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February 22, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 19S01 – Supplement #1**
Certain 2005-2014 Mustang, 2005-2006 GT, 2007-2011 Ranger, 2006-2012 Fusion and MKZ/Zephyr, 2006-2011 Milan, and 2007-2010 Edge and MKX Vehicles
Passenger Airbag Inflator Replacement

REF: **Safety Recall 16S26** - Passenger Airbag Inflator Replacement
Safety Recall 17S01 - Passenger Airbag Inflator Replacement
Safety Recall 18S01 - Passenger Airbag Inflator Replacement

This safety recall supersedes safety recalls 16S26, 17S01, and 18S01 and includes additional affected vehicles. Dealers should review the Dealer Bulletin and attachments in their entirety to become familiar with all changes.

NOTE: To allow dealers to be creative in their approach to completing Takata airbag recall repairs, technician time recording requirements, as specified in the Warranty & Policy Manual, are not required for this recall. For examples of creative approaches, refer to the 'Non-Traditional Repair Approaches' section in this Bulletin.

New! REASON FOR THIS SUPPLEMENT

- *Additional VINs have been added to this program.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Parts Availability
Mustang	2005-2014	Flat Rock	✓ Available
GT	2005-2006	Wixom	✓ Available
Ranger	2007-2011	Twin Cities	✓ Available
Fusion	2006-2012	Hermosillo	✓ Available
Milan	2006-2011	Hermosillo	✓ Available
MKZ/Zephyr	2006-2012	Hermosillo	✓ Available
Edge	2007-2010	Oakville	✓ Available
MKX	2007-2010	Oakville	✓ Available

Affected vehicles are identified in OASIS and FSA VIN Lists.

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 and www.safercar.gov.

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 and GT 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 must be completed in addition to safety recall 19S01. Parts are readily available to complete safety recall 15S21.

NOTE: This is a final / permanent repair. All 2005-2006 Ford GT vehicles that were previously serviced under Safety Recall 14S28 must have this repair performed.

New! OWNER NOTIFICATION MAILING SCHEDULE

For vehicles that were not already recalled under previous FSAs 16S26, 17S01, or 18S01, these owner letters will be mailed in late February 2019. *For vehicles that were added to this program, owner letters will be mailed in early March 2019.* Dealers must 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.

ATTACHMENTS

Attachment I:	Administrative Information
Attachment II:	Labor Allowances and Parts Ordering Information
Attachment III:	Technical Information – 2005-2009 Mustang
Attachment IV:	Technical Information – 2010-2014 Mustang and 2005-2006 Ford GT
Attachment V:	Technical Information – 2007-2011 Ranger
Attachment VI:	Technical Information – 2006-2009 Fusion and Milan
Attachment VII:	Technical Information – 2006-2009 MKZ/Zephyr
Attachment VIII:	Technical Information – 2010-2012 Fusion and 2010-2011 Milan
Attachment IX:	Technical Information – 2010-2012 MKZ
Attachment X:	Technical Information – 2007-2010 Edge
Attachment XI:	Technical Information – 2007-2010 MKX
Attachment XII:	Dealer Q&A
Attachment XIII:	Mobile Repair Guide
Attachment XIV:	Deployed, Missing, Incompatible, or Salvage Airbag Handling
Attachment XV:	Airbag Inflator Core Return
Attachment XVI:	Takata Airbag Recall Rental Vehicle Policy
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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New! OASIS ACTIVATION

OASIS was activated on January 13, 2019. *For vehicles that were added to this program, OASIS will be activated on February 22, 2019.*

New! FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on January 13, 2019. *FSA VIN Lists will be available for the vehicles that were added to the program on February 22, 2019.*

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

- Use OASIS to identify any affected vehicles in your used vehicle inventory.

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.

DEPLOYED, MISSING, INCOMPATIBLE, AND SALVAGE AIRBAG HANDLING

For vehicles that have deployed, missing, incompatible, or modified airbags, these situations need to be reviewed by the Special Service Support Center (SSSC). Dealers are eligible for compensation to inspect these vehicles and contact the SSSC. Refer to the Deployed, Missing, Incompatible, or Salvage Airbag Handling attachment for details prior to attempting a repair.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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

- Submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.
- For vehicles with deployed, missing, incompatible, or salvage airbags refer to the Deployed, Missing, Incompatible, or Salvage Airbag Handling attachment prior to attempting a repair.
- For related damage and access time requirements, refer to the Warranty & Policy Manual / Section 6 – Ford/Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- Related damage must be on a separate repair line with the “Related Damage” radio button checked.

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NON-TRADITIONAL REPAIR APPROACHES

Based on increases in parts production and NHTSA-assigned completion mandates for the Takata airbag recalls, in 2019 these recall repairs are expected to account for up to 250,000 repairs per month.

To reduce service department capacity constraints, dealers are encouraged to utilize non-traditional repair strategies such as those listed below. A web-based training course is expected to become available in late 1st quarter 2019 to assist with training employees on these recall repairs.

NOTE: For the Takata airbag recall repairs, technician time recording requirements, as specified in the Warranty & Policy Manual, **are not required**. Claims without recording technician time will be accepted.

SPECIALTY WORK AREAS, EMPLOYEES, AND/OR HOURS

- Designate certain technicians and/or advisors for recall-only work to load schedules more efficiently and improve completion times through familiarity of the repairs.
- Designate and/or repurpose potential work areas. For example, wash bays and vehicle delivery areas may be repurposed during slower hours. Shop areas with large, roll-around tools or other items can be re-organized to accommodate repairs. If weather conditions allow, repairs can also be performed outside.
- Utilize evening hours and/or weekends to better accommodate customers and distribute shop workload.

AIRBAG ACTION DAY DEALER EVENTS

Ford has initiated the Airbag Action Day program to provide dealerships with resources to host a one-day event focused on completing Takata airbag recall repairs. The goal is to raise awareness about the Takata airbag recalls, improve customer satisfaction, and help manage the high volume of recall repairs.

Dealers that enroll to host an event will receive a free event kit with signage, games, and other items, as well as assets to help with the promotion of their Airbag Action Day event. Dealers are encouraged to host events on evening hours and/or weekends to better accommodate customers and distribute shop workload.

For more information and to enroll, refer to www.FordAirbagActionDay.com.

MOBILE REPAIRS

Recent market research conducted by Ford, NHTSA, and other automotive manufacturers indicated that many customers have not had their airbag recall repair completed due to the inconvenience of taking their vehicle in for repairs. Most airbag recall repairs are simple and quick enough to be completed at a customer's house, customer's workplace, public events, etc. By offering mobile repair services, dealers can:

- Increase their customer base by reaching customers that may otherwise not do business with Ford or Lincoln dealerships
- Improve customer satisfaction
- Free up shop space for retail work

Dealers are eligible to claim an allowance equal to 0.5 labor hours per repair to cover costs associated with completing any mobile repairs. Refer to the Mobile Repair Guide attachment for further details.

NOTE: Due to a more invasive repair procedure, mobile repair service is not recommended for 2010-2012 Fusion and MKZ, or 2010-2011 Milan vehicles and the mobile repair labor operation cannot be claimed on these vehicles.

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NON-TRADITIONAL REPAIR APPROACHES (continued)**SUBLET REPAIRS**

Dealers are encouraged to establish relationships with outside repair facilities, body shops, etc. that the dealer feels are capable of performing quality repairs. The Takata airbag recall repairs may be sublet to outside repair facilities to assist with repair completions. This can be especially helpful to customers in remote areas that may have difficulties traveling to a dealership.

Dealers are responsible for providing all required technical information and parts to the facilities to support appropriate completion of the repair. Refer to the Warranty & Policy Manual for details on sublet invoice requirements.

NOTE: Claim processing, hazardous material handling, and parts returns must be processed through the dealership's warranty submission process and parts department. Labor operations published in this bulletin should be claimed, not an OSL amount.

QUICK LANE REPAIRS

At the dealer's discretion, dealers with Quick Lanes may now use Quick Lane bays and technicians to perform Takata airbag recall repairs. No other warranty or recall repairs are allowed at Quick Lanes at this time.

NOTE: Claim processing, hazardous material handling, and parts returns must be processed through the main dealership's warranty submission process and parts department.

USED CAR LOTS / OTHER FRANCHISES / AUCTION FACILITIES

Dealers are encouraged to establish ongoing contacts with local used car lots, non-Ford or Lincoln branded dealerships, independent repair facilities, and local vehicle auctions. Dealers should request that these businesses notify them if they acquire vehicles affected by a Takata airbag recall so the repairs can be completed promptly. Mobile repairs can be performed on-site to accommodate these businesses.

FORD GT SPECIAL HANDLING

Dealers are authorized to claim up to a maximum combined value of \$200 to provide unique services to Ford GT owners under this recall. Examples of potential services include:

- Vehicle transportation (towing/flatbed/valet) to and from the dealership
- Technician travel to the vehicle's location for a mobile repair

In some cases, \$200 may not be sufficient to tow the vehicle to the dealership and redeliver to the customer. Dealers are encouraged to consider mobile repairs at the vehicle's location in these cases.

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RENTAL VEHICLES

Parts are available to order for all affected vehicle lines. With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required to complete the recall repair.

Short-term rentals are available if a customer **requests** a rental vehicle while their vehicle is being repaired. Refer to the flow chart in the Takata Airbag Recall Rental Vehicle Policy attachment for the rental vehicle reimbursement process before providing a rental vehicle. If a customer requests a rental vehicle, dealers must:

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

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

IMPORTANT: Dealers are pre-approved for up to 4 days of rental reimbursement while repairs are being performed (no approval code required). As most repairs take less than 1 hour to complete, if more than 4 rental days are required, dealers must request prior-approval from the SSSC for any additional days **before** the initial 4 days expire. In the SSSC web contact, provide details outlining why additional days are required.

Refer to the flow chart in the Takata Airbag Recall Rental Vehicle Policy attachment for the full rental vehicle reimbursement process.

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

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - Select claim type 31: Field Service Action. The FSA number (19S01) 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.
- **Related Damage/Additional labor and/or parts:** Must be claimed as related damage on a separate repair line from the FSA with the same claim type and sub code as describe in Claim Entry above.

IMPORTANT: Click the radio button on the Related Damage Indicator.

- **NOTE:** If a repair was performed under FSA 16S26, 17S01, or 18S01 and related damage occurred, claim the related damage **under the original FSA number** (16S26, 17S01, or 18S01).
 - **If the original FSA repair order (RO) is still open, or can be re-opened:** submit the related damage claim on the original RO, but on a separate line from the FSA repair.
 - **If the original RO has been closed and cannot be re-opened:** create a new RO for the related damage repair and reference the original FSA repair on the RO. When entering the claim in OWS use the **original** RO open date from the FSA repair.

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CLAIMS PREPARATION AND SUBMISSION (continued)

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 Ranger, Mustang, and GT and 13 characters for Fusion, Milan, MKZ/Zephyr, Edge and MKX. **If the serial number is not readable, a new inflator/module must be installed.** 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 without spaces or dashes.

SUBLET REPAIRS

- Refer to the Warranty & Policy Manual for details on sublet invoice requirements.

NOTE: Claim processing, hazardous material handling, and parts returns for sublet repairs must be processed through the dealership's warranty submission process and parts department. Labor operations published in this bulletin should be claimed, not an OSL labor operation.

SPECIAL ALLOWANCES

All Special Allowances must be claimed on the same RO line as the repair.

- For Mobile Repairs, a copy of a signed customer agreement must be retained with the repair order. Refer to the Mobile Repair Guide attachment for the agreement and details. Claim the mobile repair allowance Labor Operation Code "19S01MM" along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Attachment II).

NOTE: Due to a more invasive repair procedure, mobile repair service is not recommended for 2010-2012 Fusion and MKZ, or 2010-2011 Milan vehicles. The mobile repair labor operation cannot be claimed on these vehicles.
- For vehicles with deployed, missing, or incompatible airbags or vehicles located in a salvage yard, the SSSC must be contacted. Refer to the Deployed, Missing, Incompatible, or Salvage Airbag Handling attachment for documentation and process details.
 - For inspection of vehicles with deployed, missing, or incompatible airbags, or vehicles located in a salvage yard, contact the SSSC for claiming information.
 - For reimbursement of purchased non-deployed salvage airbags, claim actual cost up to \$60.
 - Use Misc. Expense code "FSACOMP".
- For Ford GT Special Handling, claim up to a maximum of \$200.
 - Use Misc. Expense Code "OTHER".

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2006-2011 Milan, and 2007-2010 Edge and MKX Vehicles
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RENTAL VEHICLE REIMBURSEMENT – CLAIMING INSTRUCTIONS

NOTE: If a customer was placed in a long-term rental vehicle under FSA 16S26, 17S01, or 18S01, refer to the respective FSA Dealer Bulletin for rental claiming instructions.

Rental expenses for this FSA must be claimed under FSA 19S01 on the same claim, and same RO line, as the repair.

IMPORTANT: Rental claims **must not** be submitted against 19S01 on a separate claim or RO line from the repair. If this occurs, the FSA on that VIN can close erroneously and cause further warranty claiming concerns.

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

Only actual rental expenses incurred should be claimed, regardless of approval. OWS will accept claims up to the approved RO line amount; SSSC contacts do not need to be updated to decrease approval amounts.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Passenger Airbag Inflator – 2005-2014 Mustang	19S01B	0.5 Hours
Replace Passenger Airbag Inflator – 2005-2006 Ford GT	19S01C	0.6 Hours
Replace Passenger Airbag Inflator – 2007-2011 Ranger	19S01D	0.5 Hours
Replace Passenger Airbag Module – 2006-2009 MKZ/Zephyr	19S01E	0.5 Hours
Replace Passenger Airbag Module – 2006-2009 Fusion and Milan	19S01F	0.4 Hours
Replace Passenger Airbag Module – 2010-2012 Fusion and 2010-2011 Milan	19S01G	2.8 Hours
Replace Passenger Airbag Module – 2010-2012 MKZ	19S01H	2.9 Hours
Replace Passenger Airbag Module – 2007-2010 Edge	19S01J	0.4 Hours
Replace Passenger Airbag Module – 2007-2010 MKX	19S01K	0.7 Hours
Mobile Repair Allowance – Claim with applicable repair labor operation above. For all vehicles <u>except</u> 2010-2012 Fusion and MKZ, and 2010-2011 Milan*	19S01MM*	0.5 Hours
Deployed, Missing, or Incompatible Airbag Handling*	Contact the SSSC	
Salvage Airbag Handling*	Contact the SSSC	

*Refer to the 'Claims Preparation and Submission' section in this bulletin for additional claiming details.

PARTS AVAILABILITY MATRIX

NOTE: The airbag inflators for Mustang, Ford GT, and Ranger vehicles are shipped directly from the supplier and will not show any parts warehouse inventory, however parts are readily available for ordering.

Vehicle	Model Years	Parts Availability	Seed Stock
Mustang	2005-2014	Available on open order	Seed stock completed
Ford GT	2005-2006	Available on open order	Seed stock completed
Ranger	2007-2011	Available on open order	Seed stock completed
Fusion	2006-2009	Available on open order	Not Applicable
Fusion	2010-2012	Available through the SSSC	Seed stock starting in Feb. 2019
Milan	2006-2011	Available on open order	Not Applicable
MKZ/Zephyr	2006-2012	Available on open order	Not Applicable
Edge	2007-2010	Available on open order	Not Applicable
MKX	2007-2010	Available on open order	Not Applicable

Refer to the 'Parts Requirements' and 'Parts Ordering Information' sections on the following pages for specific part numbers and ordering information by vehicle and model year.

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Certain 2005-2014 Mustang, 2005-2006 GT, 2007-2011 Ranger, 2006-2012 Fusion and MKZ/Zephyr,
2006-2011 Milan, and 2007-2010 Edge and MKX Vehicles
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PARTS REQUIREMENTS

IMPORTANT: 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. Do not disassemble, modify, or alter the parts or repair procedure in any way.** Doing so may prevent the airbag from operating properly during a deployment.

The DOR/COR number for this recall is 51115.

2005-2009 Mustang

Part Number	Description	Interior Color(s)	Component Color	Order Quantity	Claim Quantity
5R3Z-63044A74-B	Passenger Airbag Inflator	-	-	1	1

2010-2014 Mustang and 2005-2006 Ford GT

Part Number	Description	Interior Color(s)	Component Color	Order Quantity	Claim Quantity
6G7Z-63044A74-A	Passenger Airbag Inflator	-	-	1	1

2007-2011 Ranger

Part Number	Description	Interior Color(s)	Component Color	Order Quantity	Claim Quantity
8L5Z-10044A74-E	Passenger Airbag Inflator	-	-	1	1

2006-2009 Fusion/Milan

Part Number	Description	Interior Color(s)	Component Color	Order Quantity	Claim Quantity
8E5Z-54044A74-AC	Passenger Airbag Module	Camel	Dark Stone	1	1
8E5Z-54044A74-AD	Passenger Airbag Module	Black or Light Stone / Grey	Black	1	1

2010-2012 Fusion and 2010-2011 Milan

Part Number	Description	Interior Color(s)	Component Color	Order Quantity	Claim Quantity
AE5Z-54044A74-D	Passenger Airbag Module	-	-	1	1
W711044-S403 <u>or</u> W711044-S439	A-Pillar Trim Clip	-	-	1	2
W712961-S439	Steering Column Shaft-to-Steering Gear Bolt	-	-	1	1
AE5Z-7804500-A	Airbag Cushion Sheet	-	-	Only if required	

PARTS REQUIREMENTS CONTINUED ON THE FOLLOWING PAGE

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PARTS REQUIREMENTS (continued)

IMPORTANT: 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. Do not disassemble, modify, or alter the parts or repair procedure in any way.** Doing so may prevent the airbag from operating properly during a deployment.

The DOR/COR number for this recall is 51115.

