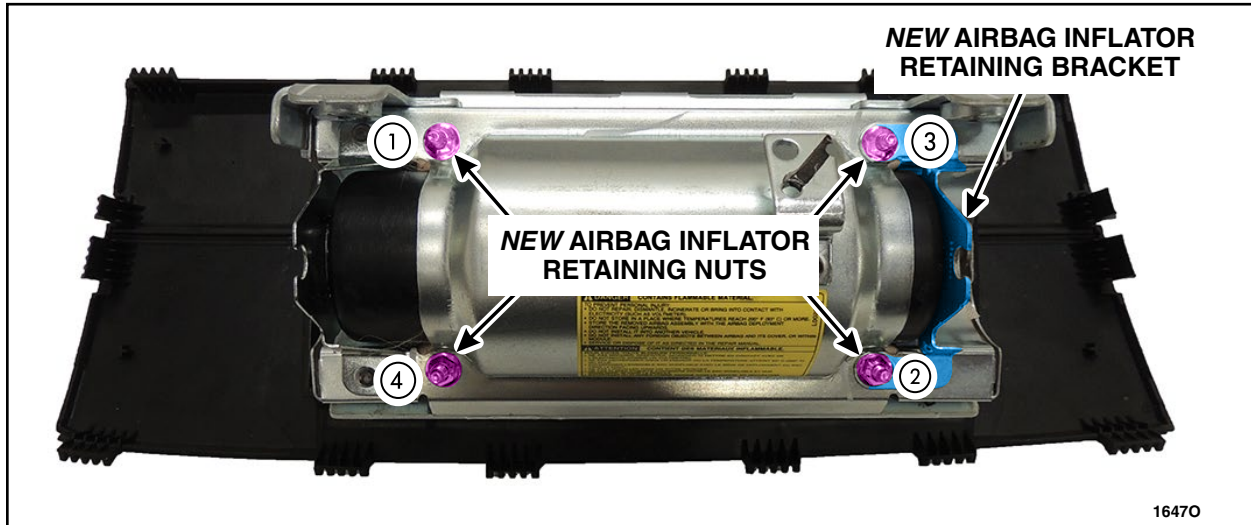
FIGURE 9



**NOTE:** If the inflator retaining bracket is unable to be installed, ensure the inflator tail end cap is fully seated.

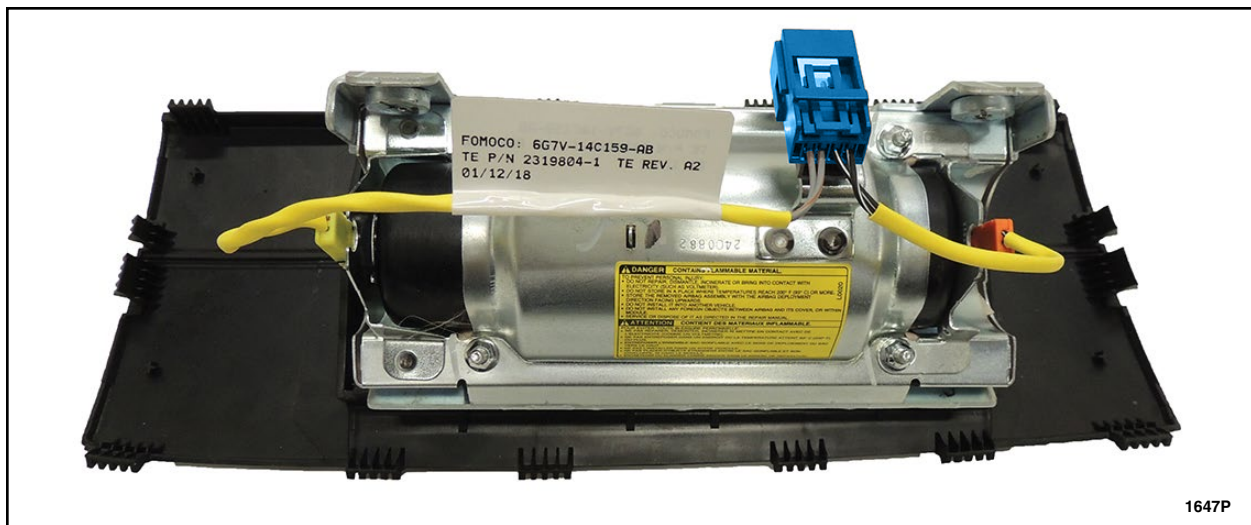
12. Install the *new* passenger airbag inflator retaining bracket and *new* nuts. See Figure 10.

- Torque the new retaining nuts in the sequence shown below to 4 Nm (35 lb-in).



**FIGURE 10**

13. Align the T-shape index on both the wiring harness electrical connector and the airbag inflator. Install the new wiring harness onto the passenger airbag module and connect to both sides of the inflator. See Figure 11.



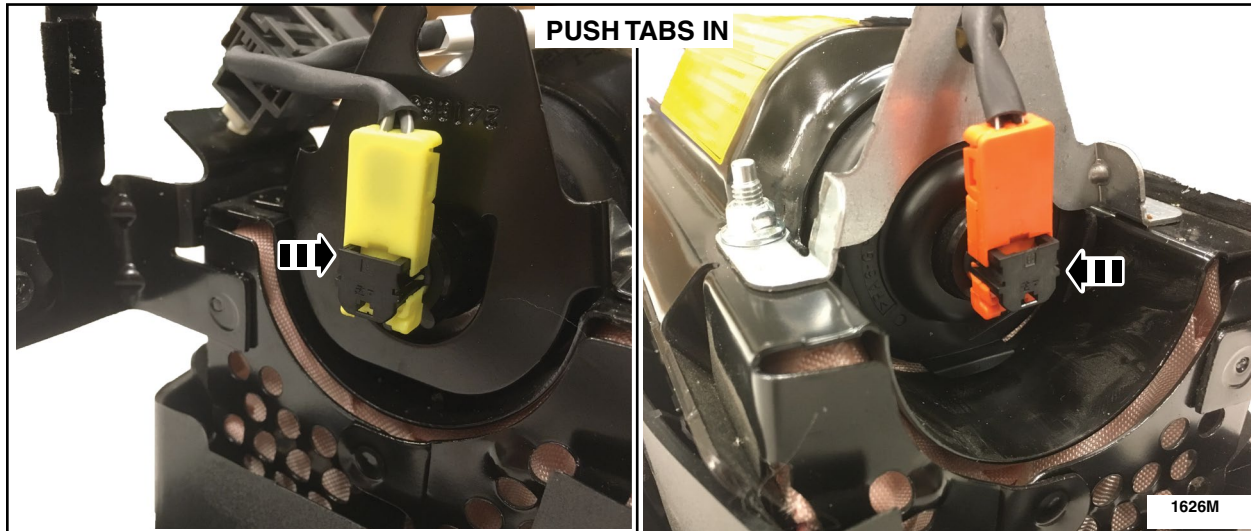
**FIGURE 11**





14. Insert the inflator wiring harness connector tabs. See Figure 12.

NOTE: Pull gently on the wiring harness to ensure it is properly seated.



**FIGURE 11**

15. Re-install the passenger airbag. Please follow WSM procedures in Section 501-20B.

16. Package the replaced inflator in the *new* part box and provide to the appropriate dealership personnel for part returns.



## CERTAIN 2010 AND 2013 MUSTANG VEHICLES — PASSENGER AIRBAG INFLATOR REPLACEMENT

### OVERVIEW

NHTSA and Takata have determined that the propellant in certain Takata airbag inflators can experience an alteration over time with exposure to certain climate conditions. A combination of time, high temperature fluctuations, and humidity contribute to the degradation of the propellant in the inflators. This degradation can cause the propellant to burn too quickly, creating high pressure inside the inflator, and in extreme cases causing the inflator to rupture in the event of a crash necessitating airbag deployment. A ruptured inflator can send inflator parts toward vehicle occupants resulting in serious injury or death.

Dealers are to replace the passenger airbag inflator. The serial number from the new airbag inflator must be recorded on the repair order. Place the replaced inflator 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



## AIRBAG INFLATOR REPLACEMENT


**NOTE:** The following repair instructions only apply to 2010 and 2013 Mustang vehicles. Repair instructions will be published in separate attachments for the other vehicle lines included in this recall as parts become available for those vehicles.

**NOTE:** The parts used in this safety recall may physically appear to be identical, but they have differing operating characteristics. It is crucial that parts are not interchanged or substituted.

 **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.

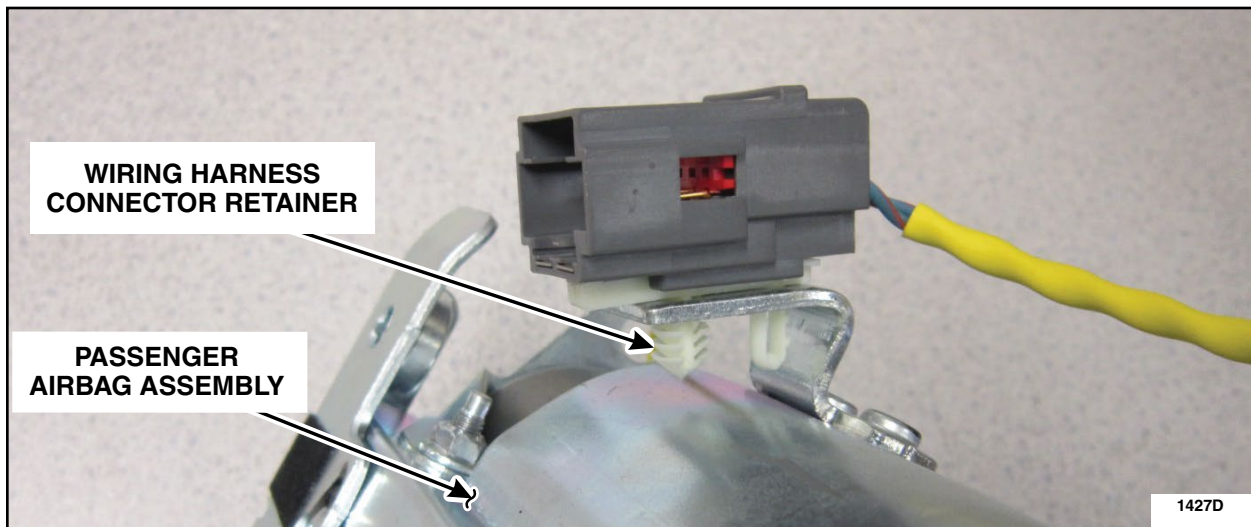
**NOTE:** The ignition must remain OFF until this service procedure is completed.

**NOTE:** To view a video demonstration of this repair procedure, click the video icon. 



**NOTE:** For Mustang vehicles equipped with SYNC, it is not necessary to remove the Accessory Protocol Interface Module (APIM) retainers to access the passenger airbag module. Unclip the APIM mounting bracket and position the APIM aside.