2006-2009 MKZ/Zephyr

Part Number	Description	Interior Color(s)	Component Color	Order Quantity	Claim Quantity
7H6Z-54044A74-AD	Passenger Airbag Module	Light Stone	Light Stone	1	1
7H6Z-54044A74-AE	Passenger Airbag Module	Black	Black	1	1
7H6Z-54044A74-AF	Passenger Airbag Module	Sand	Sand	1	1

2010-2012 MKZ

Part Number	Description	Interior Color(s)	Component Color	Order Quantity	Claim Quantity
AH6Z-54044A74-D	Passenger Airbag Module	-	-	1	1
W711044-S403 <u>or</u> W711044-S439	A-Pillar Trim Clip	-	-	1	2
W712961-S439	Steering Column Shaft-to-Steering Gear Bolt	-	-	1	1

2007-2010 Edge

Part Number	Description	Interior Color(s)	Component Color	Order Quantity	Claim Quantity
9T4Z-78044A74-AA	Passenger Airbag Module – 2007-2010 Edge Only	Black or Camel	Black	1	1
9T4Z-78044A74-AB	Passenger Airbag Module – 2008-2010 Edge Only	Medium Light Stone	Greystone	1	1
9T4Z-78044A74-AC	Passenger Airbag Module – 2007 Edge Only	Medium Light Stone	Medium Light Stone	1	1
9T4Z-78044A74-AD	Passenger Airbag Module – 2007 Edge Only	Med Camel	Medium Camel	1	1

2007-2010 MKX

Part Number	Description	Interior Color(s)	Component Color	Order Quantity	Claim Quantity
9A1Z-78044A74-A	Passenger Airbag Module	-	-	1	1

DEALER PRICE

For latest prices, refer to DOES II.

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PARTS ORDERING INFORMATION

Due to varying levels of part inventories, parts ordering procedures for this recall will vary by part number and vehicle line. Refer to the vehicle lines listed below for the part ordering procedures and distribution strategies. Dealers will be notified via a DOESII communication if circumstances warrant a change in part supply strategy.

NOTE: FCSD is expediting all 19S01 parts that are on open order. 'Parts Availability' and 'Parts Order Status' PACO tickets for these parts will not be monitored at this time. Please utilize the appropriate PACO tool for delivery estimates and claims inquiries as outlined below. These are accessible on FMCDealer under the Parts & Service tab > Parts Department Tools > PACO (Parts Assistance Center Online).

- For delivery estimates, utilize the '[PDC Traffic Inquiry Forms](#)' and '[Track-Trace](#)'
- For claims inquiries, utilize '[Claims - Dealer](#)', '[Claims - Outbound Traffic](#)', and '[Claims - Transportation](#)'

2010-2012 FUSION AND 2010-2011 MILAN

Dealers will receive a seed stock of 2010-2012 Fusion and 2010-2011 Milan parts starting in February 2019 to help meet repair demands while managing part inventories. When additional parts are required, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

ALL OTHER VEHICLES

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

NOTE: The airbag inflators for Mustang, Ford GT, and Ranger vehicles are shipped directly from the supplier and will not show any parts warehouse inventory, however parts are readily available for ordering.

To ensure that parts are readily available at dealers to repair the millions of Ford, Mercury, and Lincoln vehicles affected by the Takata airbag recalls, dealers may receive seed stocks of additional parts.

EXCESS STOCK RETURN

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

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 Recovery Center (RCRC) will pick up these airbag inflators along with all other core returns during your normal core retrieval visit. This includes dealers in Alaska and Hawaii. For details, refer to the [Airbag Inflator Core Return](#) attachment.

IMPORTANT:

- Old part number 5G7Z-63044A74-A for 2005-2006 Ford GT vehicles used under 14S28 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 (19S01).
- Any new, unused stock of part numbers AE5Z-54044A74-C or AH6Z-54044A74-C (previously utilized under FSAs 16S26, 17S01, and 18S01) must no longer be installed in vehicles, and must be returned following the instructions in EFC07026, published November 1, 2018 on FMCDealer.

CERTAIN 2005-2009 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. Additional information regarding Takata recalls can be found at www.nhtsa.gov and www.safercar.gov.

Dealers are to replace the passenger airbag inflator. The serial number from the new airbag inflator must be recorded on the repair order. If the serial number is not readable, a new inflator must be obtained. 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 have deployed, missing, incompatible, or modified airbags, these situations need to be reviewed by the Special Service Support Center (SSSC). Dealers are eligible for reimbursement to contact the SSSC. Refer to the Deployed, Missing, Incompatible, or Salvage Airbag Handling attachment for details prior to attempting a repair.

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 2005-2009 Mustang vehicles. Repair instructions are published in separate attachments for the other vehicle lines included in this recall.

IMPORTANT: 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. Do not disassemble, modify, or alter the parts or repair procedure in any way. Doing so may prevent the airbag from operating properly during a deployment.

 **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.

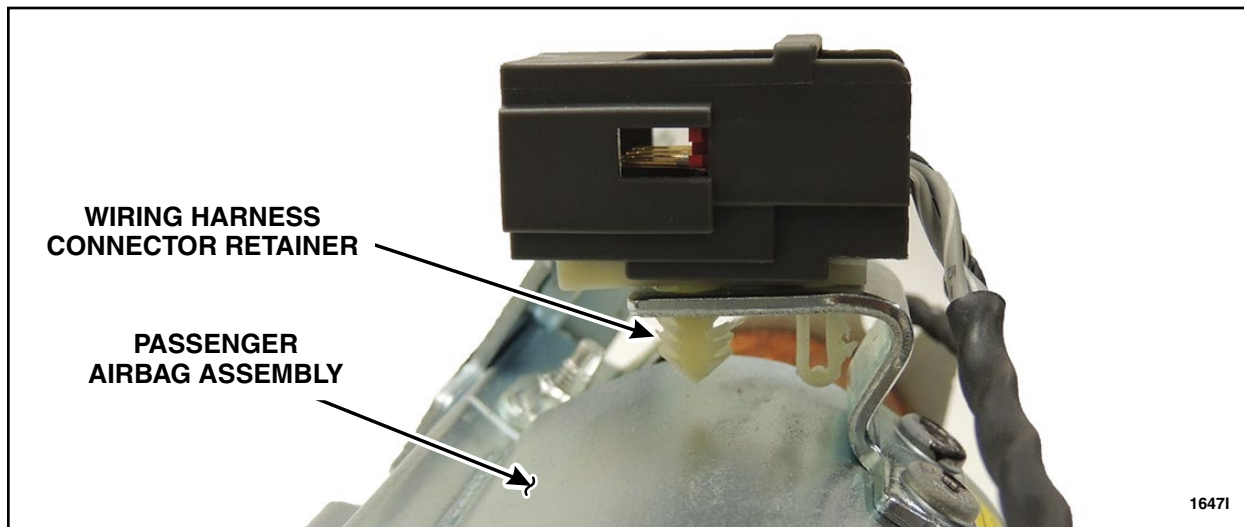


FIGURE 1

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.

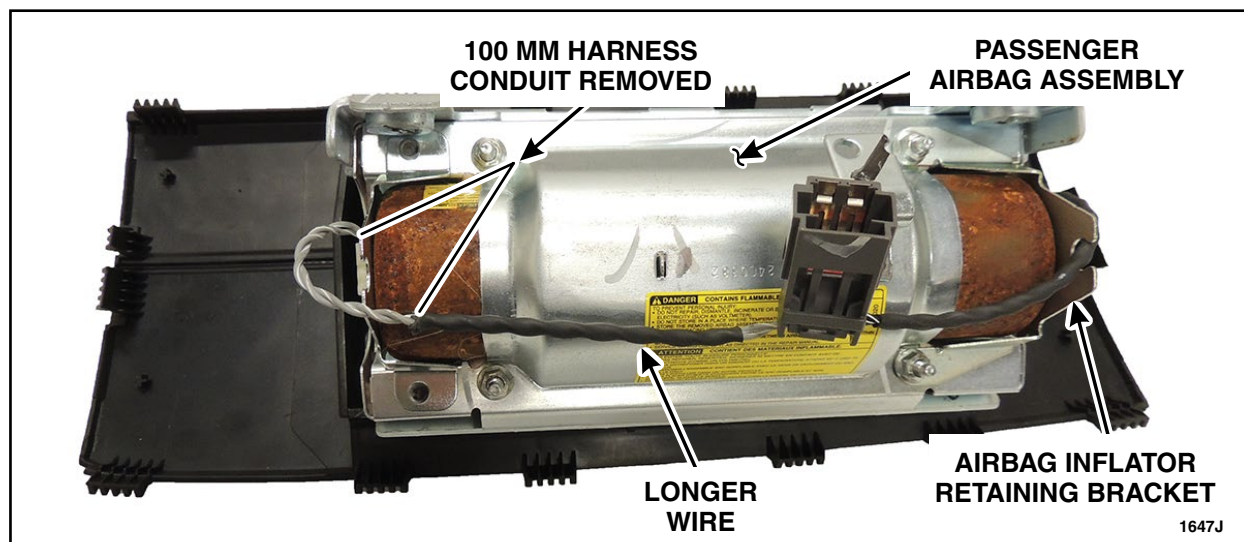


FIGURE 2



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.

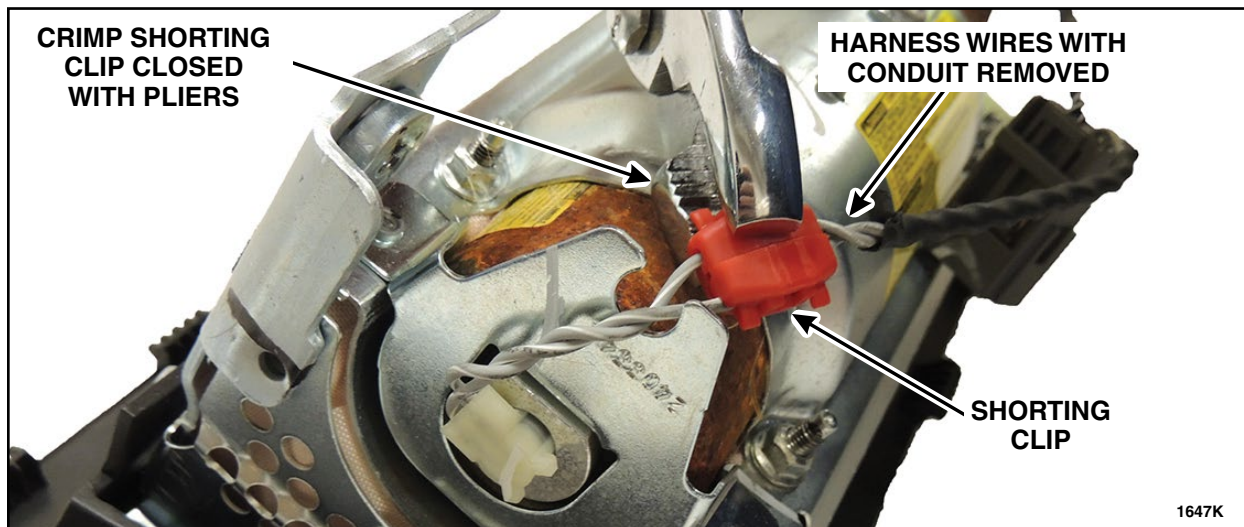


FIGURE 3

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

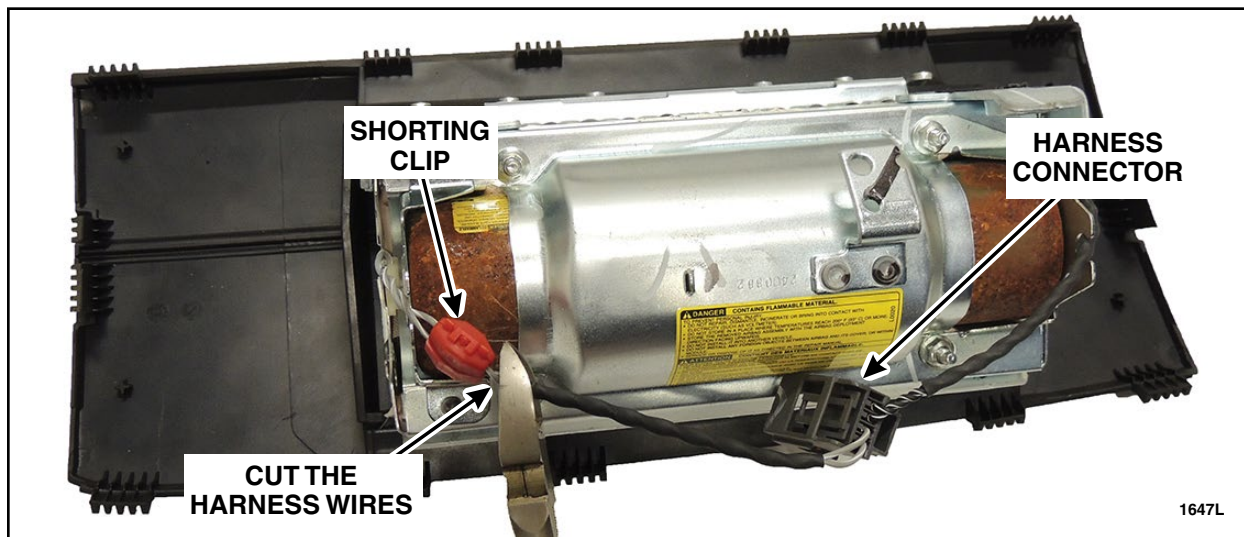


FIGURE 4



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

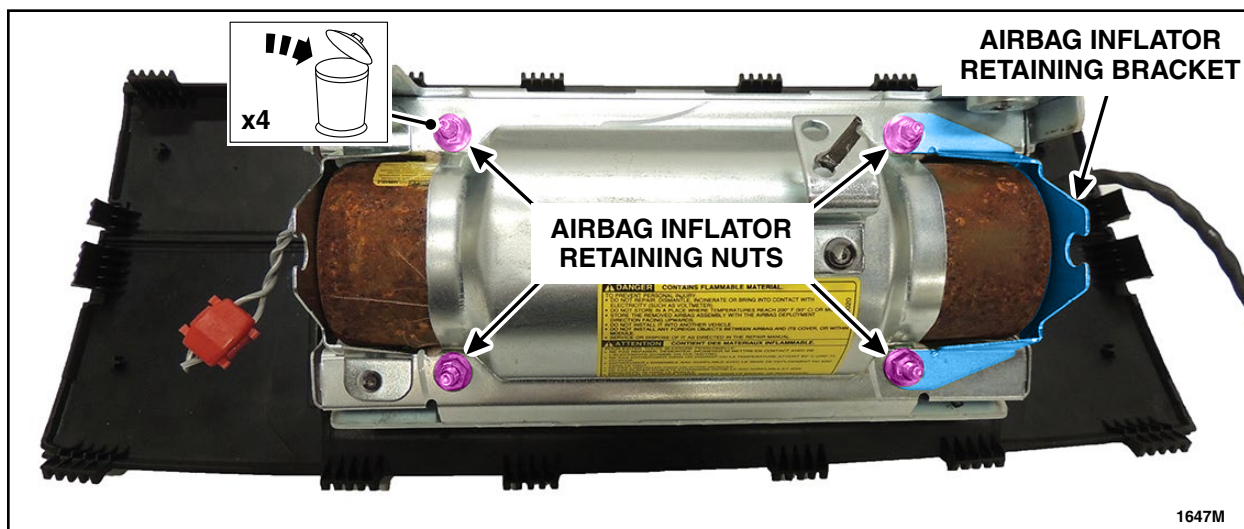


FIGURE 5

⚠ 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.

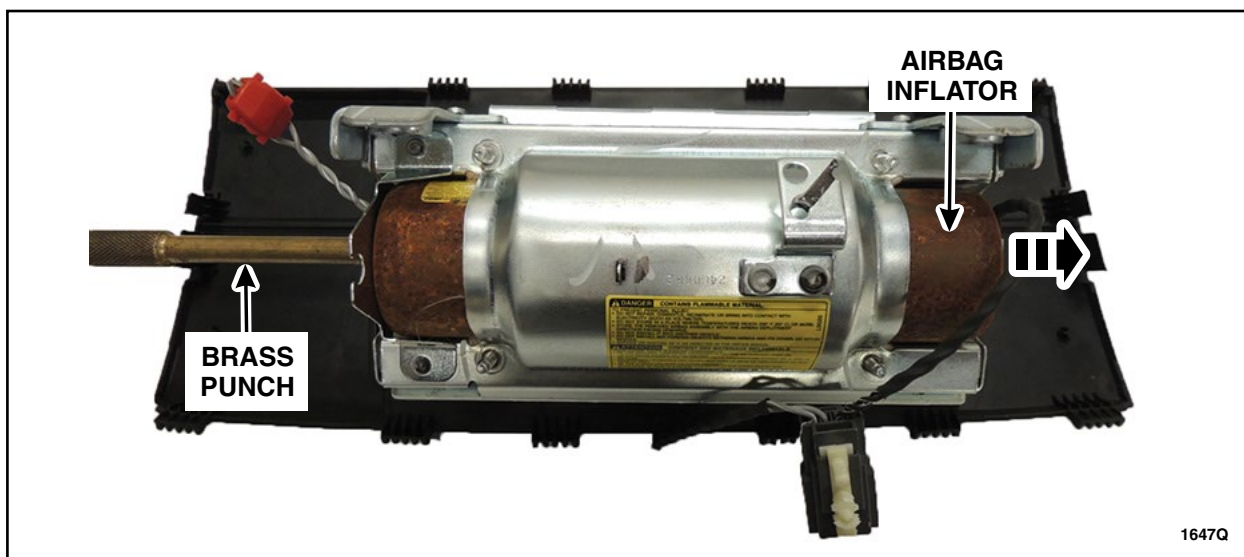


FIGURE 6



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.