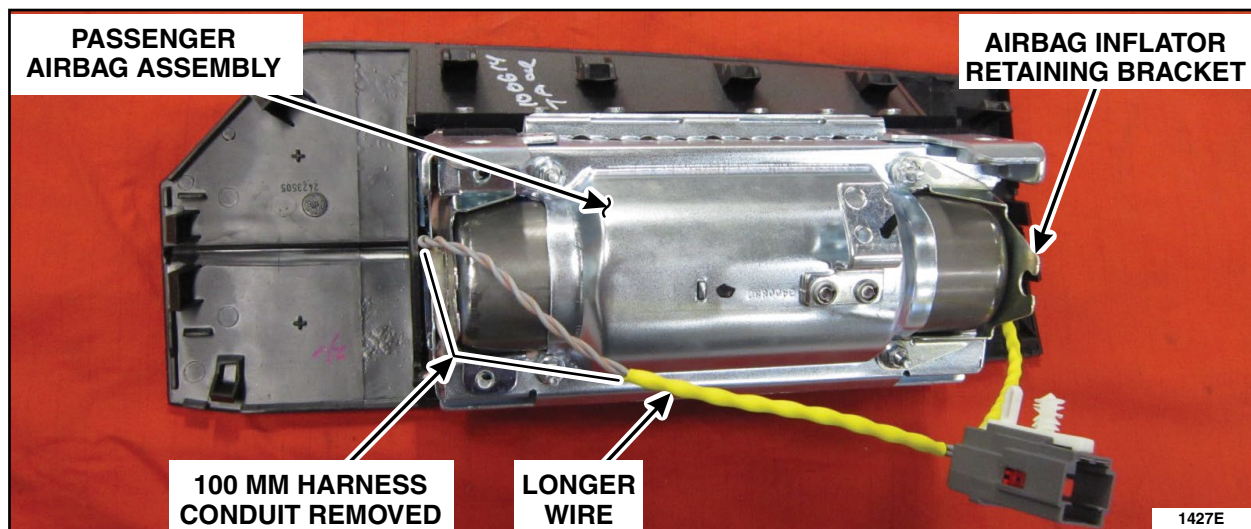
1. Remove the passenger airbag from the vehicle. Please follow the WSM procedures in Section 501-20B.
2. Set the airbag face down onto a surface that will not scratch or damage the airbag face.
3. Remove the wiring harness connector retainer from the passenger airbag assembly. See Figure 1.



**FIGURE 1**

**NOTE:** Carry out this step on the longer wire on the end opposite of the airbag inflator retaining bracket. See Figure 2.

4. Remove approximately 100 mm (3.93 in) of the conduit from the passenger airbag assembly wire harness. See Figure 2.



**FIGURE 2**



5. Position the shorting clip onto the harness wires, and crimp the shorting clip together one side at a time using pliers. See Figure 3.

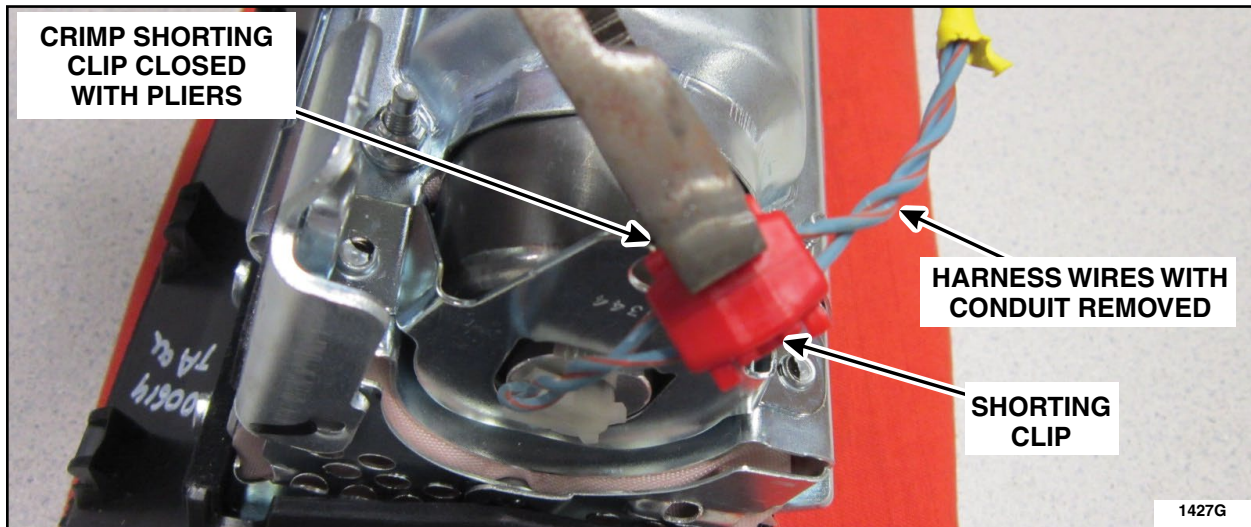


FIGURE 3

6. Cut the harness wires between the shorting clip and the harness connector. See Figure 4.

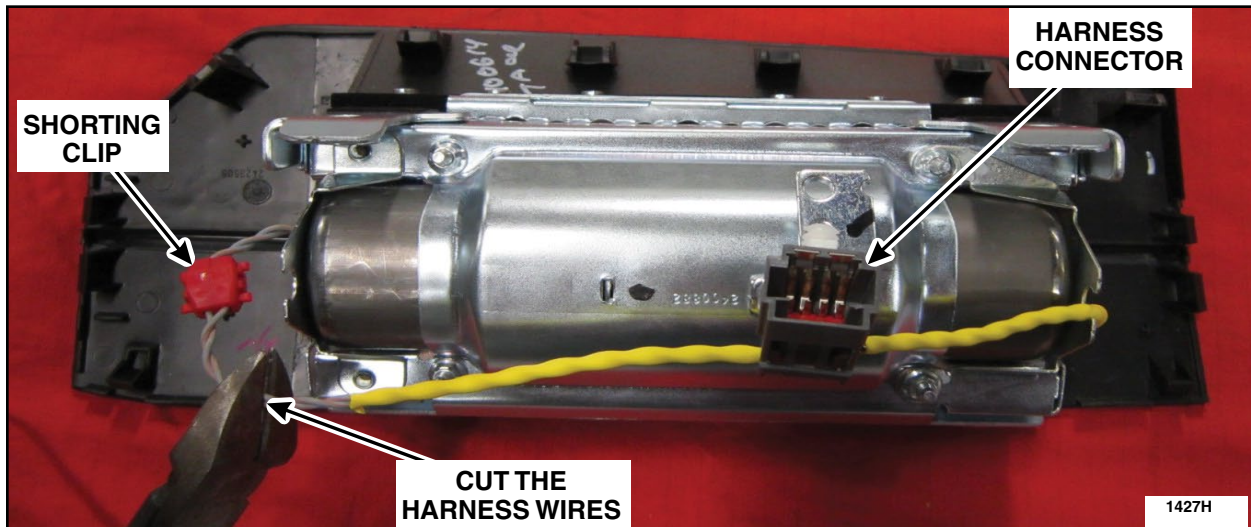


FIGURE 4



7. Remove and discard the four passenger airbag inflator retaining bracket nuts and the retaining bracket. See Figure 5.

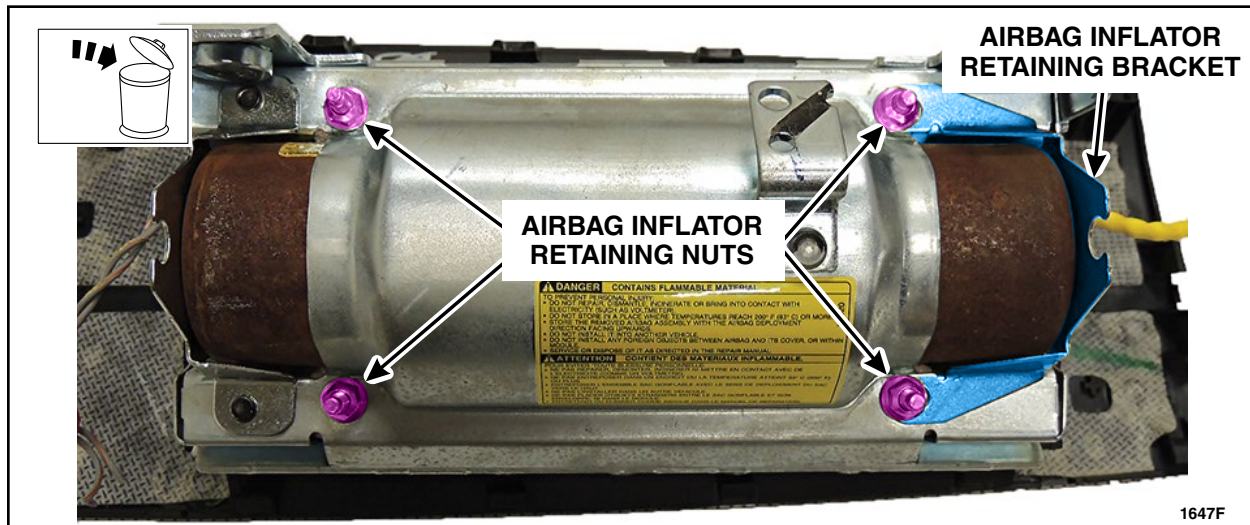


FIGURE 5

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

8. With an assistant holding the passenger airbag assembly, remove the inflator from the assembly by pushing outward on the inflator. Set the airbag inflator aside for return shipping. See Figure 6.
- If required, use of a brass punch is permitted (only at the location shown) to free the inflator from its mounted position.