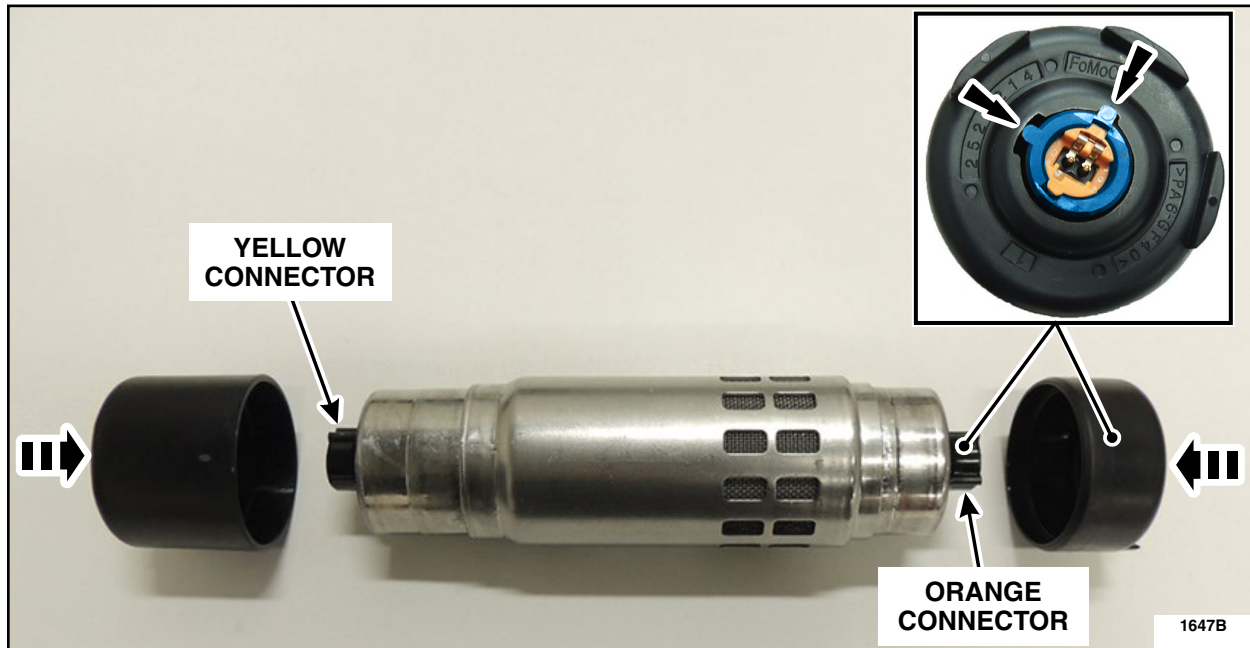


FIGURE 8

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.

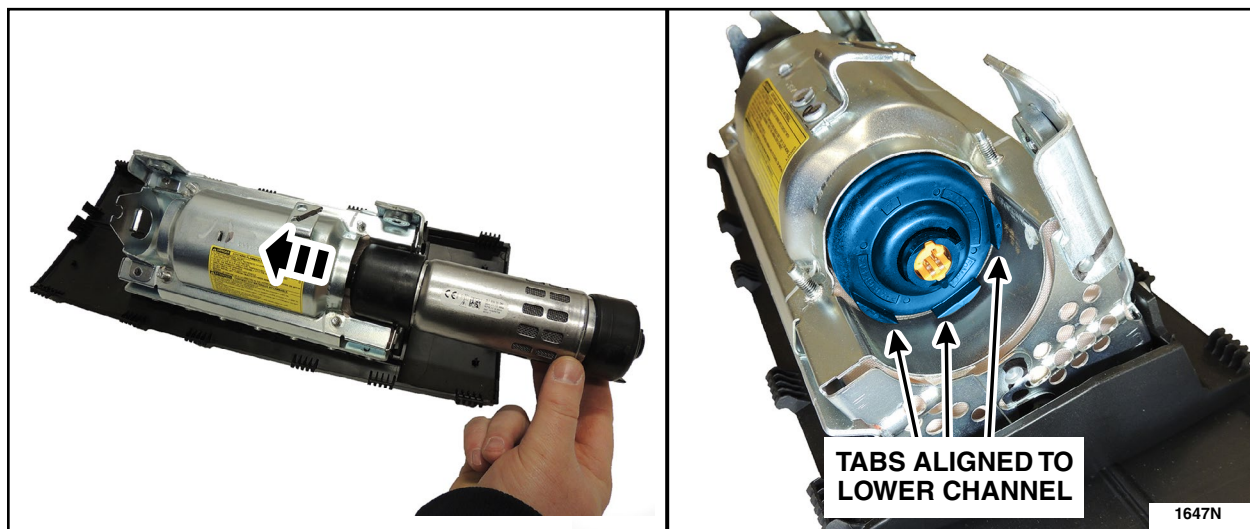


FIGURE 9



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 (35lb.in).

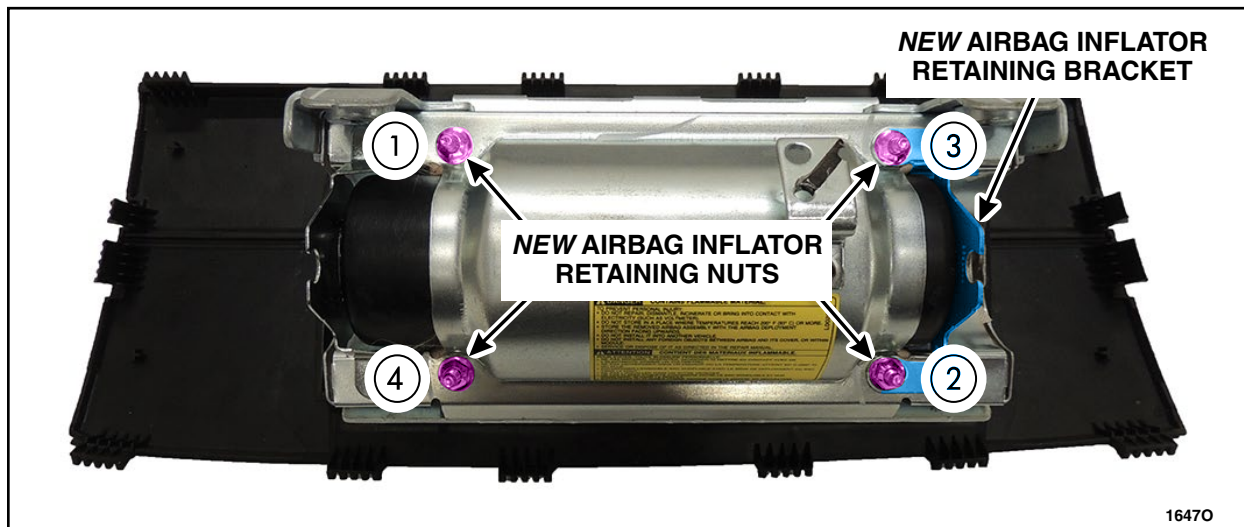


FIGURE 10

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.

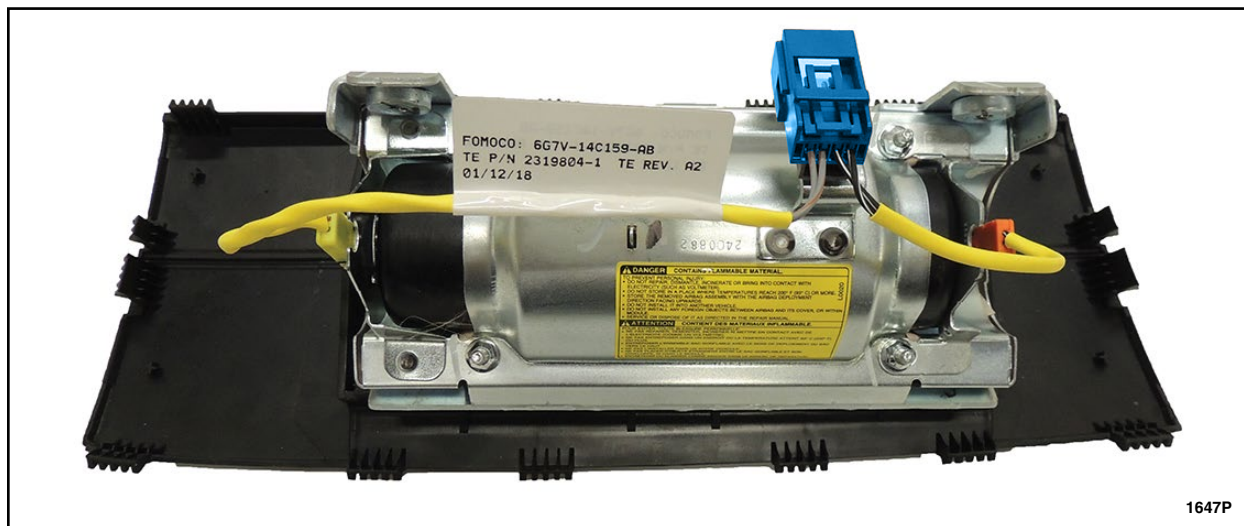


FIGURE 11



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

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

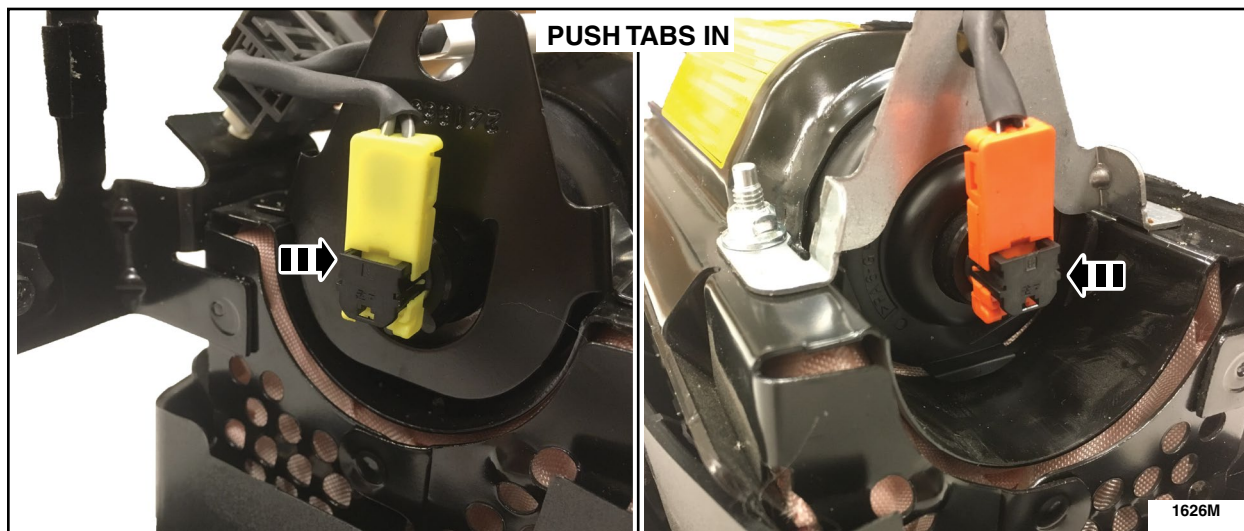


FIGURE 12

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 2010 – 2014 MUSTANG AND 2005 – 2006 FORD GT 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. Additional information regarding Takata recalls can be found at www.nhtsa.gov and www.safercar.gov.

Dealers are to replace the passenger airbag inflator. The serial number from the new airbag inflator must be recorded on the repair order. If the serial number is not readable, a new inflator must be obtained. 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 have deployed, missing, incompatible, or modified airbags, these situations need to be reviewed by the Special Service Support Center (SSSC). Dealers are eligible for reimbursement to contact the SSSC. Refer to the Deployed, Missing, Incompatible, or Salvage Airbag Handling attachment for details prior to attempting a repair.

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 2010-2014 Mustang and 2005-2006 Ford GT vehicles. Repair instructions are published in separate attachments for the other vehicle lines included in this recall.


IMPORTANT: 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. Do not disassemble, modify, or alter the parts or repair procedure in any way.** Doing so may prevent the airbag from operating properly during a deployment.

 **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: Mustang airbag shown in this procedure, Ford GT similar.

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.

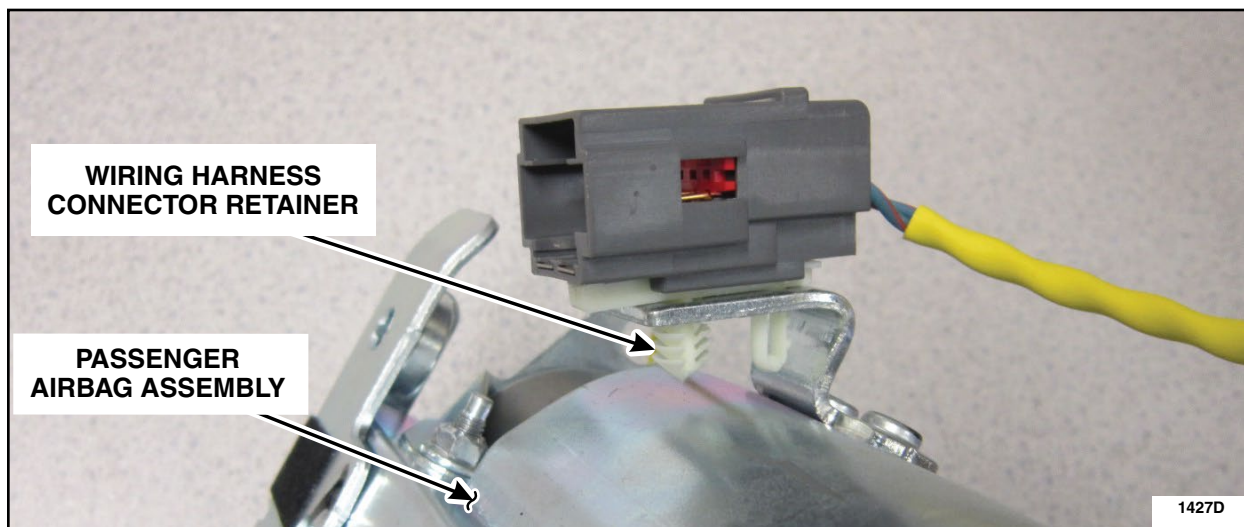


FIGURE 1

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.

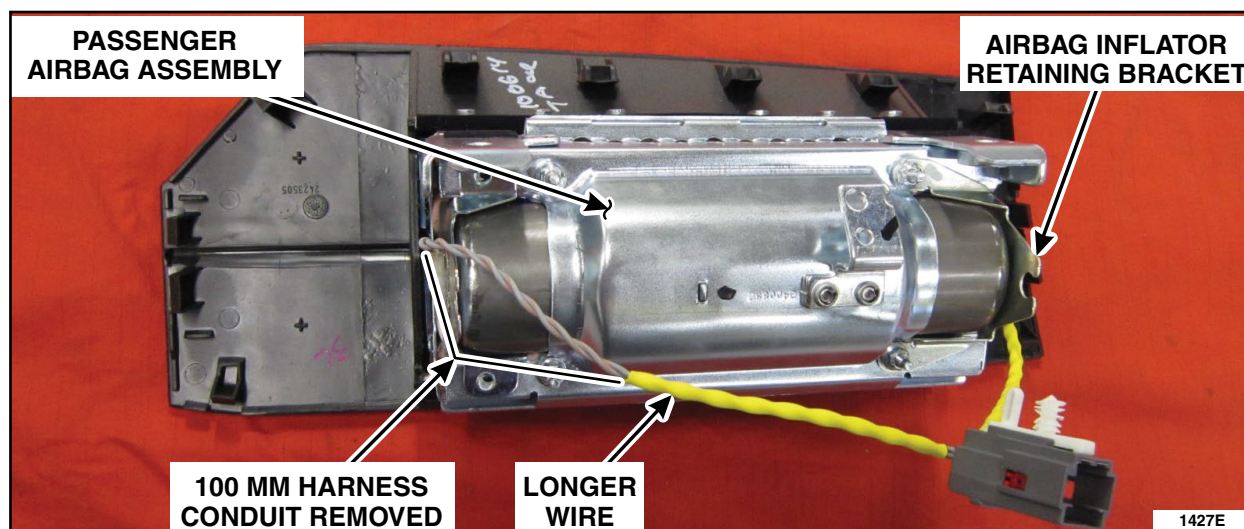


FIGURE 2



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.

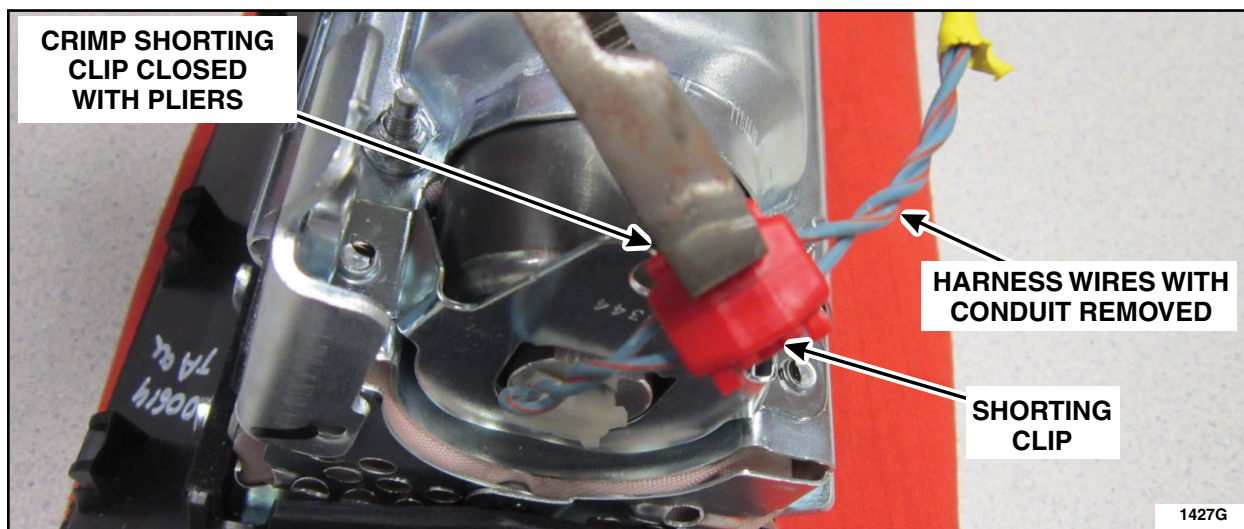


FIGURE 3

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

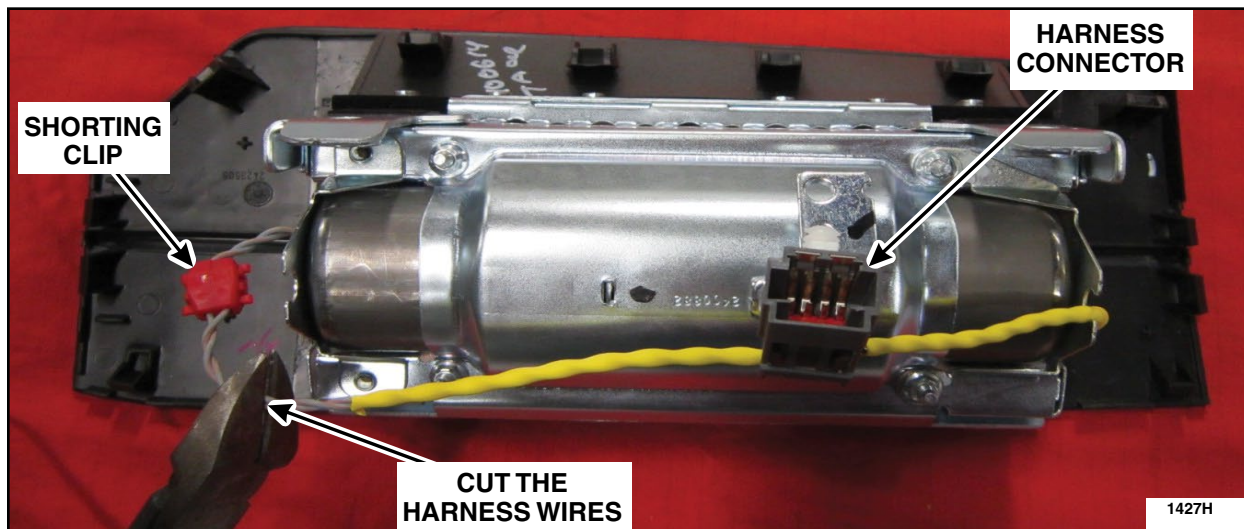


FIGURE 4



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

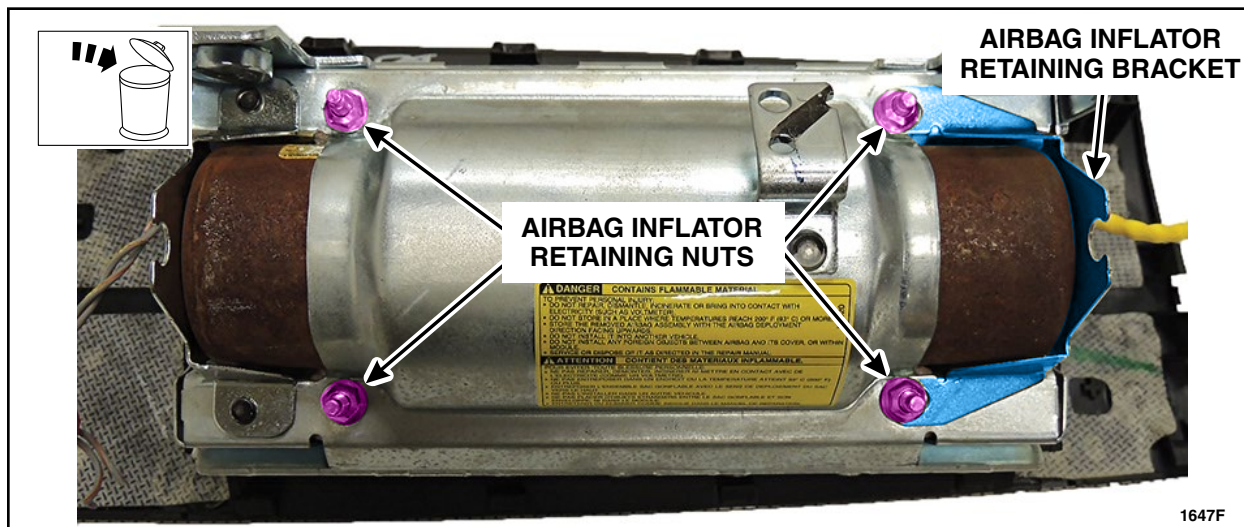


FIGURE 5

⚠ 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.

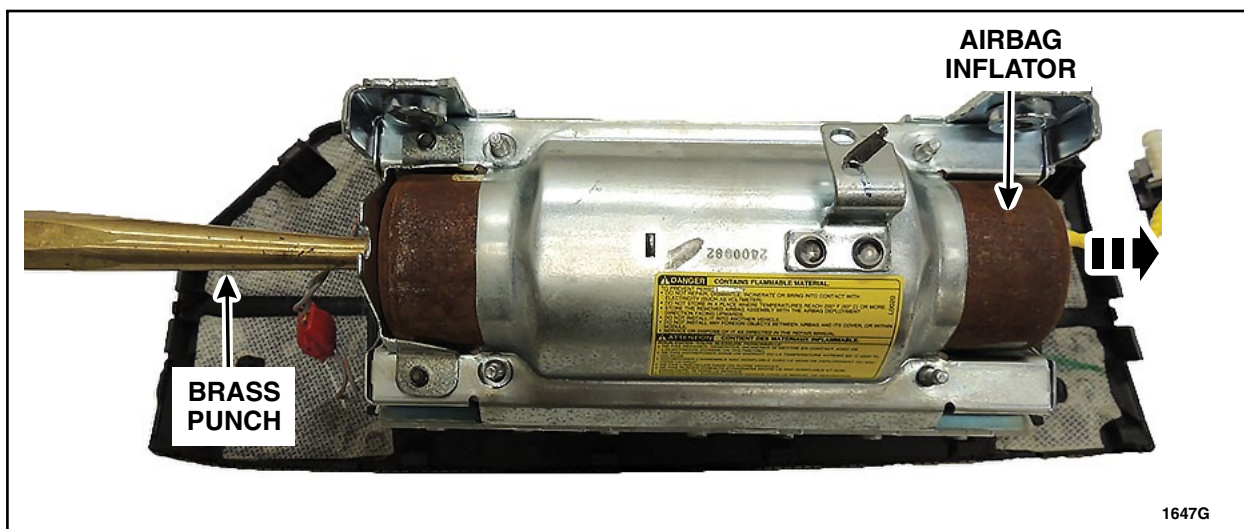


FIGURE 6



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.

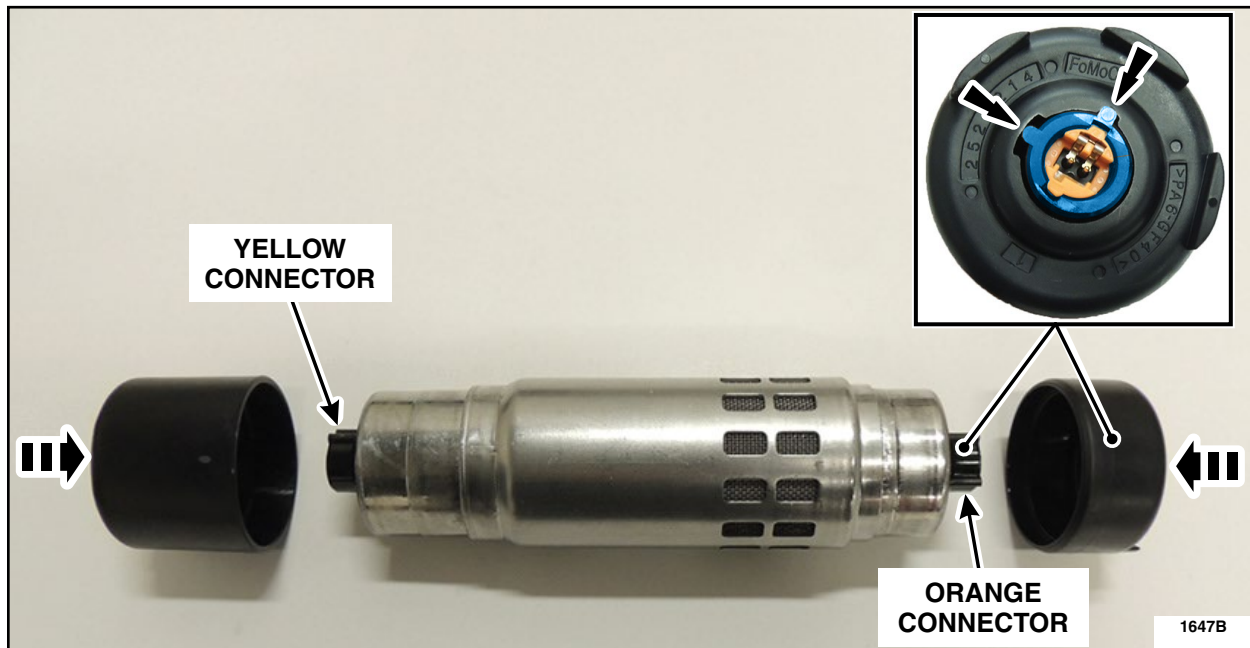


FIGURE 8

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.

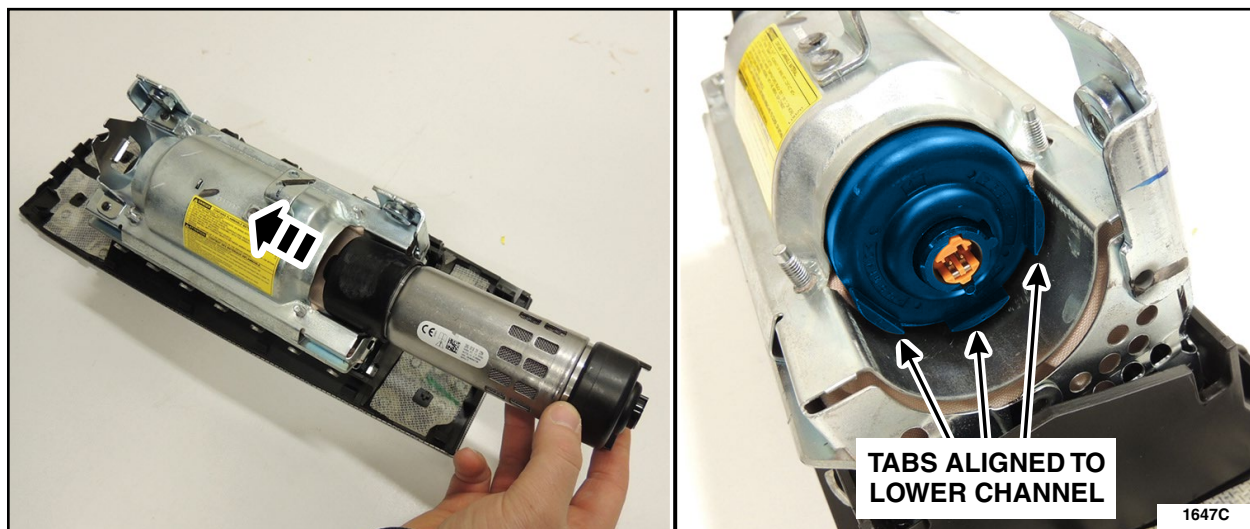


FIGURE 9



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).

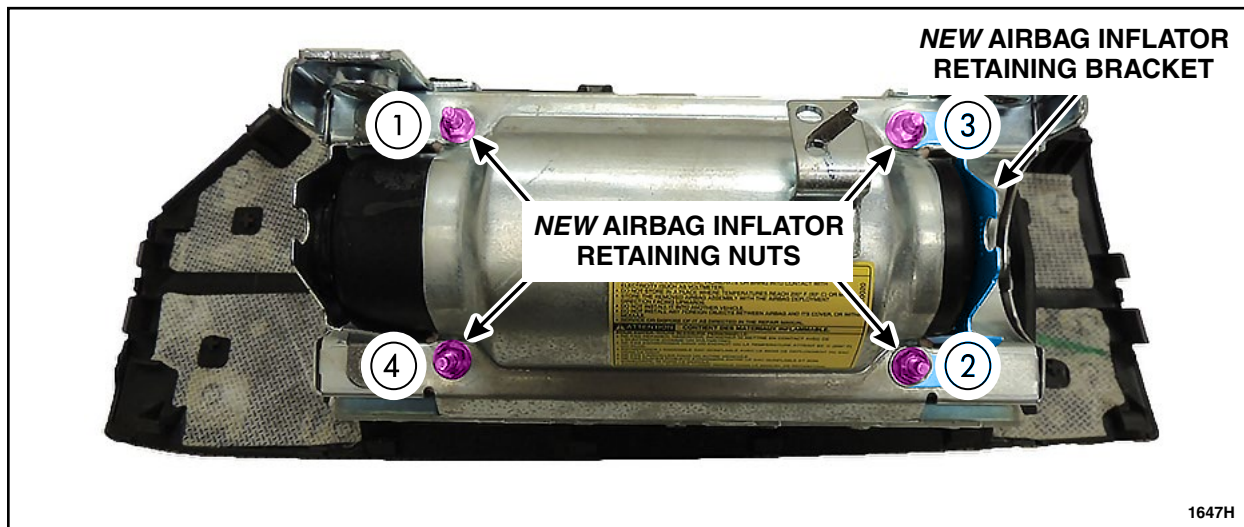


FIGURE 10

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.

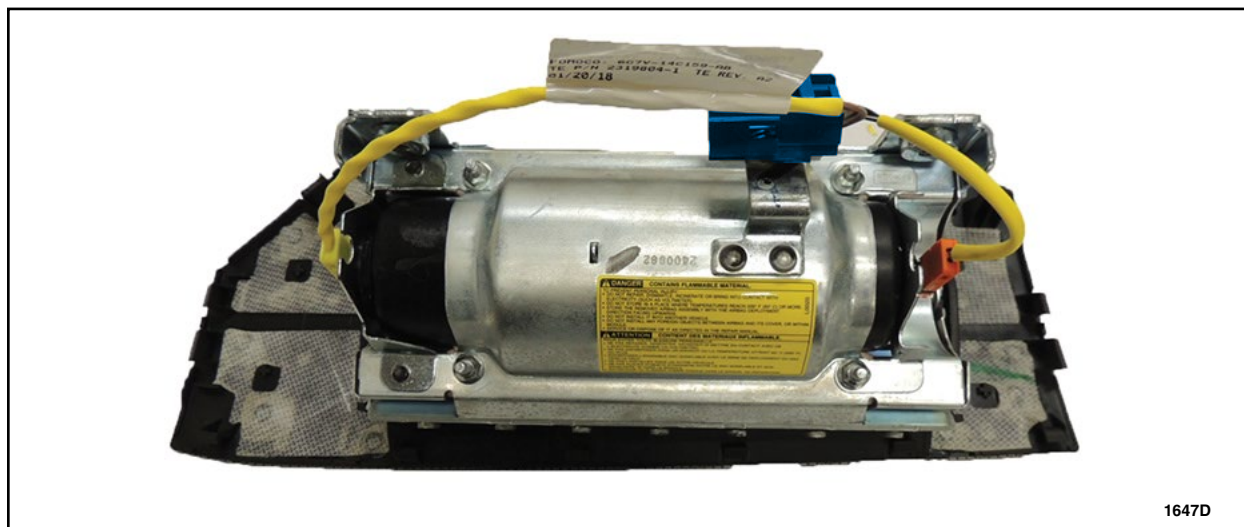


FIGURE 11



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

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

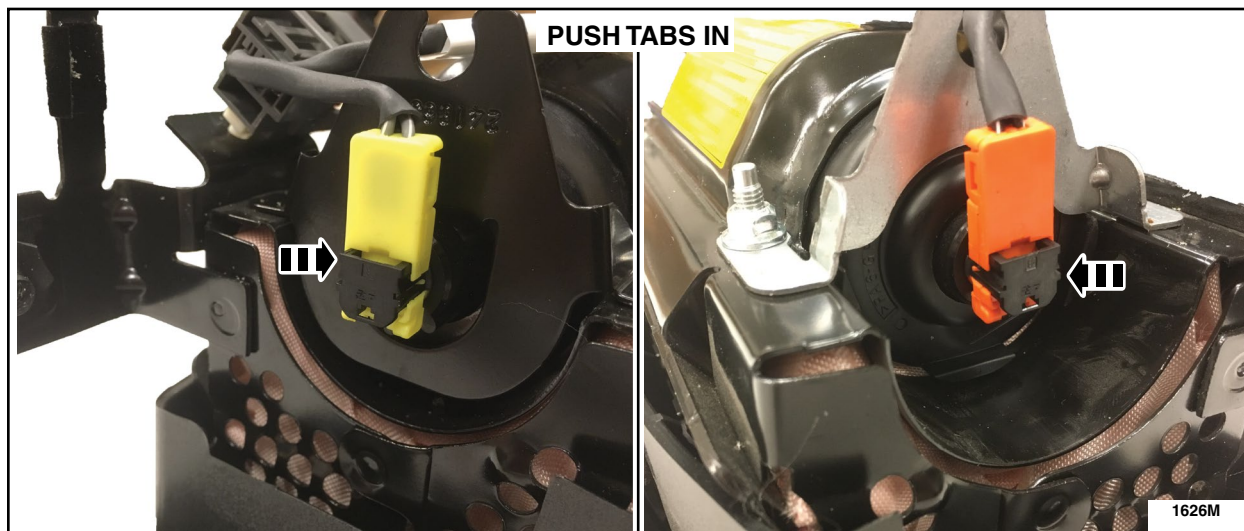


FIGURE 12

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 2007 – 2011 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. Additional information regarding Takata recalls can be found at www.nhtsa.gov and www.safercar.gov.

Dealers are to replace the passenger airbag inflator. The serial number from the new airbag inflator must be recorded on the repair order. If the serial number is not readable, a new inflator must be obtained. 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 have deployed, missing, incompatible, or modified airbags, these situations need to be reviewed by the Special Service Support Center (SSSC). Dealers are eligible for reimbursement to contact the SSSC. Refer to the Deployed, Missing, Incompatible, or Salvage Airbag Handling attachment for details prior to attempting a repair.

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 2007-2011 Ranger vehicles. Repair instructions are published in separate attachments for the other vehicle lines included in this recall.

IMPORTANT: 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. Do not disassemble, modify, or alter the parts or repair procedure in any way. Doing so may prevent the airbag from operating properly during a deployment.



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.