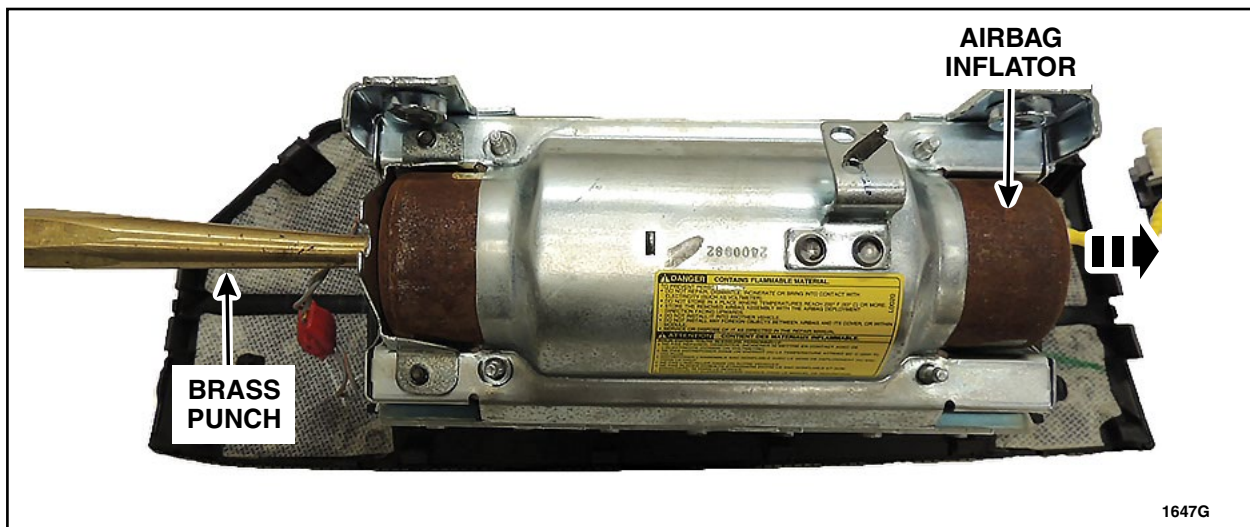


FIGURE 6



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

9. Record the 11 character serial number of the *new* airbag inflator on the repair order. See Figure 7.



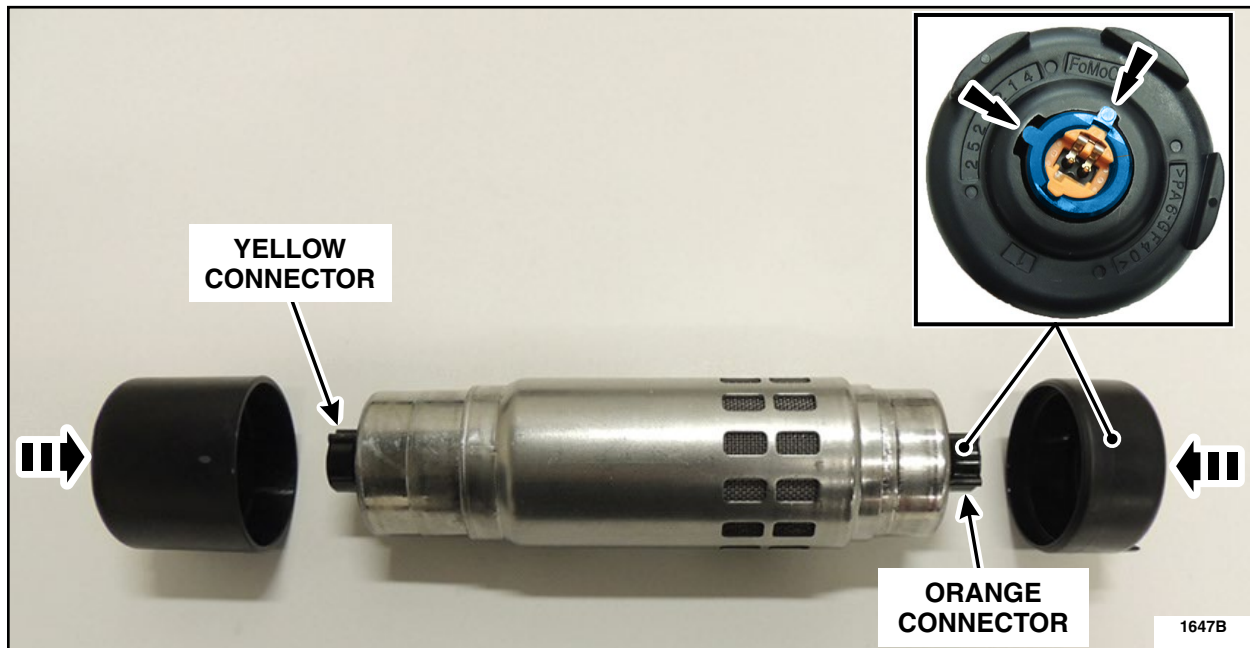
**FIGURE 7**



10. **NOTE:** Both *new* inflator end caps are specific to their respective end of the inflator and must be fully seated.

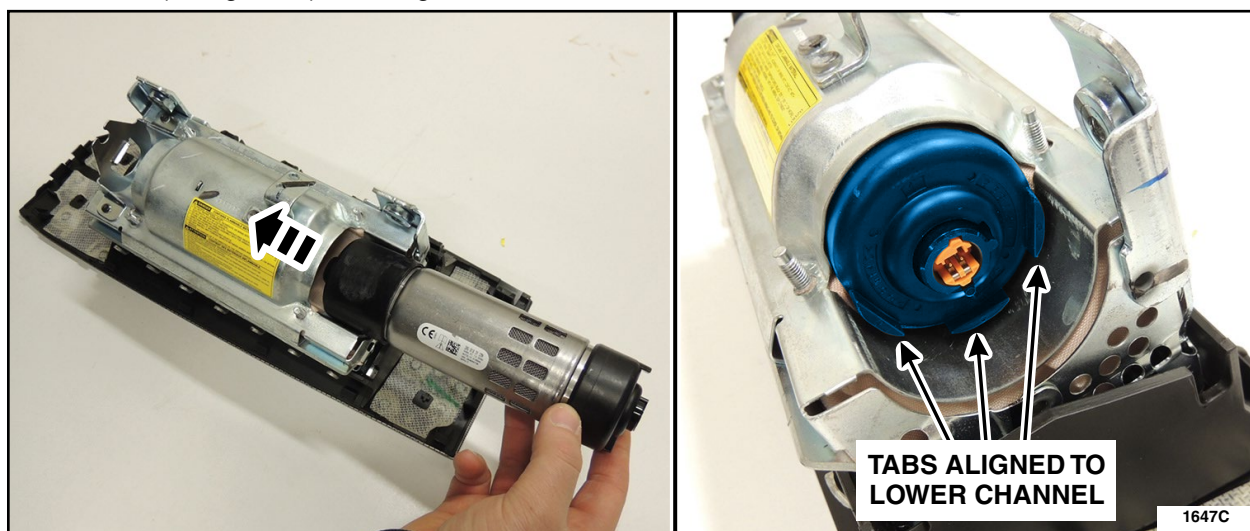
**NOTE:** The tail end cap does not have an alignment tab and may be installed in any orientation.

Install both *new* inflator end caps making sure the alignment feature on the cap nearest the inflator retaining bracket is properly oriented. See Figure 8.



**FIGURE 8**

11. Install the inflator into the passenger airbag assembly with the orange connector end facing out. Align the three tabs on the cap nearest the inflator retaining bracket with the airbag module lower channel (facing down). See Figure 9.



**FIGURE 9**

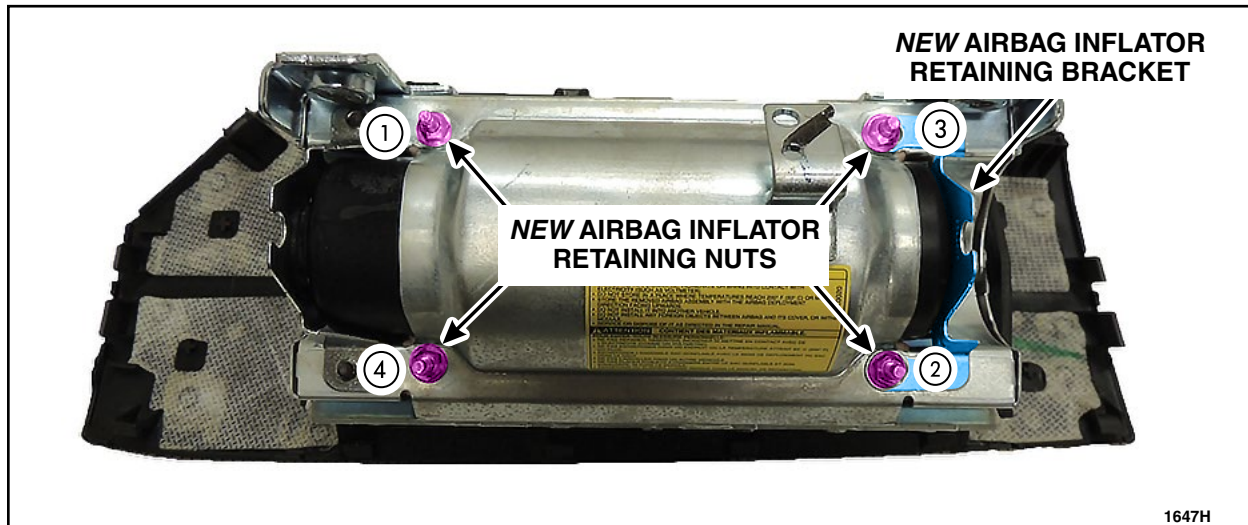




**NOTE:** If the inflator retaining bracket is unable to be installed, ensure the inflator tail end cap is fully seated.

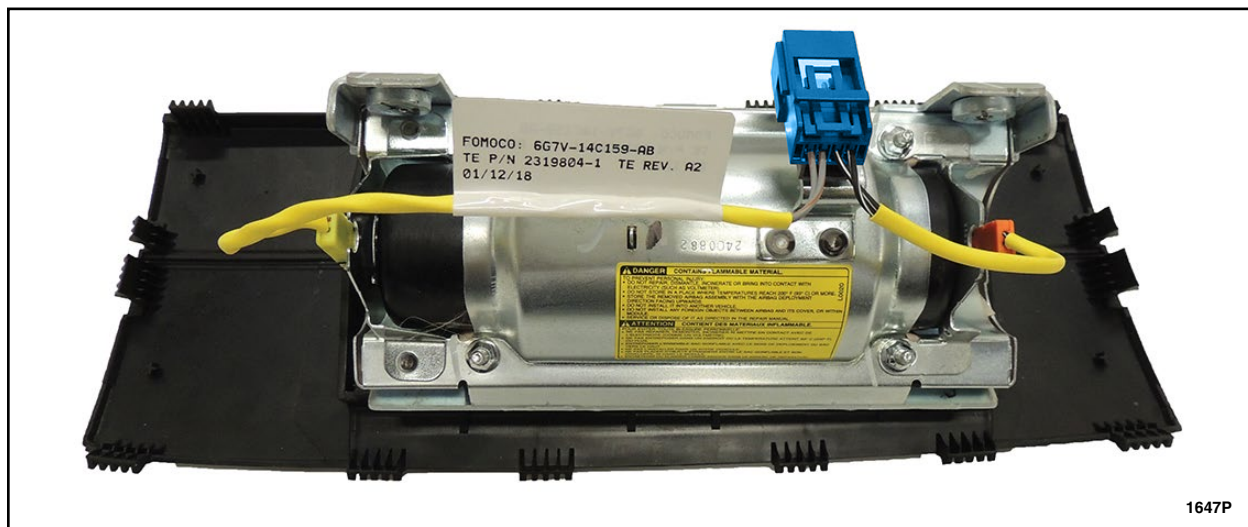
12. Install the *new* passenger airbag inflator retaining bracket and *new* nuts. See Figure 10.

- Torque the new retaining nuts in the sequence shown below to 4 Nm (35 lb-in).



**FIGURE 10**

13. Align the T-shape index on both the wiring harness electrical connector and the airbag inflator. Install the new wiring harness onto the passenger airbag module and connect to both sides of the inflator. See Figure 11.

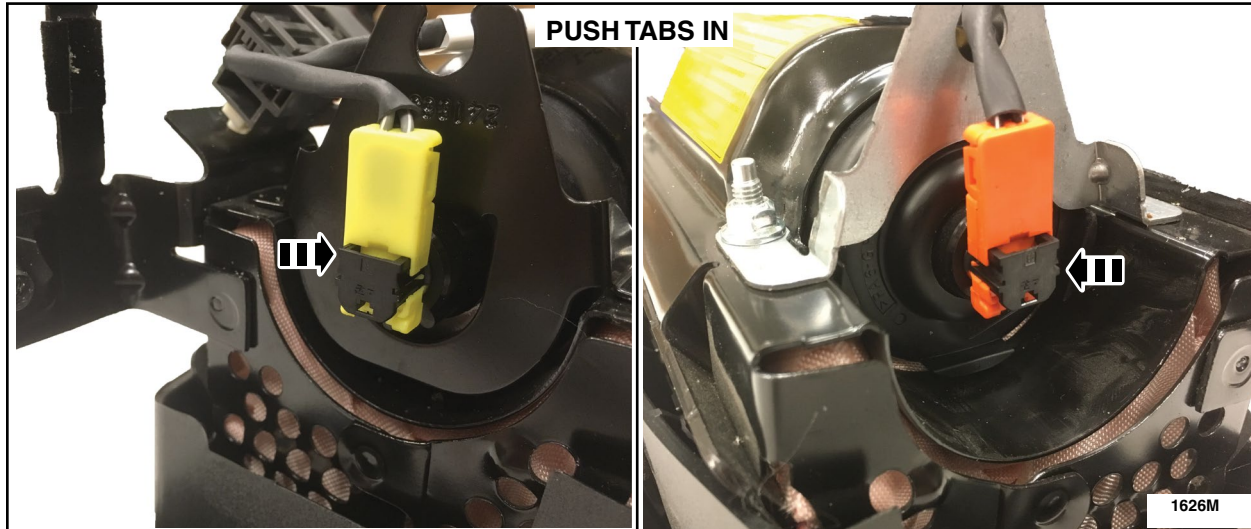


**FIGURE 11**



14. Insert the inflator wiring harness connector tabs. See Figure 12.

NOTE: Pull gently on the wiring harness to ensure it is properly seated.