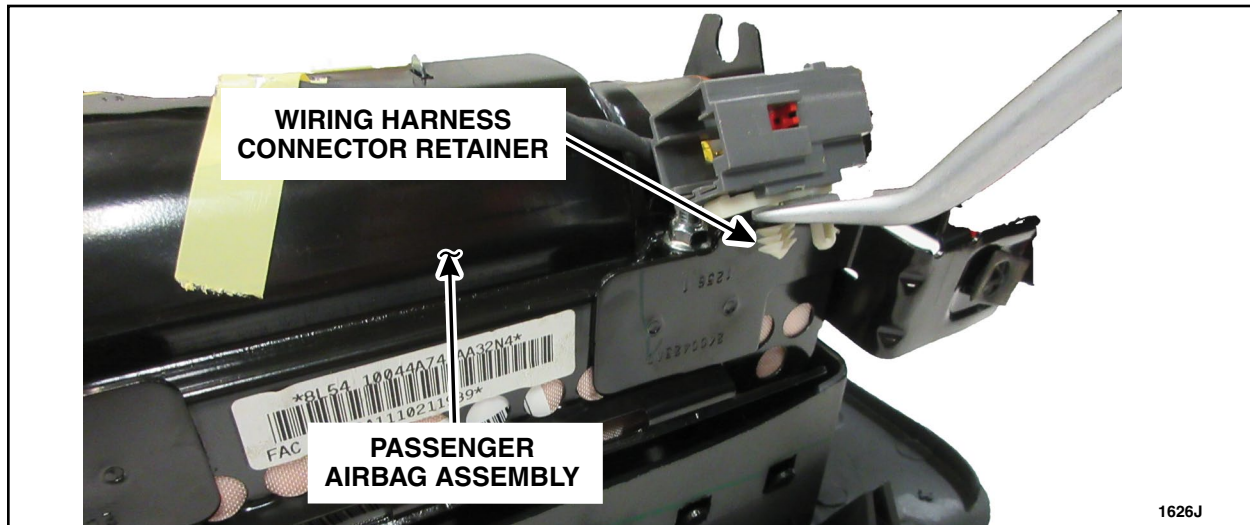


FIGURE 1

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

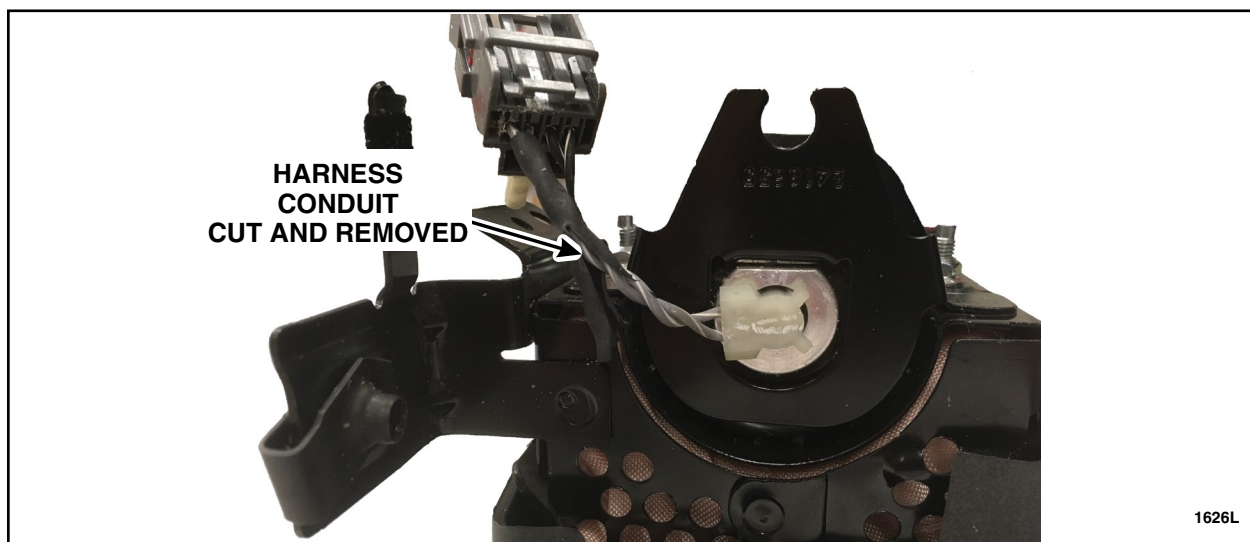


FIGURE 2



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.

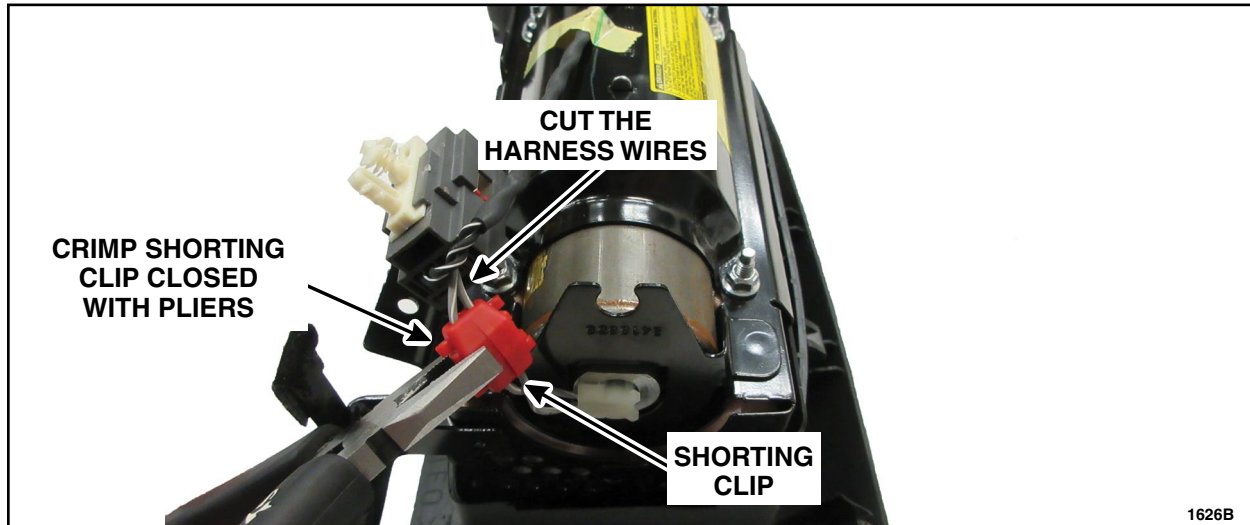


FIGURE 3

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

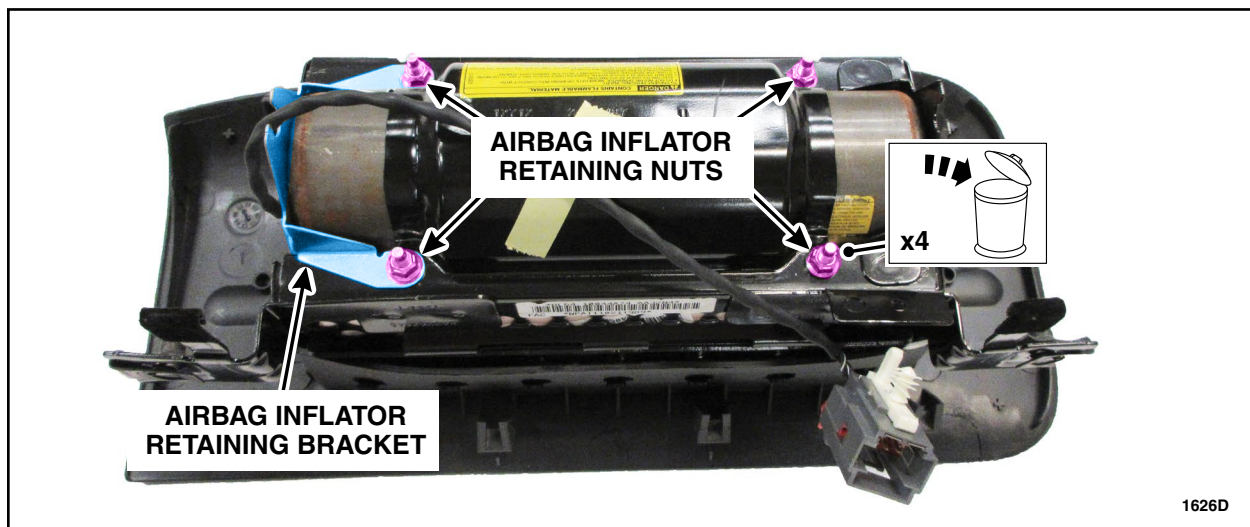


FIGURE 4



⚠ 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.

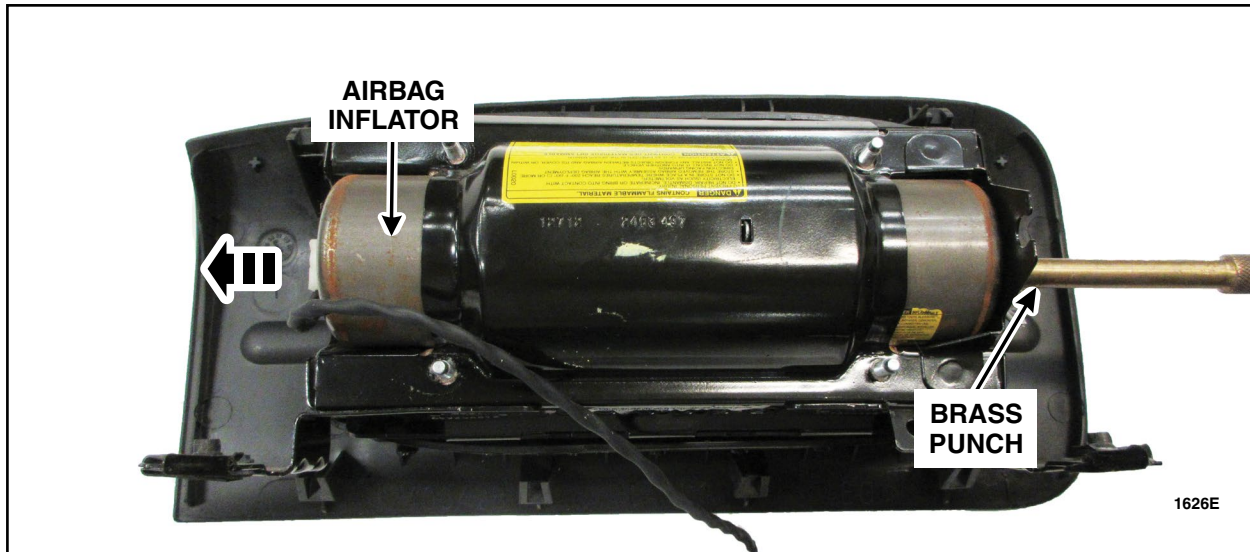


FIGURE 5

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.

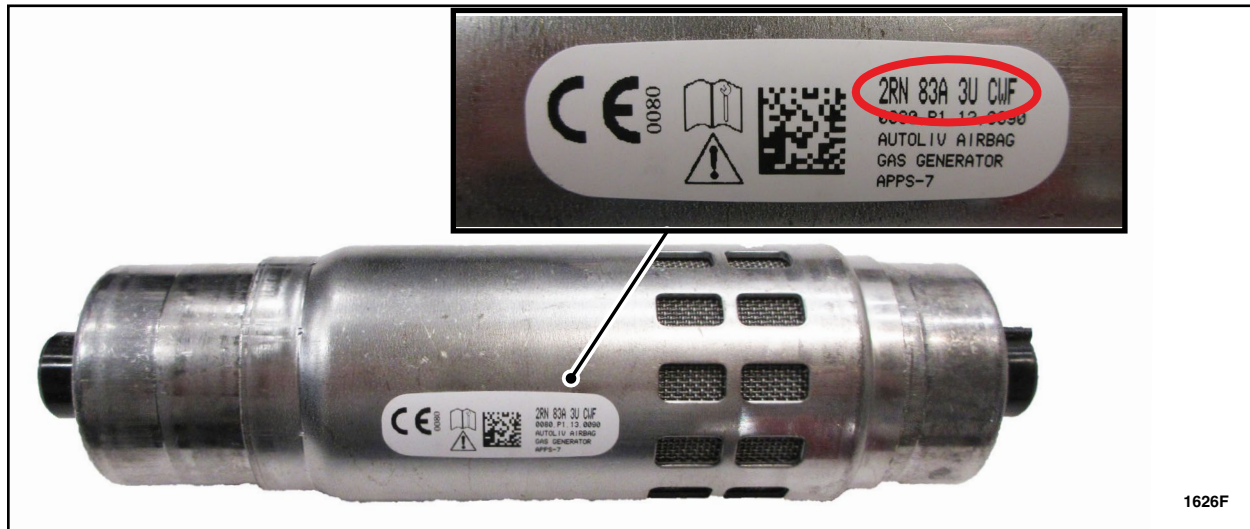


FIGURE 6



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.

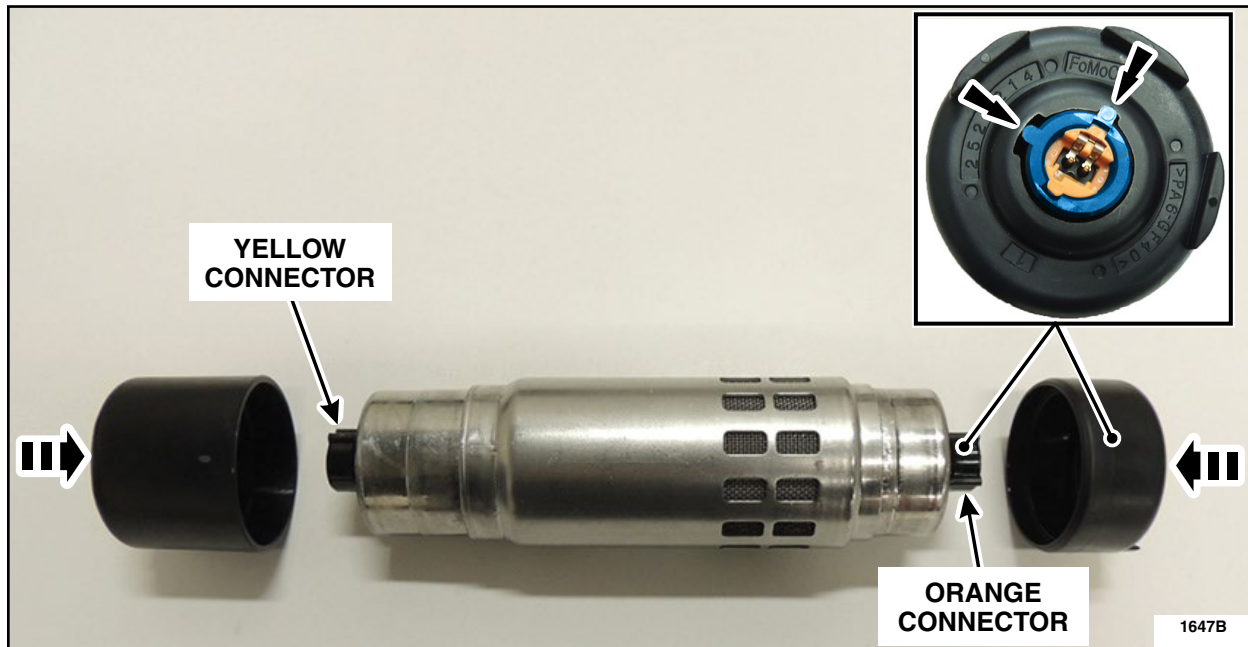


FIGURE 7



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.

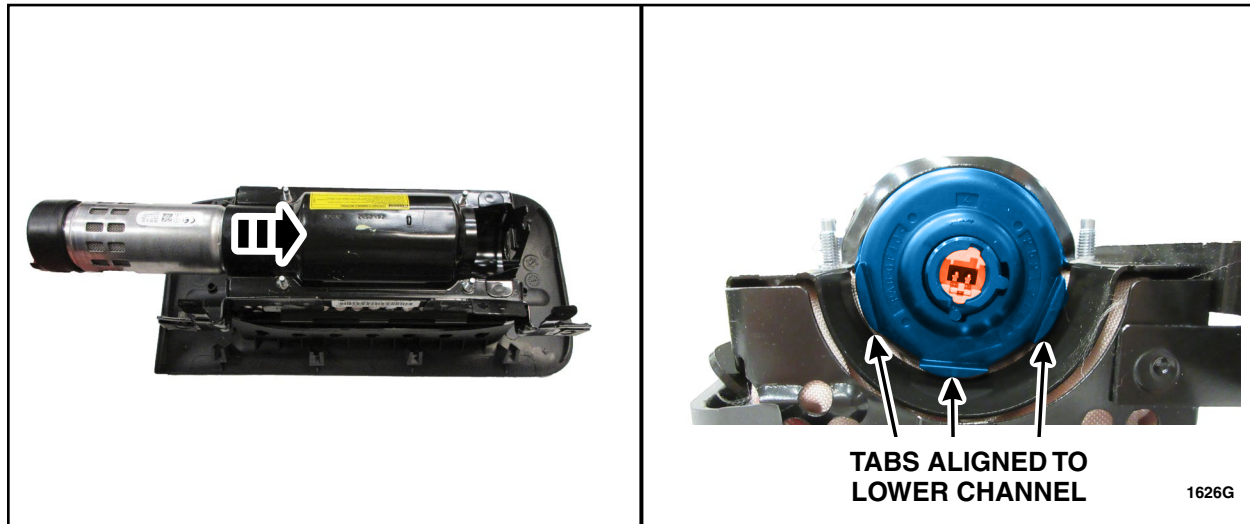


FIGURE 8

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).

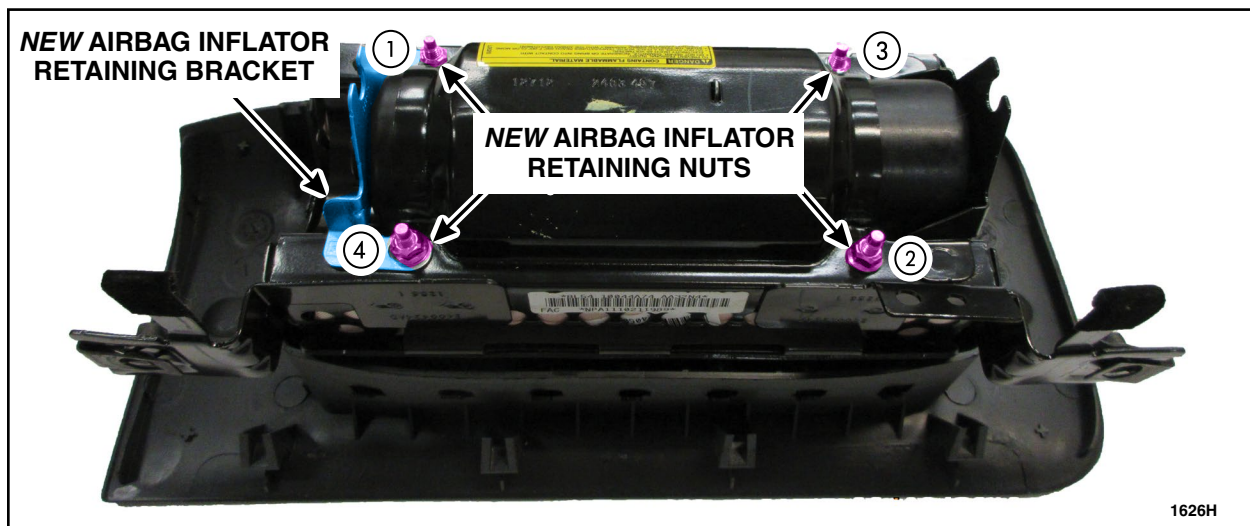


FIGURE 9



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 and fully seat the black tabs. See Figure 10.

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

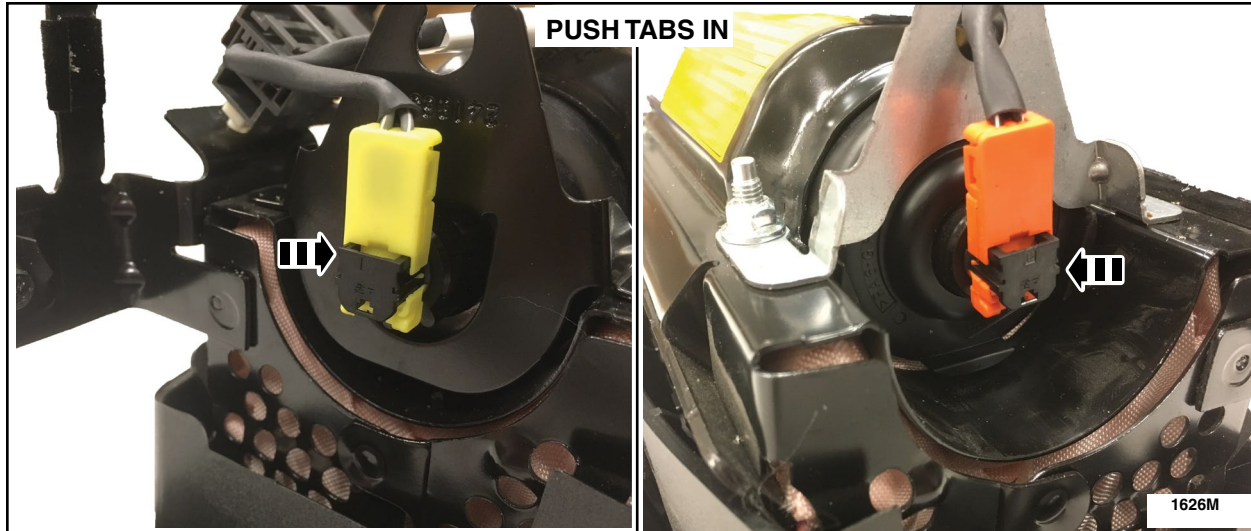


FIGURE 10

14. 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.

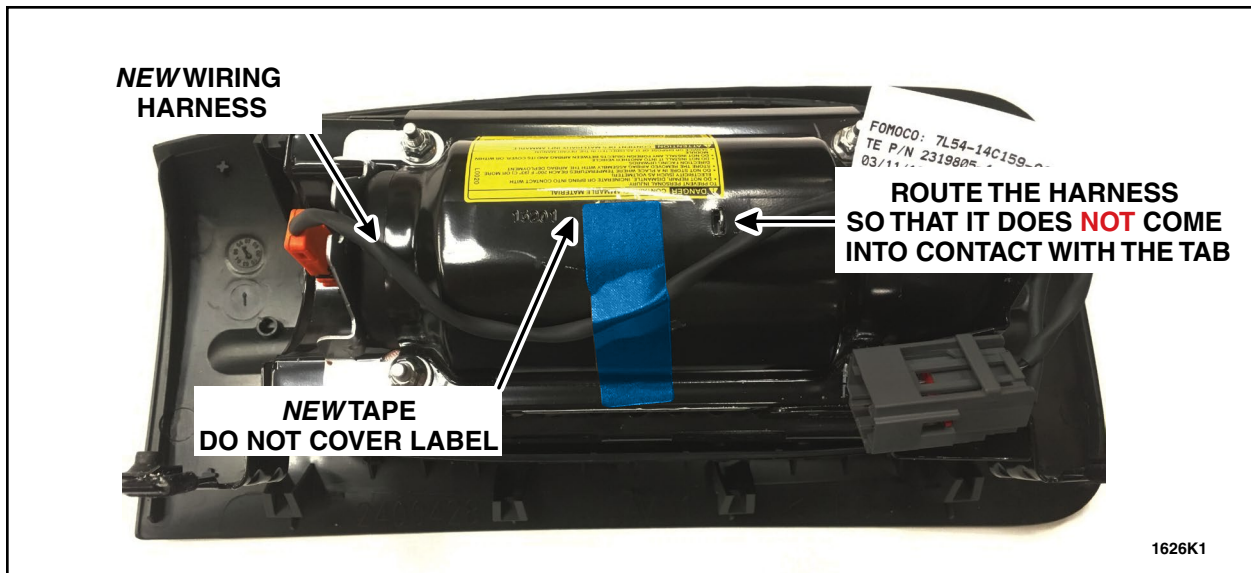


FIGURE 11

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 2006 – 2009 FUSION AND MILAN VEHICLES – PASSENGER AIRBAG MODULE 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. Additional information regarding Takata recalls can be found at www.nhtsa.gov and www.safercar.gov.

Dealers are to replace the passenger airbag module. The serial number from the new airbag module must be recorded on the repair order. If the serial number is not readable, a new module must be obtained. 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 have deployed, missing, incompatible, or modified airbags, these situations need to be reviewed by the Special Service Support Center (SSSC). Dealers are eligible for reimbursement to contact the SSSC. Refer to the Deployed, Missing, Incompatible, or Salvage Airbag Handling attachment for details prior to attempting a repair.

SERVICE PROCEDURE

NOTE: The following repair instructions only apply to 2006-2009 Fusion and Milan vehicles. Repair instructions are published in separate attachments for the other vehicle lines included in this recall.

IMPORTANT: 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. Do not disassemble, modify, or alter the parts or repair procedure in any way.** Doing so may prevent the airbag from operating properly during a deployment.



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.

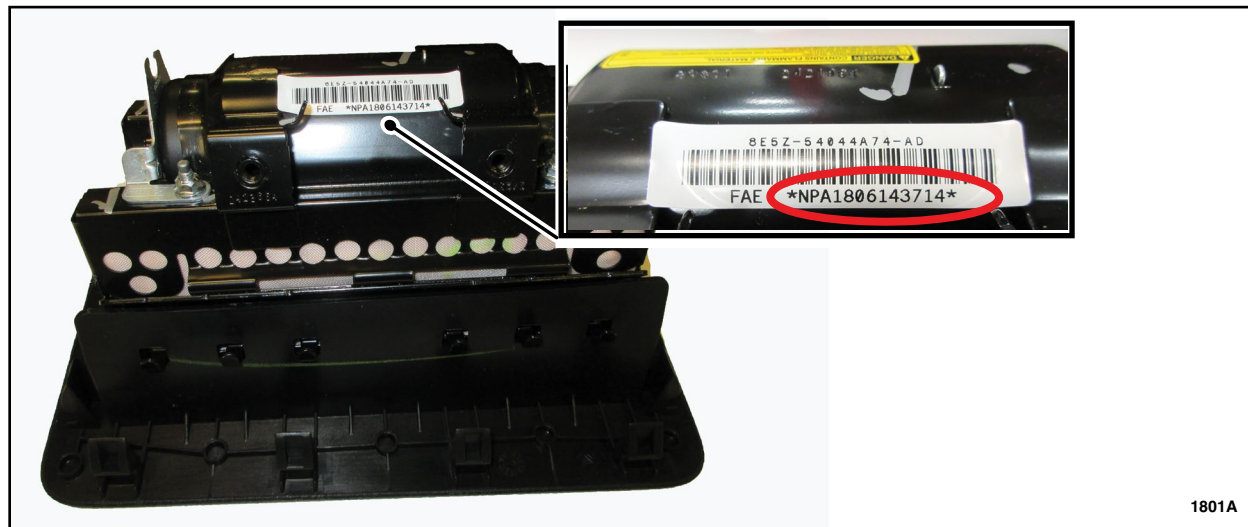


FIGURE 1



CERTAIN 2006-2009 MKZ/ZEPHYR VEHICLES – PASSENGER AIRBAG MODULE 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. Additional information regarding Takata recalls can be found at www.nhtsa.gov and www.safercar.gov.

Dealers are to replace the passenger airbag module. The serial number from the new airbag module must be recorded on the repair order. If the serial number is not readable, a new module must be obtained. 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 have deployed, missing, incompatible, or modified airbags, these situations need to be reviewed by the Special Service Support Center (SSSC). Dealers are eligible for reimbursement to contact the SSSC. Refer to the Deployed, Missing, Incompatible, or Salvage Airbag Handling attachment for details prior to attempting a repair.

SERVICE PROCEDURE

NOTE: The following repair instructions only apply to 2006-2009 MKZ/Zephyr vehicles. Repair instructions are published in separate attachments for the other vehicle lines included in this recall.

IMPORTANT: 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. Do not disassemble, modify, or alter the parts or repair procedure in any way.** Doing so may prevent the airbag from operating properly during a deployment.



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.

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 2010 – 2012 FUSION AND 2010 – 2011 MILAN VEHICLES – PASSENGER AIRBAG MODULE 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. Additional information regarding Takata recalls can be found at www.nhtsa.gov and www.safercar.gov.

Dealers are to replace the passenger airbag module. The serial number from the new airbag module must be recorded on the repair order. If the serial number is not readable, a new module must be obtained. 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 have deployed, missing, incompatible, or modified airbags, these situations need to be reviewed by the Special Service Support Center (SSSC). Dealers are eligible for reimbursement to contact the SSSC. Refer to the Deployed, Missing, Incompatible, or Salvage Airbag Handling attachment for details prior to attempting a repair.

SERVICE PROCEDURE

NOTE: The following repair instructions only apply to 2010 – 2012 Fusion and 2010 – 2011 Milan vehicles. Repair instructions are published in separate attachments for the other vehicle lines included in this recall.

IMPORTANT: 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. Do not disassemble, modify, or alter the parts or repair procedure in any way.** Doing so may prevent the airbag from operating properly during a deployment.



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.

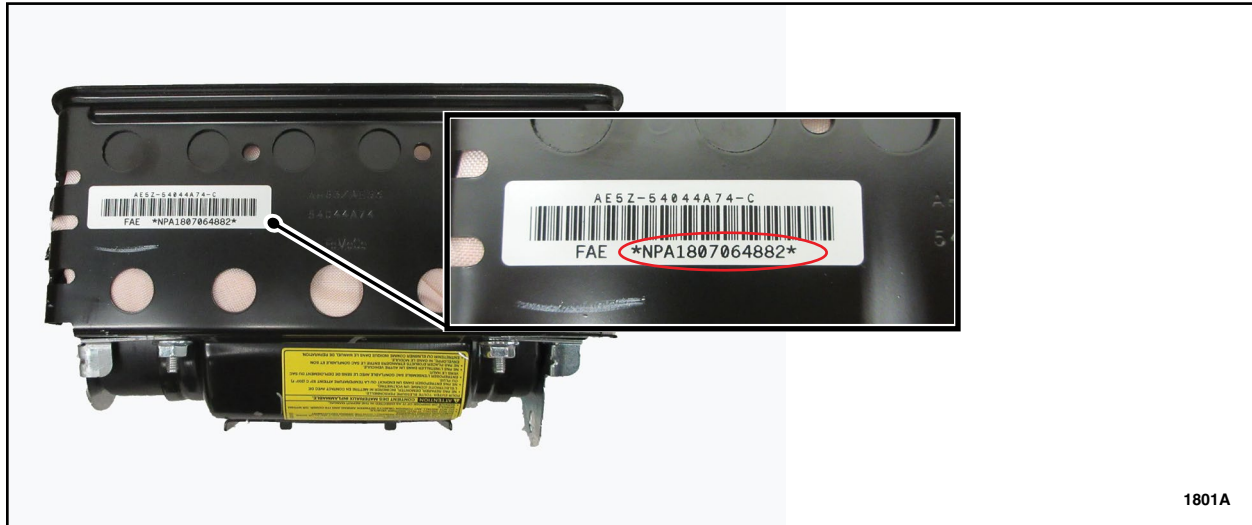


FIGURE 1

NOTE: Reduce the risk of damaging interior components by allowing the interior of the vehicle to reach a warm inside temperature.

2. Remove the left hand and right hand A-Pillar trim panels. Reuse the LH and RH trim panels for this repair. See Figure 2.

- Grasp the trim panel approximately 5 inches from the top and pull downward toward the door, then rotate the panel inward toward the windshield to slide it off of the a-pillar clip.

NOTE: Do not bend or flex the trim panels during removal to avoid stress marks from occurring.

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



FIGURE 2



3. Remove and discard the top A-Pillar clip from the body. See Figure 3.

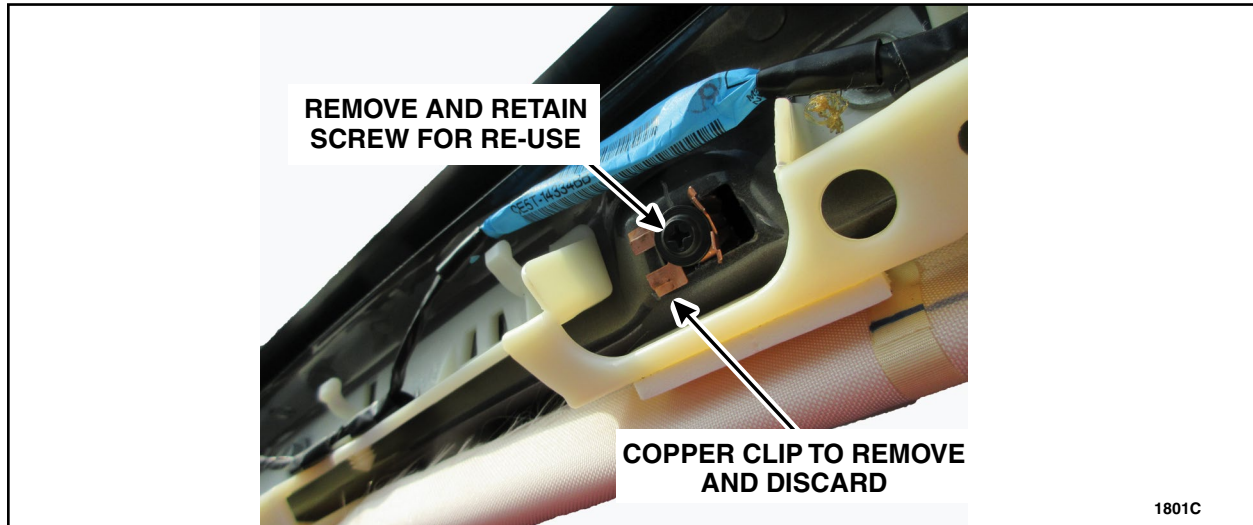


FIGURE 3

4. Remove the passenger airbag module. Please refer to Workshop Manual (WSM) procedures in section 501-20B.

NOTE: Remove the instrument panel with care, prevent damage by covering any interior components that may scrape or hit the instrument panel upon removal. Once removed gently place the instrument panel onto a clean surface.

- Remove the instrument panel crossmember-to-airbag module bracket. See Figure 4.
- Torque to 80 lb. in (9 Nm).

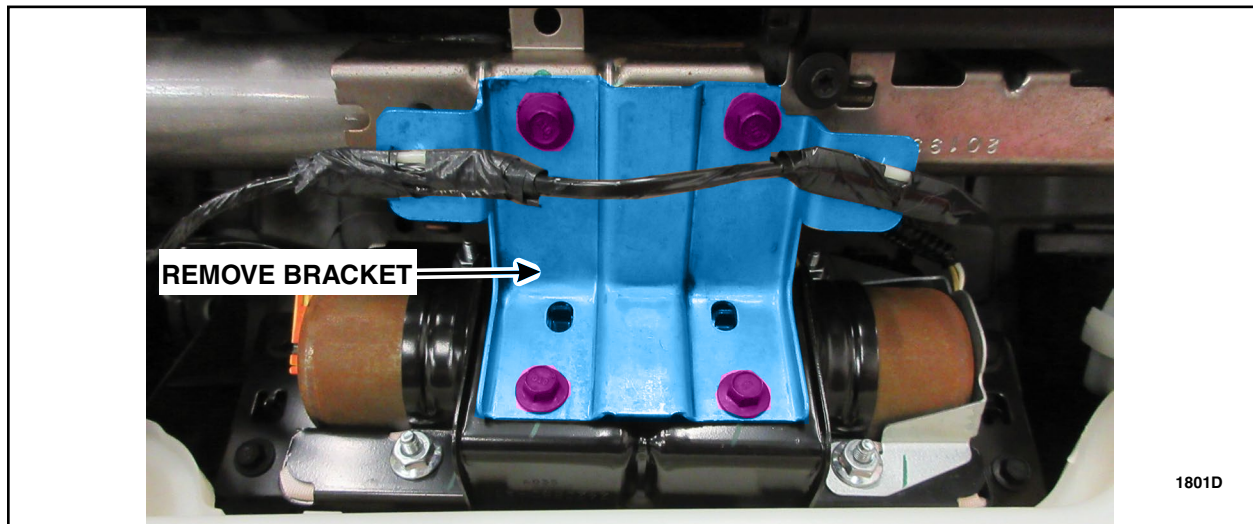


FIGURE 4



5. Remove the six nuts retaining the airbag module bracket to the instrument panel. Remove the bracket from the instrument panel. See Figure 5.