**FIGURE 12**

15. Re-install the passenger airbag. Please follow WSM procedures in Section 501-20B.

16. Package the replaced inflator in the *new* part box and provide to the appropriate dealership personnel for part returns.



## CERTAIN 2009-2010 RANGER VEHICLES — PASSENGER AIRBAG INFLATOR REPLACEMENT

### OVERVIEW

NHTSA and Takata have determined that the propellant in certain Takata airbag inflators can experience an alteration over time with exposure to certain climate conditions. A combination of time, high temperature fluctuations, and humidity contribute to the degradation of the propellant in the inflators. This degradation can cause the propellant to burn too quickly, creating high pressure inside the inflator, and in extreme cases causing the inflator to rupture in the event of a crash necessitating airbag deployment. A ruptured inflator can send inflator parts toward vehicle occupants resulting in serious injury or death.

Dealers are to replace the passenger airbag inflator. The serial number from the new airbag inflator must be recorded on the repair order. Place the replaced inflator 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



## AIRBAG INFLATOR REPLACEMENT

**NOTE:** The following repair instructions only apply to 2009 - 2010 Ranger vehicles. Repair instructions will be published in separate attachments for the other vehicle lines included in this recall as parts become available for those vehicles.

**NOTE:** The parts used in this safety recall may physically appear to be identical, but they have differing operating characteristics. It is crucial that parts are not interchanged or substituted.

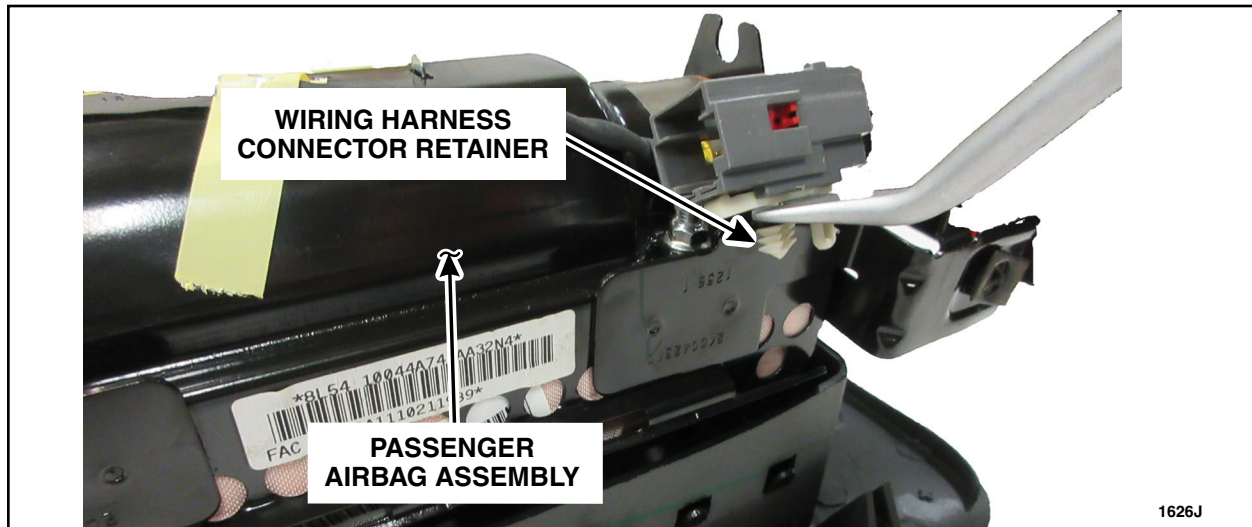
 **WARNING: Failure to follow the instructions and warnings in the Workshop Manual (WSM) may result in injury.**

**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.



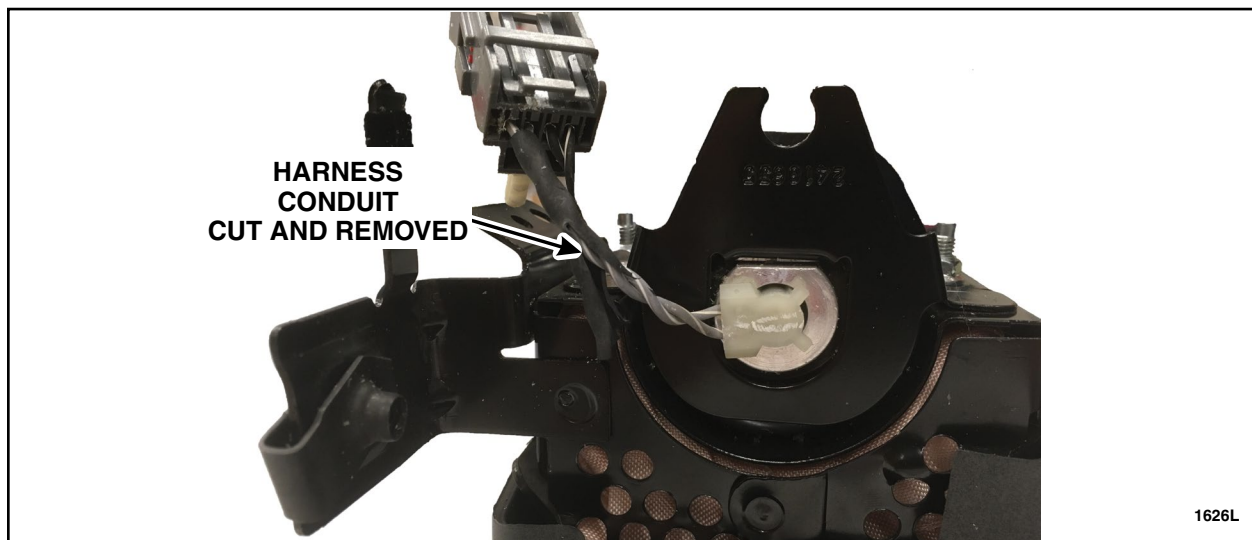
1. Remove the passenger airbag from the vehicle. Please follow the WSM procedures in Section 501-20B.
2. Set the airbag face down onto a surface that will not scratch or damage the airbag face.
3. Remove the wiring harness connector retainer from the passenger airbag assembly. See Figure 1.



**FIGURE 1**

**NOTE:** Carry out this step on the shorter wire on the end opposite of the airbag inflator retaining bracket. See Figure 2.

4. Remove the black conduit from the passenger airbag assembly wire harness in the area shown. See Figure 2.



**FIGURE 2**



5. Position the shorting clip onto the harness wires, and crimp the shorting clip together one side at a time using pliers. See Figure 3.
6. Cut the harness wires between the shorting clip and the harness connector. See Figure 3.

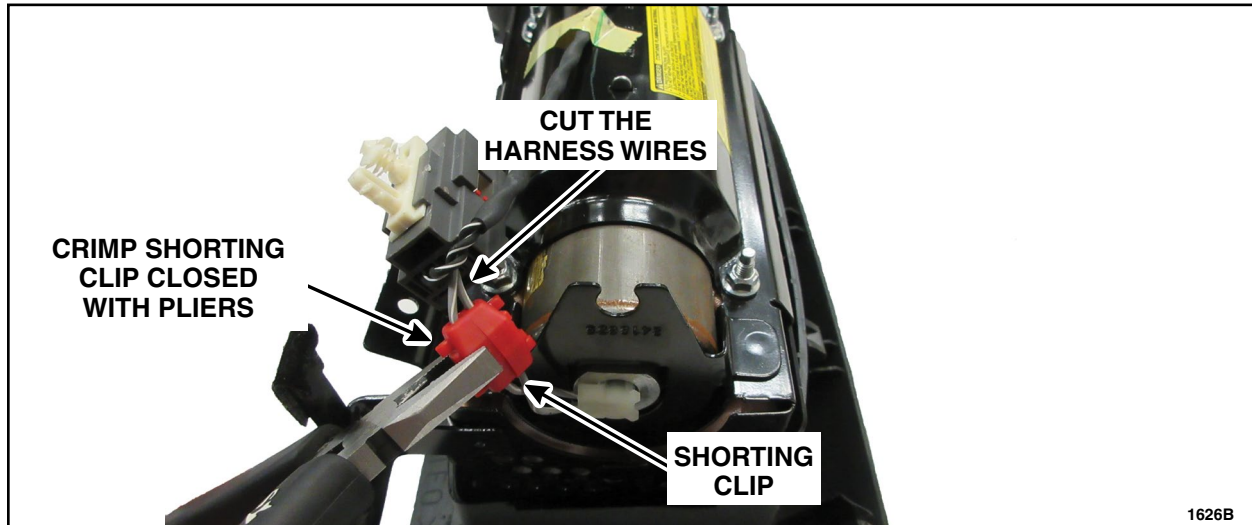


FIGURE 3

7. Remove and discard the four passenger airbag inflator retaining bracket nuts and the retaining bracket. See Figure 4.

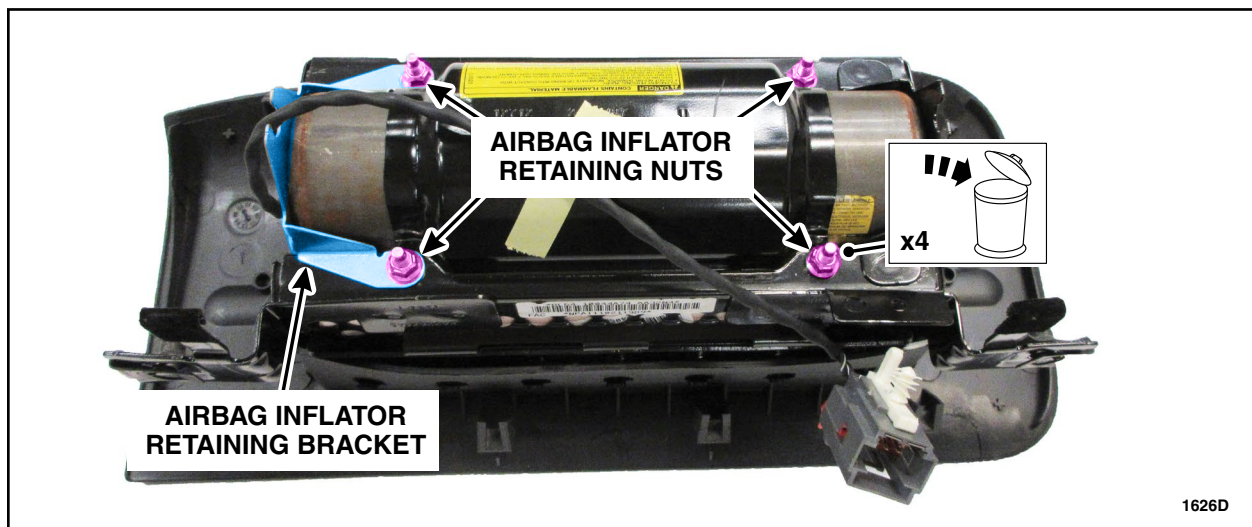


FIGURE 4



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

8. With an assistant holding the passenger airbag assembly, remove the inflator from the assembly by pushing outward on the inflator. Set the airbag inflator aside for return shipping. See Figure 5.

- If required, use of a brass punch is permitted (only at the location shown) to free the inflator from its mounted position.

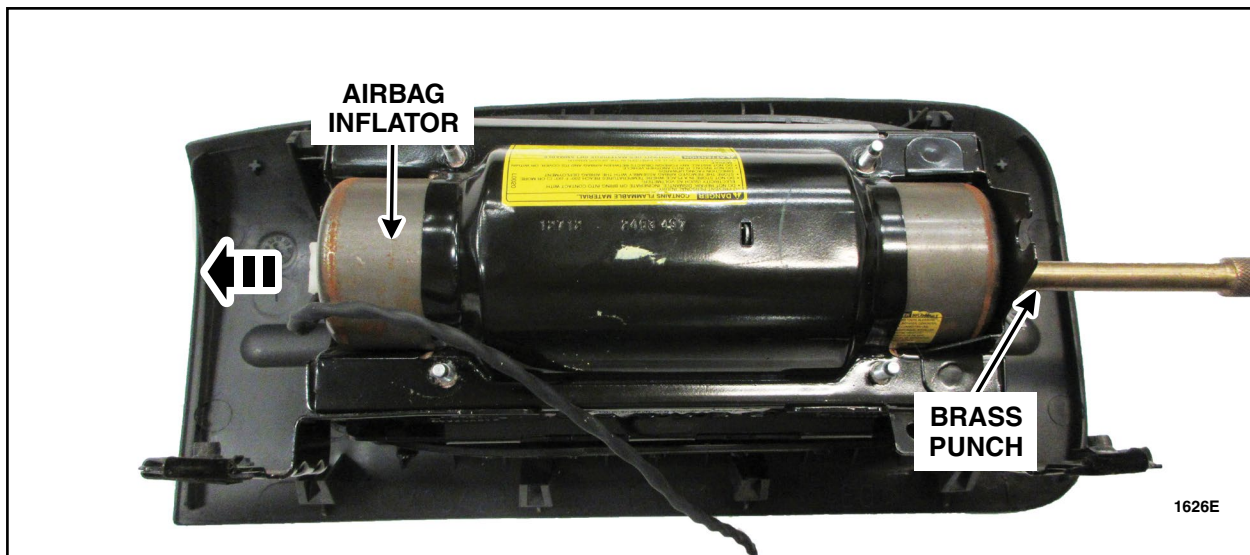


FIGURE 5

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

9. Record the 11 character serial number of the *new* airbag inflator on the repair order. See Figure 6.

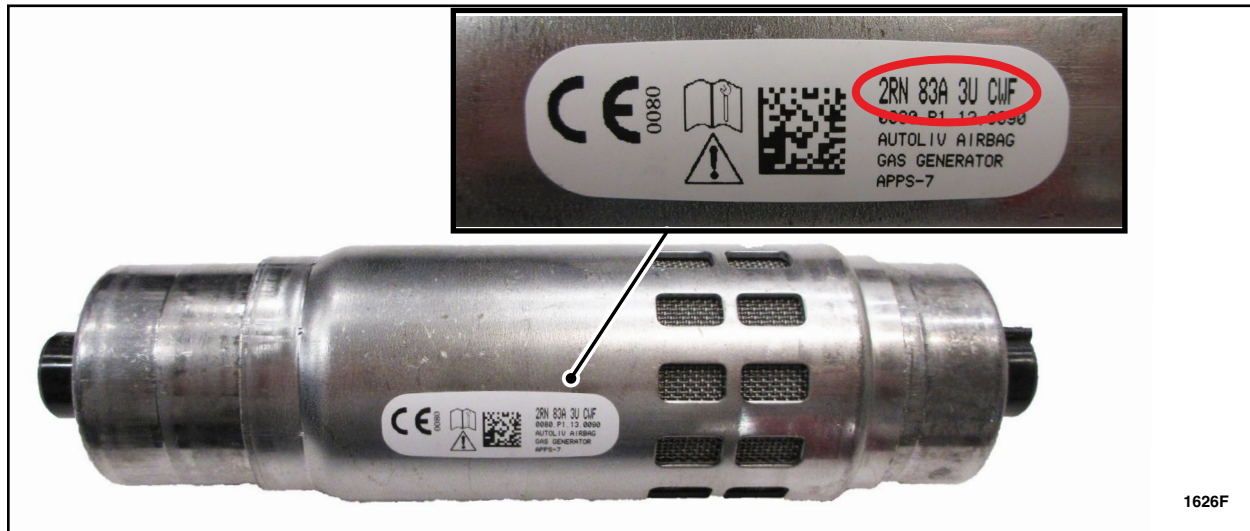


FIGURE 6



10. **NOTE:** Both *new* inflator end caps are specific to their respective end of the inflator and must be fully seated.

**NOTE:** The tail end cap does not have an alignment tab and may be installed in any orientation. Make sure the tail end cap is fully seated or you will not be able to install the inflator retaining bracket.

Install both *new* inflator end caps making sure the alignment feature on the cap nearest the inflator retaining bracket is properly oriented. See Figure 7.

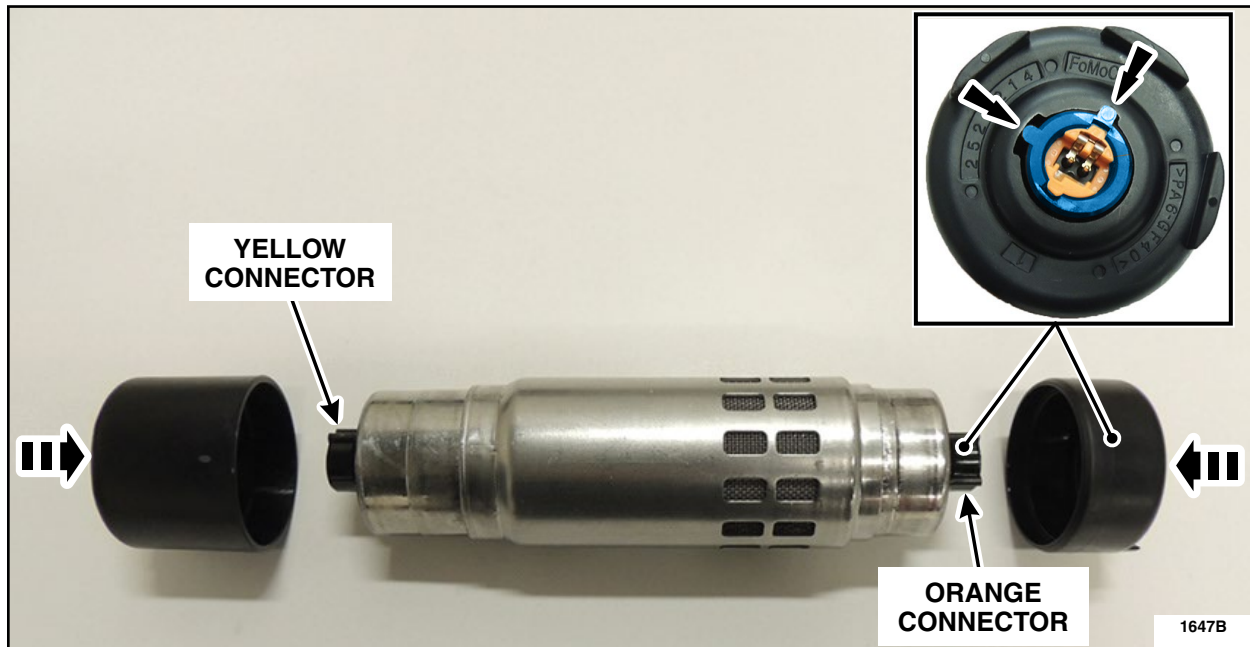
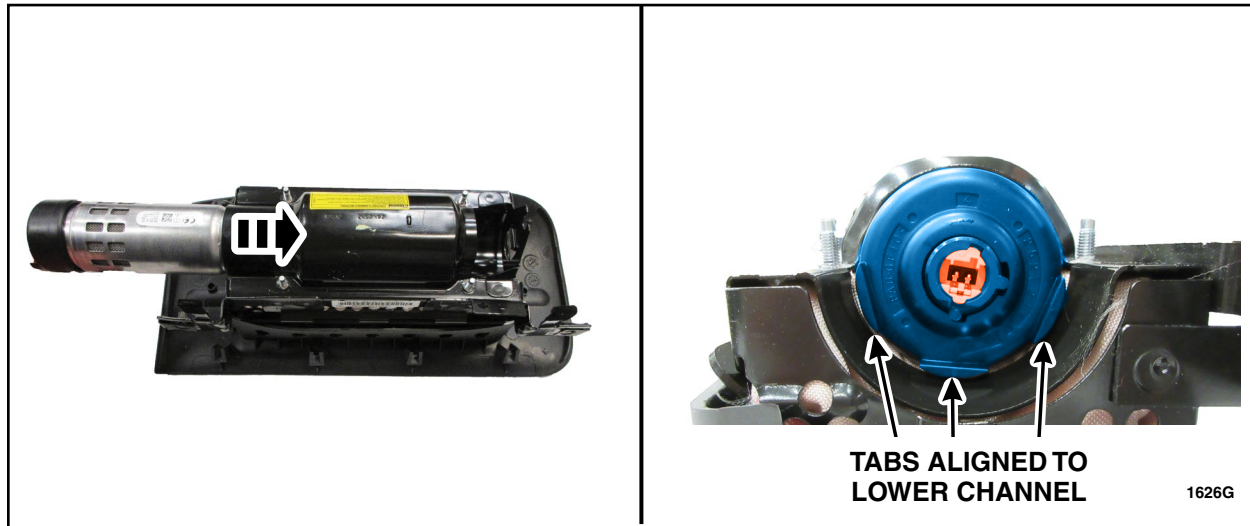


FIGURE 7





11. Install the inflator into the passenger airbag assembly with the orange connector end facing out. Align the three tabs on the cap nearest the inflator retaining bracket with the airbag module lower channel (facing down). See Figure 8.

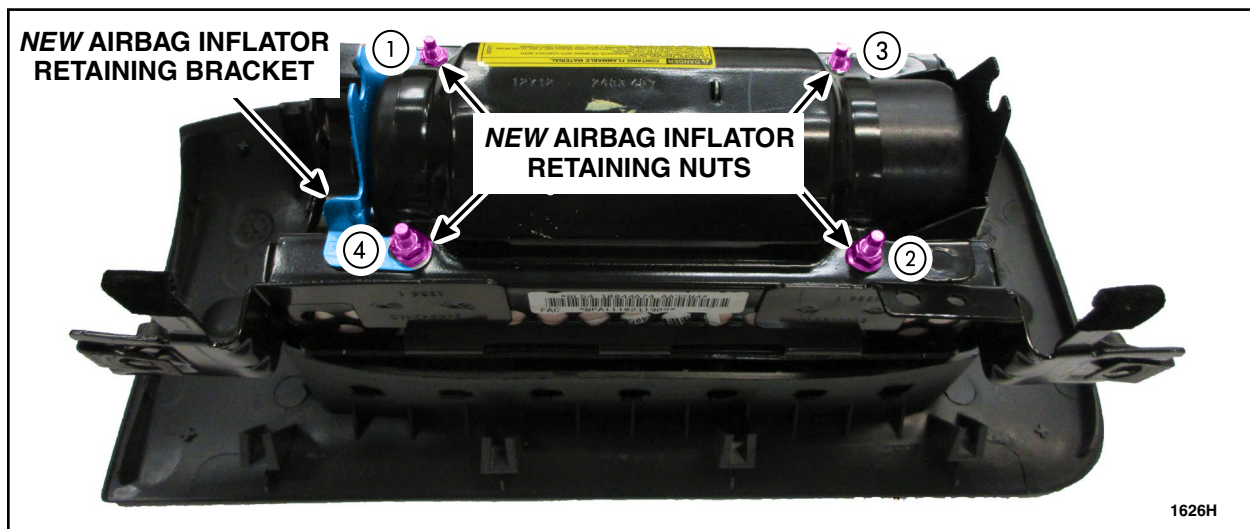


**FIGURE 8**

**NOTE:** If the inflator retaining bracket is unable to be installed, ensure the inflator tail end cap is fully seated.

12. Install the *new* passenger airbag inflator retaining bracket and *new* nuts. See Figure 9.

- Torque the new retaining nuts in the sequence shown below. Tighten to 4 Nm (35 lb in).