- Torque to 80 lb.in (9 Nm).

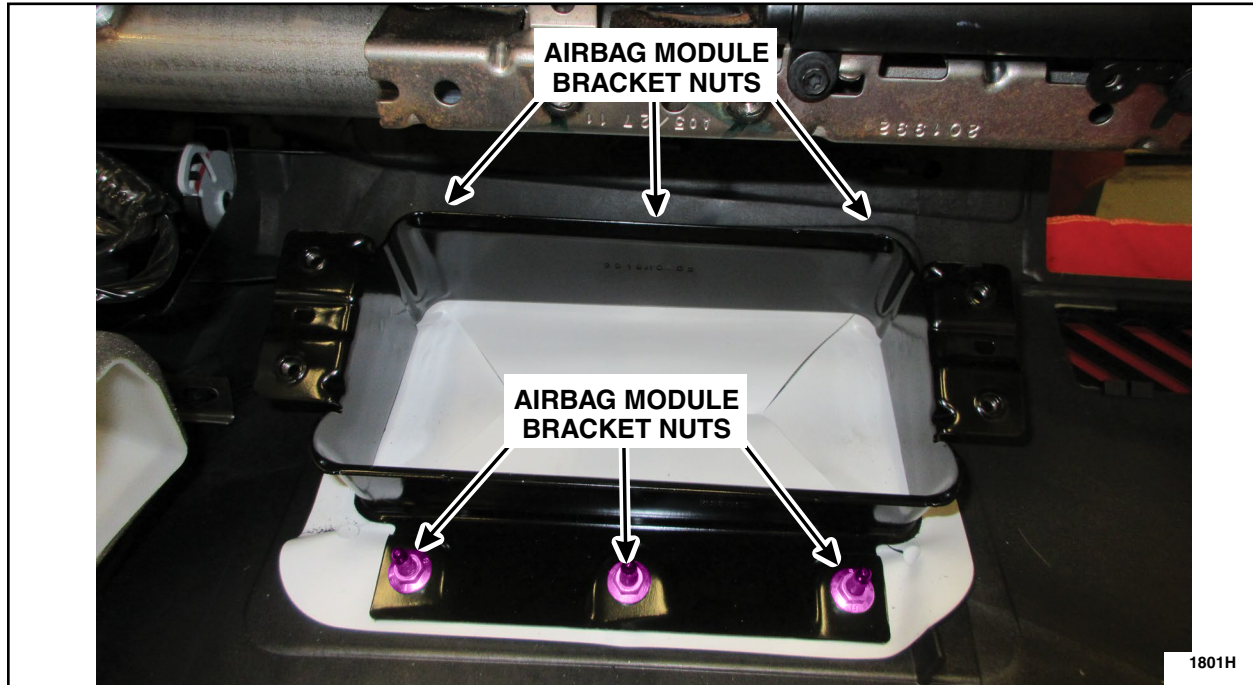


FIGURE 5



6. Inspect the white airbag cushion sheet installed on the instrument panel and the new airbag cushion sheet included with the new airbag module. See Figure 6.

NOTE: If any damage is present on the existing or new airbag cushion sheet it must be replaced. Type of damage includes, but is not limited to, cuts, creases, folds, or the perforations being broken.

NOTE: Sheets can be installed in any direction or orientation.

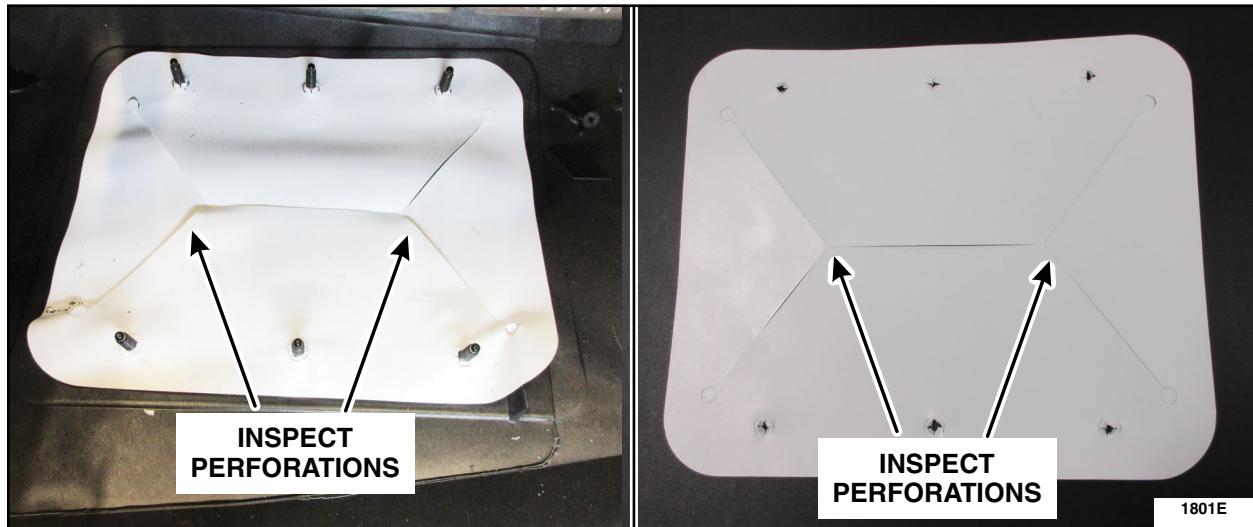


FIGURE 6



7. Replace sheet or sheets if damaged, clear both sheets of any dirt or debris and **install both sheets** on the airbag mounting bracket studs. See Figure 7.

NOTE: The sheets will not lay perfectly flat when installed on the instrument panel.

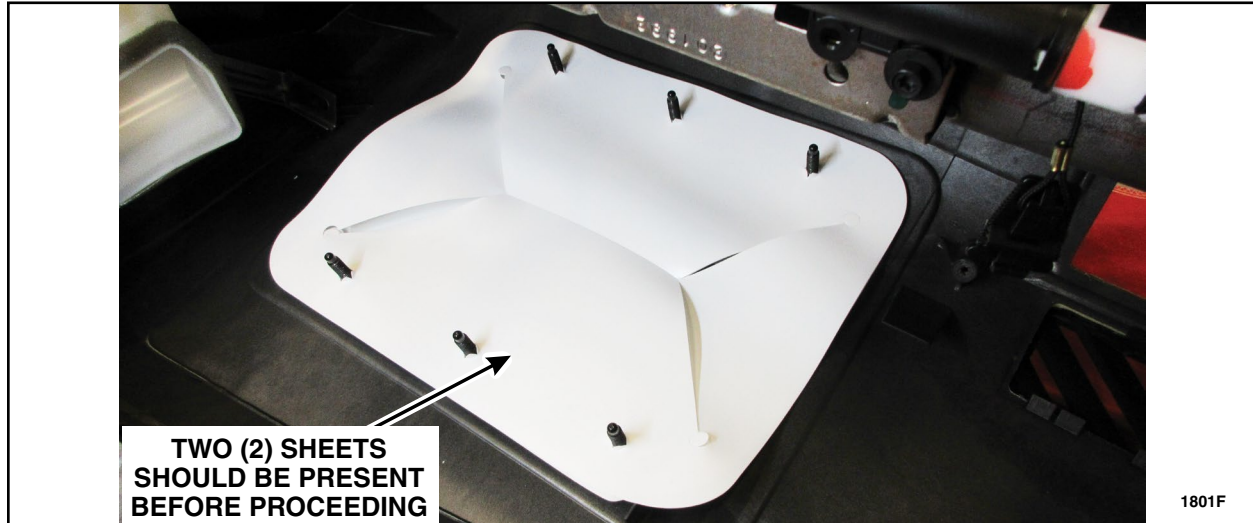


FIGURE 7

8. Reinstall the airbag module bracket onto the instrument panel. See Figure 5.
9. Install the new airbag module and instrument panel. Please follow WSM procedures in section 501-20B.
- Install the instrument panel crossmember-to-airbag module bracket. See Figure 4.



10. Install the new A-Pillar trim panel clip onto the trim panel. See Figure 7.

NOTE: If the new A-Pillar trim panel clips are not equipped with a screw installed, re-use the screw from the original clip from step 3. Install the screw into the new clip by hand.

- Torque to 9 lb.in (1 Nm).

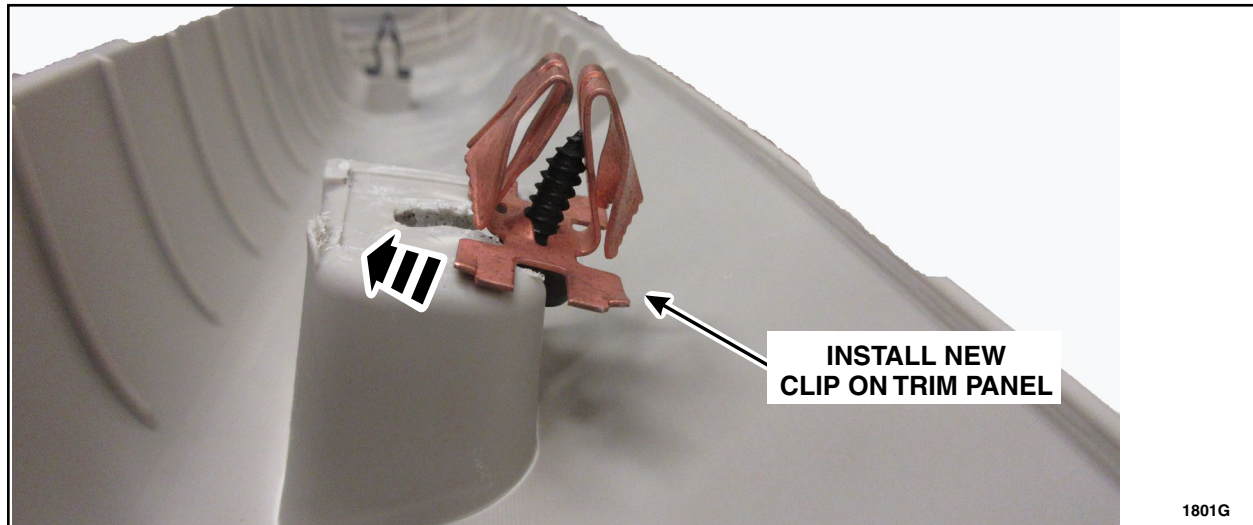


FIGURE 7

11. Install the LH and RH A-Pillar trim panels by aligning the attachment clips to the holes and snapping the new trim panel in place.
12. Package the replaced airbag module in the new part box and provide to the appropriate dealership personnel for part returns.



CERTAIN 2010 – 2012 MKZ VEHICLES – PASSENGER AIRBAG MODULE 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. Additional information regarding Takata recalls can be found at www.nhtsa.gov and www.safercar.gov.

Dealers are to replace the passenger airbag module. The serial number from the new airbag module must be recorded on the repair order. If the serial number is not readable, a new module must be obtained. 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 have deployed, missing, incompatible, or modified airbags, these situations need to be reviewed by the Special Service Support Center (SSSC). Dealers are eligible for reimbursement to contact the SSSC. Refer to the Deployed, Missing, Incompatible, or Salvage Airbag Handling attachment for details prior to attempting a repair.

SERVICE PROCEDURE

NOTE: The following repair instructions only apply to 2010 – 2012 MKZ vehicles. Repair instructions are published in separate attachments for the other vehicle lines included in this recall.

IMPORTANT: 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. Do not disassemble, modify, or alter the parts or repair procedure in any way.** Doing so may prevent the airbag from operating properly during a deployment.



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.

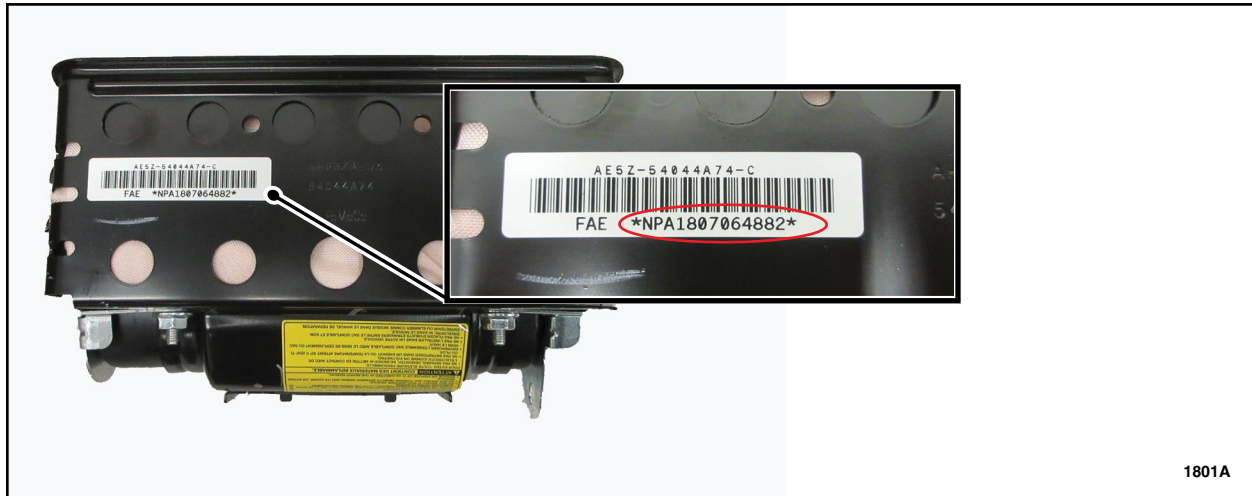


FIGURE 1

NOTE: Reduce the risk of damaging interior components by allowing the interior of the vehicle to reach a warm inside temperature.

2. Remove the left hand and right hand A-Pillar trim panels. Reuse the LH and RH trim panels for this repair. See Figure 2.

- Grasp the trim panel approximately 5 inches from the top and pull downward toward the door, then rotate the panel inward toward the windshield to slide it off of the a-pillar clip.

NOTE: Do not bend or flex the trim panels during removal to avoid stress marks from occurring.

NOTE: MKZ A-Pillar trim is wrapped in fabric, be sure to protect the fabric from stains when removing.


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



FIGURE 2



3. Remove and discard the top A-Pillar clip from the body. See Figure 3.

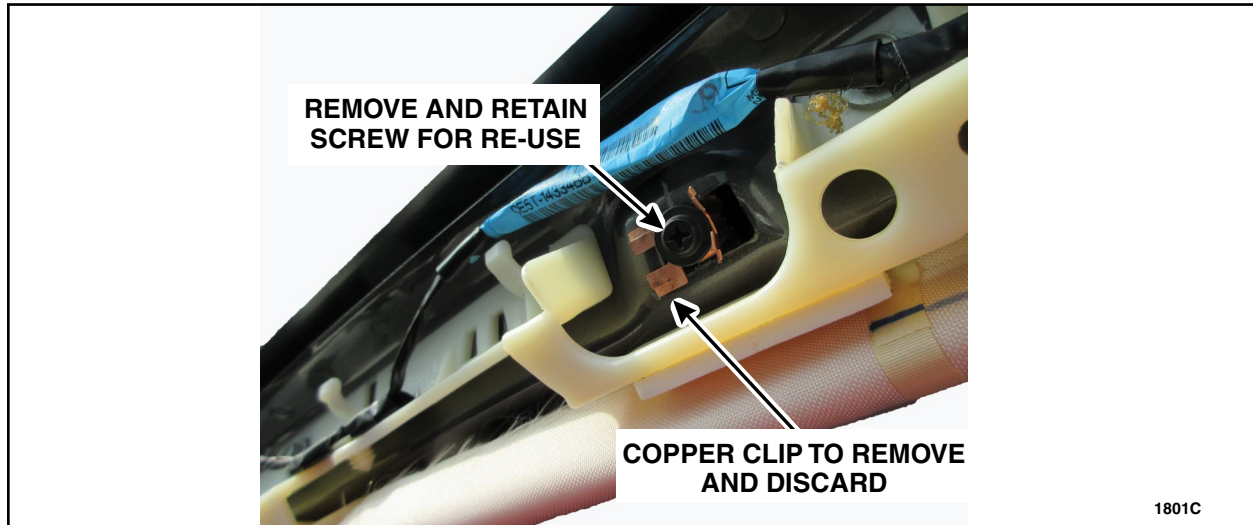


FIGURE 3

4. Remove the passenger airbag module. Please refer to Workshop Manual (WSM) procedures in section 501-20B.

NOTE: Remove the instrument panel with care, prevent damage by covering any interior components that may scrape or hit the instrument panel upon removal. Once removed gently place the instrument panel onto a clean surface.

- Remove the instrument panel crossmember-to-airbag module bracket. See Figure 4.
- Torque to 80 lb. in (9 Nm).

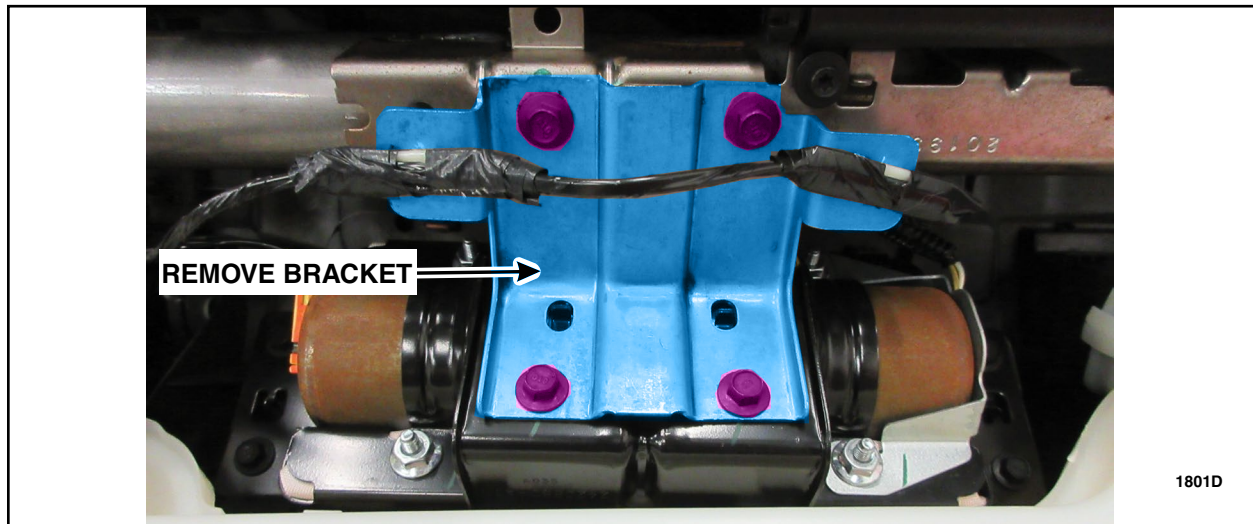


FIGURE 4



5. Install the new airbag module and instrument panel. Please follow WSM procedures in section 501-20B.

- Install the instrument panel crossmember-to-airbag module bracket. See Figure 4.