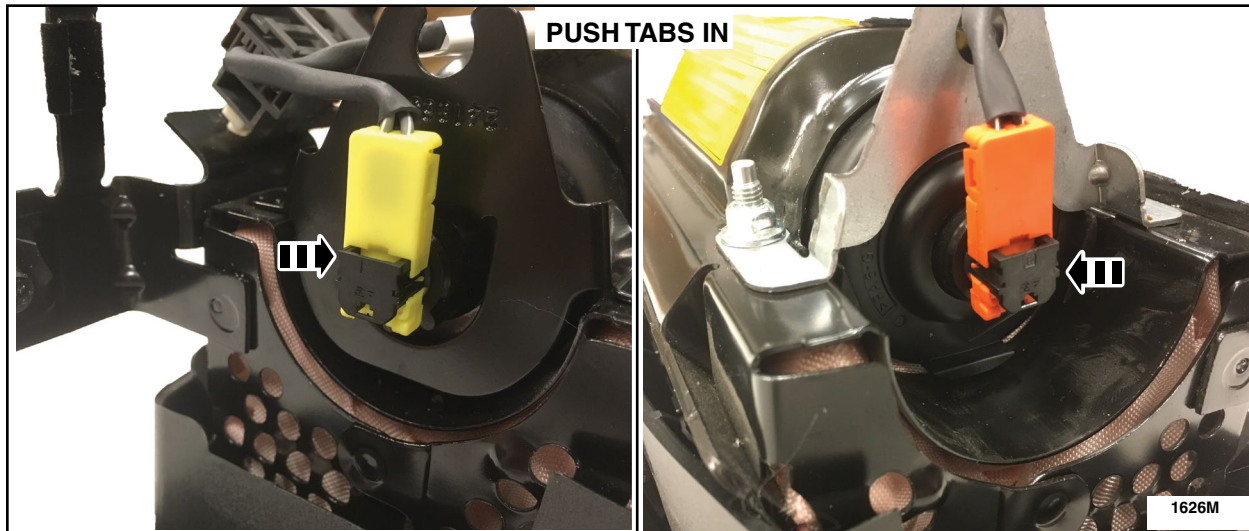


**FIGURE 9**



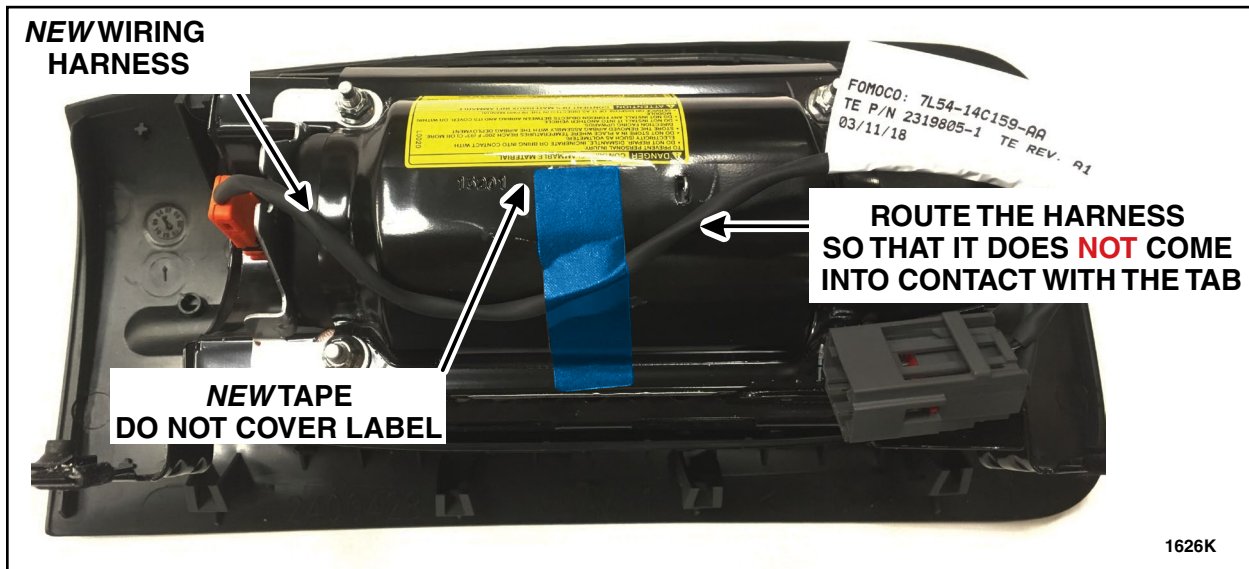
- Align the T-shape index on both the wiring harness electrical connector and the airbag inflator. Install the *new* wiring harness onto the passenger airbag module and connect to both sides of the inflator and fully seat the black tabs. See Figure 10.

**NOTE:** Pull gently on the wiring harness to ensure it is properly seated.



**FIGURE 10**

- Install the *new* tape to the wiring harness and airbag assembly, do not cover the airbag warning label with the new tape. For correct placement See Figure 11.



**FIGURE 11**

- Re-install the passenger airbag. Please follow WSM procedures in Section 501-20B.
- Package the replaced inflator in the *new* part box and provide to the appropriate dealership personnel for part returns.



## CERTAIN 2009 MKZ VEHICLES – PASSENGER AIRBAG MODULE 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 passenger airbag module. The serial number from the new airbag module must be recorded on the repair order. Place the replaced airbag module 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

**NOTE:** The following repair instructions only apply to 2009 MKZ vehicles. Repair instructions will be published in separate attachments for other vehicle lines included in this recall as parts become available for those vehicles.

**NOTE:** The parts used in this safety recall may physically appear to be identical, but they have differing operating characteristics. It is crucial that parts are not interchanged or substituted.

 **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. Record the 13 character serial number of the new airbag module on the repair order. See Figure 1.
2. Replace the passenger airbag module. Refer to section 501-20B of the Workshop Manual.

**NEW ! NOTE:** Use caution when removing the 5 instrument panel trim panel fasteners or the studs may strip out. Submit a contact to the SSSC if damage to the trim panel does occur.

3. Package the replaced airbag module in the new part box and provide to the appropriate dealership personnel for part returns.



FIGURE 1



## CERTAIN 2009 FUSION AND MILAN VEHICLES – PASSENGER AIRBAG MODULE 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 passenger airbag module. The serial number from the new airbag module must be recorded on the repair order. Place the replaced airbag module 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

**NOTE:** The following repair instructions only apply to 2009 Fusion and Milan vehicles. Repair instructions will be published in separate attachments for other vehicle lines included in this recall as parts become available for those vehicles.

**NOTE:** The parts used in this safety recall may physically appear to be identical, but they have differing operating characteristics. It is crucial that parts are not interchanged or substituted.

 **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. Record the 13 character serial number of the new airbag module on the repair order. See Figure 1.
2. Replace the passenger airbag module. Refer to section 501-20B of the workshop manual.
3. Package the replaced airbag module in the new part box and provide to the appropriate dealership personnel for part returns.

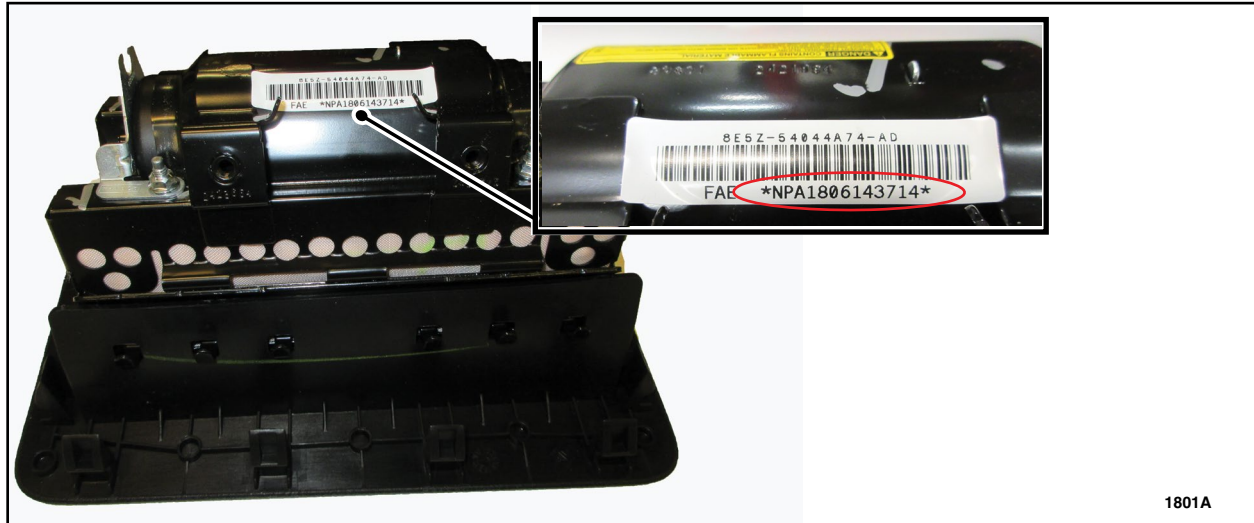


FIGURE 1



## REGIONAL CORE RECOVERY CENTER AIRBAG INFLATOR RETURN PROCESS – PARTS WITH CORE CHARGES

### DEALER PART RETURN INSTRUCTIONS AND SHIPPING DOCUMENTATION

Parts used under safety recall 18S01 have a core charge and will be identified as such with the yellow core label on the packaging. The Regional Core Recover Center (RCRC), including dealers in Alaska and Hawaii, will pick up these airbag inflators along with all other core returns during your normal core retrieval visit.

### THE AIRBAG INFLATOR REMOVED FROM THE VEHICLE MUST BE RETURNED IN THE NEW REPLACEMENT INFLATOR PACKAGING.

- Ensure that you have processes in place to safeguard the packaging.
- The Dealer provided Haz-Mat Materials must also be returned in the packaging.
- RCRC's will not accept any airbag inflators without correct packaging or Haz-Mat documentation.
- The new replacement service part packaging is certified with the appropriate DOT marks and labels.
- Ensure that all marks and labels are present prior to tendering to the RCRC for core credit.

### Airbag Inflator Haz-Mat Return Instructions

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, please consult the RCRC driver.
  - c. In the box titled **Number/Type of Package**, enter the number of boxed airbag inflators.
  - d. In the box titled **Weight**, enter the total shipment weight of all boxed airbag 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
<b>Box(es)</b>	<b>UN3268, Safety Devices, Class 9</b>	<b>Lbs.</b>

**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><b>SUBSTANCES (LOW TO MODERATE HAZARD)</b></p> <p><b>ERG2012</b></p>	<p><b>ERG2012</b></p> <p><b>SUBSTANCES (LOW TO MODERATE HAZARD)</b></p> <p><b>ERG2012</b></p>	<p><b>GUIDE</b> 171</p> <p><b>SUBSTANCES (LOW TO MODERATE HAZARD)</b></p> <p><b>ERG2012</b></p>
<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>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 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.</b></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><b>Spill</b></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><b>Fire</b></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 service.</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>
		<p>Page 280</p>
		<p>Page 281</p>

<b>RCRC Locations</b>					
<b>RCRC CODE</b>	<b>Parent</b>	<b>Address</b>	<b>City</b>	<b>State</b>	<b>Zip</b>
00708	HPD	2511 Lovi Rd B/L 3/3A	FREEDOM	PA	15042
01183	HPD	20501 PENNSYLVANIA ROAD STE 140	BROWNSTOWN	MI	48192
01326	HPD	9040 BURROUGH DOVER LANE	PENNSAUKEN	NJ	08110
01615	AER	144 MAKAAALA ST	HILO	HI	96720
01728	AER	1123 Buffalo Run	Missouri City	TX	77489
01729	AER	5915 CORRIDOR PARKWAY	SCHERTZ	TX	78154
02276	AER	4300 Round Lake Rd. W. Unit 200	ARDEN HILLS	MN	55112
02454	AER	1605 SURVEYOR BLVD.	CARROLLTON	TX	75006
03001	AER	8333 WASHINGTON PL NE Suite E	ALBUQUERQUE	NM	87113
03199	AER	7103 E. 47TH AVE. Dr.	DENVER	CO	80216
03956	FMP	300 Calais Dr STE #1	ANCHORAGE	AK	99503
04861	AER	5503 F ST	OMAHA	NE	68117
05399	FJ	1002 South 56th Ave	PHOENIX	AZ	85043
05495	AER	4161 DIXON AVE	DES MONIES	IA	50313
05514	HPD	3645 DEVELOPERS RD.	INDIANAPOLIS	IN	46227
06201	FJ	1040 S Rockefeller	Ontario	CA	91761
06583	AER	600 South Theresa Ave.	ST LOUIS	MO	63103
06586	FJ	11515 Granite St	CHARLOTTE	NC	28273
06615	HPD	8242 SANDY COURT	JESSUP	MD	20794
06952	FJ	7145 INDUSTRIAL	EL PASO	TX	79915
06953	FJ	550 Gills Drive	ORLANDO	FL	32824
06954	FJ	5286 Georgia Hwy 85, Suite 200	FOREST PARK	GA	30297
06955	FJ	545 Ford Avenue	JACKSON	MS	39209
06959	FJ	6200 SW 29th Ste A	OKLAHOMA CITY	OK	73179
07089	FJ	4304 Eubank Road	RICHMOND	VA	23231
07748	AER	1049 KIKOWAENA PLACE	HONOLULU	HI	96819
07953	AER	231 PAPA ST.	KAHULUI	HI	96732
08263	AER	11 Chapin Road, Unit A	PINE BROOK	NJ	07058
08453	AER	18637 72nd Ave S	KENT	WA	98032
08454	AER	5220 N. E. 152ND PLACE	PORTLAND	OR	97230
08587	AER	2999 MILLER STREET	SAN LEANDRO	CA	94577
08731	AER	8250 NE Underground Dr. Pillar 153	KANSAS CITY	MO	64161
08858	AER	2233 S. 1800 WEST	WEST VALLEY	UT	84119
09001	AER	3311 CORPORATE DR	JOLIET	IL	60431
09121	HPD	444 WHITNEY ST	NORTHBOROUGH	MA	01532
09252	HPD	1901 LEMOYNE AVE.	SYRACUSE	NY	13208

## DEALER Q &amp; A

- Q1. Why can't vehicles other than Mustang, Ranger, 2009 MKZ, and *2009 Fusion and Milan* be repaired now?**
- A. Repairs for other vehicles require a different part and repair procedure. Parts and repair instructions for most other vehicles affected by this recall are expected to be available throughout the third quarter of 2018.
- Q2. How will I know when parts are available for other vehicles affected by this recall?**
- A. Dealers are encouraged to refer to the [Takata Airbag Inflator Recall Information for Dealers](#) document on the FMC dealer homepage for the latest parts status for all Takata airbag recalls. The dealer bulletin will also be updated as repair information becomes available for other affected vehicles.
- Q3. Why is it taking so long to get parts for this recall?**
- A. To support this recall new parts had to be designed and rigorously tested. In addition, multiple vehicle manufacturers are affected by the Takata airbag inflator recalls and use the same suppliers for replacement recall parts. This has caused a high demand for airbag inflator parts industry wide.
- Q4. Are rental vehicles available for vehicles where parts are not currently available?**
- A. *For Edge, MKX, 2010 MKZ, and 2010 Fusion and Milan vehicles, if the customer requires the use of their vehicle's passenger seat and requests a rental vehicle while waiting for parts to become available, refer to the Takata Airbag Recall Rental Vehicle Reimbursement Process for rental reimbursement guidelines and the process for requesting rental vehicle reimbursement.*
- For Ranger, Mustang, and 2009 MKZ vehicles,* parts are readily available to complete the recall on these vehicles. With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. *For 2009 Fusion and Milan vehicles parts will be available by mid to late September.*
- Q5. Why is a core charge applied to the parts for this program when that has not been the case on previous Takata recalls?**
- A. This is an effort to make it easier to do business with Ford and reduce the amount of paperwork required for dealers.
- NOTE:** All previously published Takata safety recalls will continue to use the FCS-700 tag process (15S21, 17S42 and 18S02).
- 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.

**Q7. Can my Dealership use Quick Lane bays and Technicians to complete this recall?**

- A. At the dealers discretion, dealers with Quick Lanes may now use Quick Lane service bays and Quick Lane technicians to perform Takata Airbag Recalls **ONLY**.
- Claim processing, hazardous material handling and parts returns **MUST** be processed through the main dealership's warranty submission process and parts department.
  - Quick Lanes are authorized to perform Takata Airbag Recalls **ONLY**. **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. A majority of the vehicles affected by this recall are over the 5 years/75,000 scoring criteria which makes them ineligible for CVP Score and FCP calculations. If a vehicle is within the 5/75 criteria the completed surveys will be included in CVP/FCP scores.

**Q9. Why do I need to contact the SSSC every 30 days to request a new long term rental approval code?**

- A. This allows dealers to submit the warranty claim every month to be reimbursed for the last 30 days of rental vehicle expense. This also provides a checkpoint to verify if parts are available to complete the recall and to renew any rental vehicle contracts.

**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.

## Takata Airbag Recall Rental Vehicle Reimbursement Process

### Why is a Rental Vehicle Reimbursement being offered?

Ford Motor Company and Lincoln Motor Company continue to work closely with our suppliers to produce the needed parts for the Takata airbag inflator recalls. While parts are available for some vehicles affected by these recalls, parts are not yet available or are available in limited quantities for a portion of the affected vehicles. We are committed to the safety of our customers so a rental vehicle reimbursement is being offered to customers until parts become available.

To support the unique long-term rental needs for vehicles affected by Takata airbag inflator recalls, this unique long-term rental vehicle reimbursement process has been created. This process and rates apply only to Takata airbag inflator recalls 16S26, 17S01, 17S42, and 18S01.

### Rental Vehicle Reimbursement Guidelines

The following table lists the maximum per day and per month dollar amount that will be reimbursed under this program. In some cases the dollar per day limits 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.

Model of Recalled Vehicle	Rental Vehicle Reimbursement Cost Per Day Limit	Rental Vehicle Reimbursement Cost Per Month Limit
Ford	\$44	\$1,320
Mercury	\$44	\$1,320
Lincoln	\$55	\$1,650

**Note:** The above cost per day limits have factored in the current market rate for rental vehicles including tax. If the dollar per day limit is not exceeded with taxes included then taxes can be covered under the rental vehicle reimbursement.

**Note:** Customers that were placed into a long-term rental vehicle prior to June 13, 2018 are eligible for the increased dollar per day rental reimbursement rates back to the date the most recent long-term rental approval code was approved from the SSSC. See the claims preparation and submission section in the dealer bulletin for details.

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 consideration.

### Things Not Covered Under Rental Vehicle Reimbursement

Rental Vehicle Reimbursement does not cover the following items:

- Mileage charges
- Fuel charges
- Underage driver surcharge
- Insurance

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

## Takata Airbag Recall Rental Vehicle Reimbursement Process

### Rental Vehicles

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. When requesting a rate quote from a rental agency, ensure to ask for a monthly rate, as this can be significantly lower than daily rates. If a customer has located a rental vehicle on their own or with the assistance of the Customer Relationship Center, the same rental guidelines and process for requesting reimbursement apply.

### 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 SOM in order to be considered.

### Enterprise National Recall Rental Program

To make it easier for dealers to locate vehicles within the rental vehicle reimbursement dollar per day limits, Ford has established an agreement with Enterprise Rent-A-Car to provide a rental vehicle when available for customers affected by the Takata airbag inflator recalls at the following rates:

Model of Recalled Vehicle	Enterprise Per Day Rate	Enterprise Per Month Rate
Ford	\$40 plus tax	\$1,200 plus tax
Mercury	\$40 plus tax	\$1,200 plus tax
Lincoln	\$49 plus tax	\$1,470 plus tax

Rates are provided based on the type of vehicle covered under the recall, rather than the type of vehicle rented to the customer, if a customer rents a vehicle more expensive than a Large SUV, the difference above the approved rate for the vehicle rented will be charged to the customer regardless of the type of vehicle the customer has had recalled. Enterprise does not guarantee that a Ford or Lincoln vehicle will be rented to all customers that own or request such vehicles.

### Automated Rental Management System

If renting from Enterprise dealers are encouraged to schedule reservations through the Enterprise's free Automated Rental Management System (ARMS).

The ARMS® benefits to dealers are as follows:

- 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 (after each rental event is completed).

Ford does not endorse any particular rental management software or any specific rental car brand. This is for your information only.

## Takata Airbag Recall Rental Vehicle Reimbursement Process

### 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 inflator recalls. Due to varying rental car agency make and model inventory, Ford and Lincoln vehicles may not always be available so it is acceptable to use other make rental cars. There are no model year requirements for rental vehicle reimbursement.

### Storage of Customers Vehicles

A vehicle storage/upkeep allowance will not be provided to dealers. It is recommended that customers retain and store their vehicles. If a dealer would like to store a customers vehicle as a service for their customers, this would be at the dealer's discretion, but a storage and upkeep allowance will not be provided.

### 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
- Date out and date returned
- Repair order showing the date the vehicle repair is completed (when parts are available)
- Proof of payment (for customer refund of rental)
- Completed Restricted Vehicle Use Agreement

### Administrative Allowance

Dealers are authorized to claim an administrative allowance of \$25 for every long-term rental vehicle warranty claim submitted. This administrative allowance can be claimed every 30 days, at which time a new approval code needs to be requested. Reference the dealer bulletin claims preparation and submission section for further details.

### Rental Vehicle Reimbursement Process:

#### **Prior to customer visit/customer at dealership:**

1. Check OASIS to confirm the vehicle is involved in safety recall 16S26, 17S01, 17S42, or 18S01.
2. Refer to the [Takata Airbag Inflator Recall Information for Dealers](#) document on the FMC dealer homepage to confirm parts are not available to repair the vehicle at this time.  
**Note:** this document is updated regularly so it is recommended to check the electronic version rather than a printed out copy.
3. Make arrangements for a rental vehicle either through the dealerships rental car fleet or outside rental agency. If using Enterprise it is recommended the reservation by made through ARMS®.

## Takata Airbag Recall Rental Vehicle Reimbursement Process

### Rental Vehicle Reimbursement Process (continued):

4. Customer completes all required rental vehicle paperwork.
5. Customer completes the Restricted Vehicle Use Agreement.
  - If the customer was previously placed in a rental vehicle prior to this requirement this form must be completed when a new rental vehicle approval code is required. This form was recently updated but previous completed versions of this form are sufficient to fulfill this requirement.
6. Customer is free to leave with the rental car.

### **After the customer has left the dealership:**

7. Submit a VIN specific web contact to the Special Service Support Center (SSSC) under the appropriate rental program as listed below:
  - 18A01 for 16S26
  - 18A02 for 17S01
  - 18A03 for 18S01
  - 18A04 for 17S42

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.

8. Attach the completed Restricted Vehicle Use Agreement to the SSSC contact.
9. If the vehicle is involved in the recall and does not have parts available the SSSC will provide an approval code to use on the warranty claim.
10. For warranty payment purposes and to continue long-term rental vehicle reimbursement dealers will need to re-contact the SSSC under a new contact every 30 days to receive a new approval code. This can be managed two different ways depending on dealership preference:
  - **Option 1:** Close out the R.O. every 30 days and open a new R.O. prior to contacting the SSSC under a new contact.
  - **Option 2:** Leave the current R.O. open and add another line to the R.O. for the next month's rental prior to contacting the SSSC under a new contact.

**Note:** A new function to the SSSC web tracker has been added so contacts approaching a long-term rental renewal date (30 days old) will turn red.

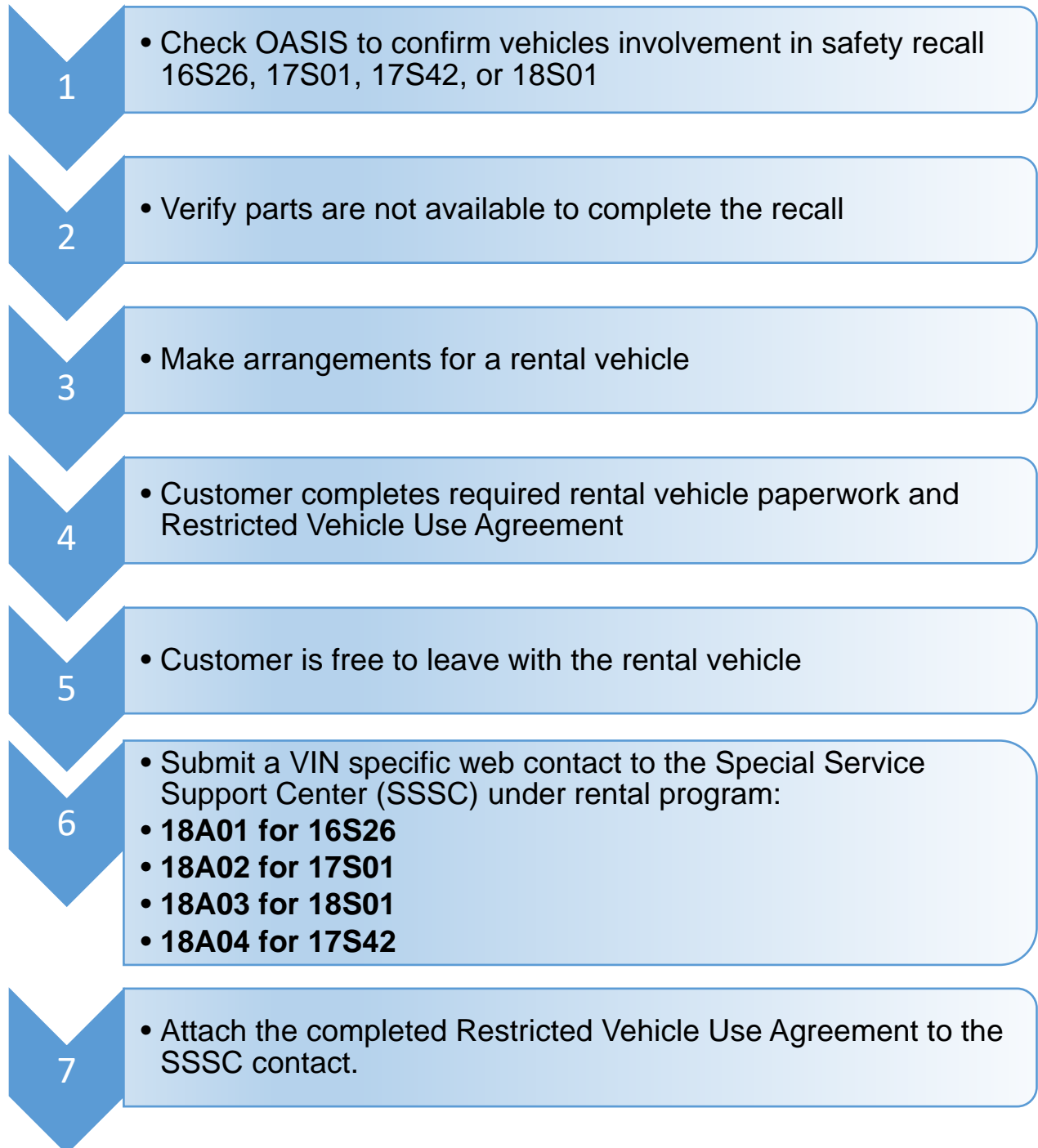
11. As soon as the part arrives at the dealer the customer should be contacted to notify them that parts are available to repair their vehicle and schedule an appointment for the repair as soon as possible.
12. After the repair is complete the customer should be contacted promptly to return the rental and pick up their vehicle.

**Note:** Customers must return the rental vehicle by the end of the business day on which the repair is completed. Retention of the rental vehicle beyond that date will be at the customer's or dealer's expense.



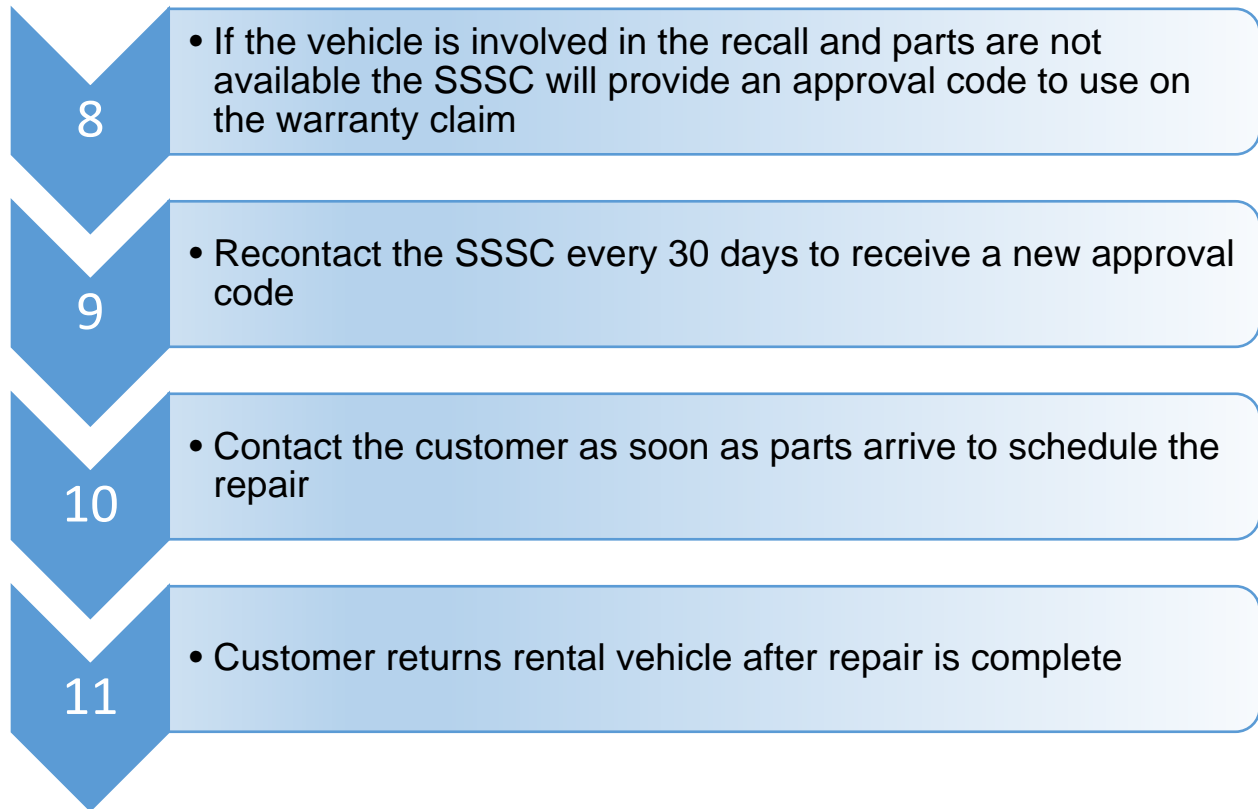
## Takata Airbag Recall Rental Vehicle Reimbursement Process

### Rental Vehicle Reimbursement Process Flow Chart



**Takata Airbag Recall Rental Vehicle Reimbursement Process**

**Rental Vehicle Reimbursement Process Flow Chart (continued)**



**Restricted Vehicle Use Agreement**

I \_\_\_\_\_ am the owner or lessee of a \_\_\_\_\_  
*Vehicle Owners Name* *Model Year* *Make and Model*

\_\_\_\_\_  
*VIN* *Current Odometer*

I am aware that my vehicle is subject to an airbag safety recall and that parts are not currently available to complete this safety recall repair on my vehicle. An authorized Ford or Lincoln dealer is providing me with a rental vehicle until parts are available to complete the recall repair on my vehicle.

I understand that the dealership is not responsible for storage of my vehicle. Therefore, I am maintaining possession and responsibility of my vehicle and will store it at my home or other secure location.

As soon as parts become available to complete the recall repair, the dealer will contact me to request that I promptly bring my vehicle in for the repair. The rental vehicle will need to be returned once the recall repair has been completed.

**I agree to the following:**

- Because Ford is providing a rental vehicle, I agree not to use, or allow anyone else to use my vehicle until the recall repair has been completed other than driving my vehicle to the location where it will be stored until parts are available and subsequently to the dealer to have the recall repair completed.
- My vehicle will be driven directly home or to a secure storage location of my choice.
- I will ensure that my vehicle's keys are secure and inaccessible to others.
- While my vehicle is in storage, I am responsible for all vehicle upkeep and security.
- I will promptly bring my vehicle to the dealership for the recall repair upon notification that parts are available.
- I will bring my vehicle to the dealership for repair promptly upon receiving notification from Ford that parts are available and I will return the rental vehicle the same day the repair has been completed, or I will be responsible for payment for all rental charges after the date the repair has been completed.

**By signing below, I expressly agree to all of the terms and conditions set forth herein.**

\_\_\_\_\_  
*Name (print)* *Signature* *Date*

\_\_\_\_\_  
*Street Address* *City* *State* *Zip*