6. Install the new A-Pillar trim panel clip onto the trim panel. See Figure 5.

NOTE: If the new A-Pillar trim panel clips are not equipped with a screw installed, re-use the screw from the original clip from step 3. Install the screw into the new clip by hand.

- Torque to 9 lb.in (1 Nm).

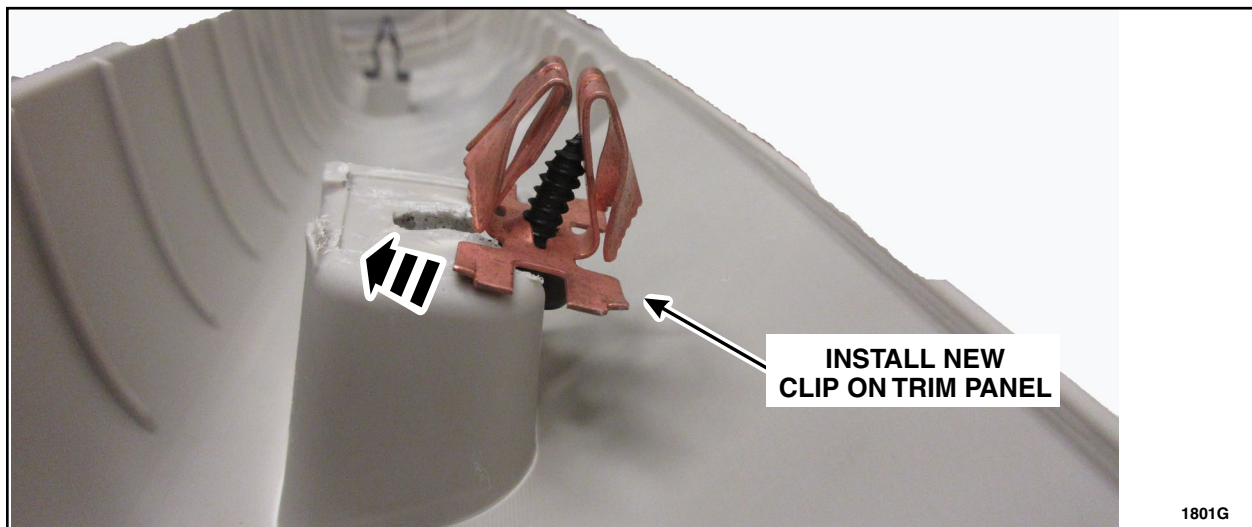


FIGURE 5

7. Install the LH and RH A-Pillar trim panels by aligning the attachment clips to the holes and snapping the new trim panel in place.
8. Package the replaced airbag module in the new part box and provide to the appropriate dealership personnel for part returns.



CERTAIN 2007 - 2010 EDGE VEHICLES – PASSENGER AIRBAG MODULE 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. Additional information regarding Takata recalls can be found at www.nhtsa.gov and www.safercar.gov.

Dealers are to replace the passenger airbag module. The serial number from the new airbag module must be recorded on the repair order. If the serial number is not readable, a new module must be obtained. 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 have deployed, missing, incompatible, or modified airbags, these situations need to be reviewed by the Special Service Support Center (SSSC). Dealers are eligible for reimbursement to contact the SSSC. Refer to the Deployed, Missing, Incompatible, or Salvage Airbag Handling attachment for details prior to attempting a repair.

SERVICE PROCEDURE

NOTE: The following repair instructions only apply to 2007 through 2010 Edge vehicles. Repair instructions are published in separate attachments for the other vehicle lines included in this recall.

IMPORTANT: 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. Do not disassemble, modify, or alter the parts or repair procedure in any way.** Doing so may prevent the airbag from operating properly during a deployment.



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.

NOTE: Releasing the side tabs of the airbag trim cover first will aid in the removal process.

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

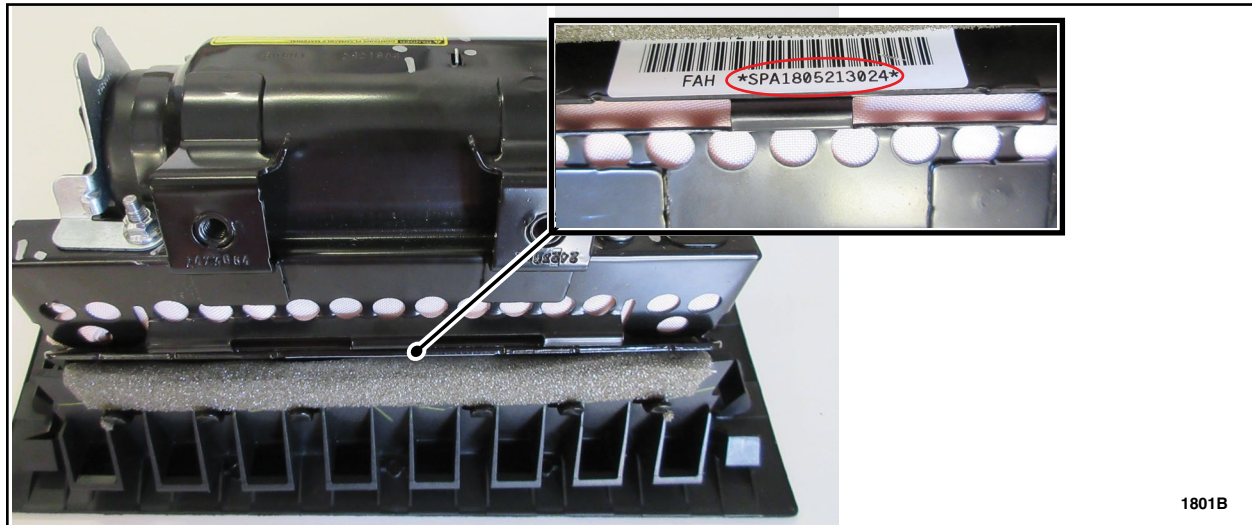


FIGURE 1



CERTAIN 2007 – 2010 MKX VEHICLES – PASSENGER AIRBAG MODULE 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. Additional information regarding Takata recalls can be found at www.nhtsa.gov and www.safercar.gov.

Dealers are to replace the passenger airbag module. The serial number from the new airbag module must be recorded on the repair order. If the serial number is not readable, a new module must be obtained. 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 have deployed, missing, incompatible, or modified airbags, these situations need to be reviewed by the Special Service Support Center (SSSC). Dealers are eligible for reimbursement to contact the SSSC. Refer to the Deployed, Missing, Incompatible, or Salvage Airbag Handling attachment for details prior to attempting a repair.

SERVICE PROCEDURE

NOTE: The following repair instructions only apply to 2007 – 2010 MKX vehicles. Repair instructions are published in separate attachments for the other vehicle lines included in this recall.

IMPORTANT: 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. Do not disassemble, modify, or alter the parts or repair procedure in any way.** Doing so may prevent the airbag from operating properly during a deployment.



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.

NOTE: When reinstalling the airbag module, hand-tighten the bolts and then torque to specification. Overtightening the bolts may result in instrument panel damage.

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

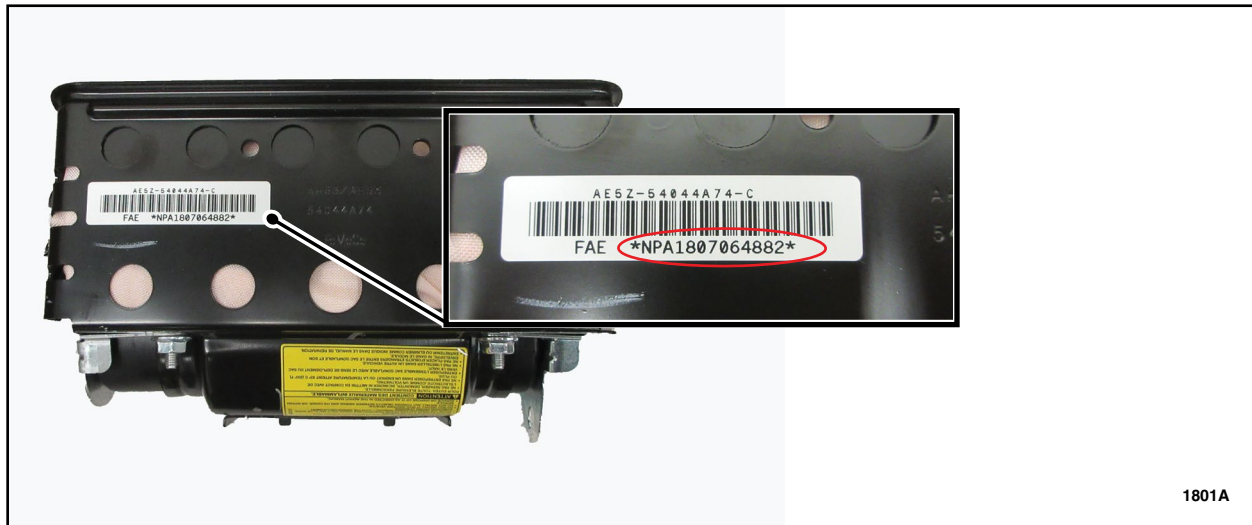


FIGURE 1



Safety Recall 19S01

Certain 2005-2014 Mustang, 2005-2006 GT, 2007-2011 Ranger, 2006-2012 Fusion and MKZ/Zephyr, 2006-2011 Milan, and 2007-2010 Edge and MKX Vehicles
Passenger Airbag Inflator Replacement

DEALER Q&A**Q1. How will I know when parts are available for vehicles affected by this recall?**

- A. Parts are available to order for all affected vehicle lines. Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering begins.

Q2. I have not yet received a part that was ordered. What should I do?

- A. If a part was not placed on emergency order, it may take 3-5 business days to arrive. However, if an emergency order was placed, or a part otherwise is not received, follow these steps:
1. Look up the order information in DOES II or DOW. If there is no record of an order, re-submit the part order.
 2. With order information available, contact the Virtual Traffic Office at 800-222-8403 to track the order.
- NOTE:** For supplier-direct-ship parts (Mustang, Ranger, and GT inflators) the VTO cannot view shipment information. Submit a PACO ticket for these vehicles.

It is the dealer's responsibility to submit any shortage/missing parts claims.

Q3. Are rental vehicles available for customers?

- A. Short-term rental vehicles are available if a customer requests one while their vehicle is getting repaired. Refer to the Dealer Bulletin and [Takata Airbag Recall Rental Vehicle Policy](#) attachment for full details.

Q4. Why did FSA 19S01 replace FSAs 16S26, 17S01, and 18S01?

- A. The vehicle lines and repair procedures in FSAs 16S26, 17S01, and 18S01 were nearly identical, however the populations were initially launched separately based on model year and geographic zones as directed by Takata's Consent Order with the NHTSA. FSA 19S01 was the last planned annual expansion that included these common vehicle lines and repair procedures, so FSAs 16S26, 17S01, and 18S01 were combined into FSA 19S01 to simplify dealership claiming and administration of the repairs.

Q5. Related damage occurred when performing FSA 16S26, 17S01, or 18S01, but the part was not available. Now that I have the part, how do I claim it?

- A. Related damage from FSA 16S26, 17S01, or 18S01 can be claimed against 19S01. Refer to the 'Claims Preparation and Submission' section of the Dealer Bulletin for details.

Q6. The airbag inflator/module serial number is not readable or was not documented for claiming. What should I do?

- A. The new airbag inflator/module serial number is required for warranty claims to be processed. If the serial number is not readable, the part is considered defective and a new inflator/module should be ordered for the vehicle. If the customer has already picked up the vehicle, contact the customer to request that the vehicle be brought in to either (1) inspect the serial number or (2) install a new inflator/module (if serial number is unreadable). If further assistance is required, submit a web contact to the SSSC using contact type "Claiming Concern" with details of the situation.

Safety Recall 19S01

Certain 2005-2014 Mustang, 2005-2006 GT, 2007-2011 Ranger, 2006-2012 Fusion and MKZ/Zephyr, 2006-2011 Milan, and 2007-2010 Edge and MKX Vehicles
Passenger Airbag Inflator Replacement

Q7. A warranty claim was submitted under the wrong VIN. What should I do?

- A. In OWS, appeal the original claim (against the 'wrong' VIN) to a value of '0'. Submit a web contact to the SSSC with the 'wrong' VIN. Use contact type "Claiming Concern" with details of the situation.

Q8. 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).

Q9. A vehicle on my dealer's FSA VIN list has deployed, modified, or missing airbags. Can the vehicle be removed from my dealer's FSA VIN list?

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

Q10. Can my Dealership use Quick Lane bays and Technicians to complete this recall?

- A. At the dealer's discretion, dealers with Quick Lanes may now use Quick Lane service bays and Quick Lane technicians to perform Takata Airbag Recalls **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.

Q11. Will completed surveys count towards my Customer Viewpoint (CVP) score? Are the scores included in my Ford Commitment Program (FCP) calculations?

- A. Beginning in 2019, every Service customer will be eligible for a survey. Completed surveys will be included in CVP and FCP scores.

ADDITIONAL QUESTIONS OR ASSISTANCE

For additional questions or 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 MOBILE REPAIR SERVICE

A DEALERSHIP GUIDE TO PERFORMING MOBILE REPAIRS

Why?

A recent survey of vehicle owners indicated that **65%** of participants had not had their airbag recall repair completed due to the inconvenience of taking their vehicle to a dealership.

Most Takata airbag recall repairs take less than one hour to complete, do not require a lift, and can be completed with basic hand tools. By offering a mobile repair service for these repairs, it can:

- Free up shop space for more profitable retail work
- Increase service capacity without increasing the size of your shop
- Improve customer satisfaction
- Expand your customer base – many of these customers may have never visited your dealership

How?

To perform mobile repairs for the Takata airbag recalls, only a few things are required:

- A vehicle for transportation – due to the simplicity of these repairs, a specialty vehicle is not required
- Basic hand tools and supplies
- A technician with some interpersonal skills (for customer interactions) who is capable of performing the repairs
- Personnel to schedule and coordinate the repairs – can likely be combined with current scheduling/dispatching responsibilities
- Parts to complete the repairs
- A signed customer agreement (see page 8)

Dealers should also be aware of local hazardous material handling regulations for airbag inflators and modules. Refer to www.HazmatU.org for further information.

See the following pages for detailed tips and recommendations on starting and maintaining a mobile repair service.

Mobile repairs can be performed at:

- the vehicle owner's home
- the vehicle owner's workplace
- used car lots
- local vehicle auctions
- shopping malls
- sporting events, car shows, or other public events

[Click here](#) for a short video on mobile repairs

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ELIGIBLE VEHICLES AND REPAIRS

Mobile repairs can be performed on a majority of the vehicles covered under the Takata airbag recall, however some vehicles require a more invasive repair procedure that is not recommended for mobile repair service. Refer to the chart below for a guide on which vehicles mobile repairs can be performed on.

Vehicle	Airbag Side	FSA Number(s)	Mobile Repair Capable?
2005-2014 Mustang	Driver and Passenger	15S21 and 19S01	✓ Yes
2005-2006 Ford GT	Driver and Passenger	15S21 and 19S01	✓ Yes
2004-2006 Ranger	Driver and Passenger	17S42 and 18S02	✓ Yes
2007-2011 Ranger	Passenger	19S01	✓ Yes
2006-2009 Fusion/Milan	Passenger	19S01	✓ Yes
2010-2012 Fusion/Milan	Passenger	19S01	✗ No*
2006-2009 MKZ/Zephyr	Passenger	19S01	✓ Yes
2010-2012 MKZ	Passenger	19S01	✗ No*
2007-2010 Edge	Passenger	19S01	✓ Yes
2007-2010 MKX	Passenger	19S01	✓ Yes

* The mobile repair allowance cannot be claimed on these vehicles.

REQUIRED TOOLS AND SUPPLIES

¼" Ratchet and Metric Socket Set (deep and shallow sockets with 6" extension)	Brass Punch
¼" Torque Wrench (35 lb-in – 97lb-in)	Small Ballpeen Hammer
¼" Cordless Impact Driver	Non Marring Trim Tool
Side Cutters	Retractable Magnet
Utility Knife	Fender Cover
Needle Nose Pliers	Tool Bag or Tool Box
Pocket Flat Blade Screwdriver	Hand Towels/Shop Rags

(continued on the following page)

REQUIRED TOOLS AND SUPPLIES (continued)

- ☐ Printed copies of repair instructions
- ☐ Customer agreement
- ☐ Repair order, work order, and/or any other necessary documentation
- ☐ If the vehicle used for transportation does not have a tailgate or other usable area to work from, it is also recommended to have a portable work surface such as a small folding table
- ☐ Easily recognizable shirt/uniform and vehicle graphic with dealership or Ford logos are recommended
 - o 'Airbag Recall Mobile Repair Team' vehicle magnets will be available in early 2019 on the Dealer eStore.



WARRANTY CLAIMING

Dealers are eligible to claim an allowance equal to 0.5 labor hours per repair to cover costs associated with completing any mobile repairs. A copy of a signed customer agreement must be retained with the repair order. Refer to the FSA Dealer Bulletin for full claiming details.

Technician time recording requirements, as specified in the Warranty & Policy Manual, are not required for these repairs.

GENERAL RESOURCES

PTS Mobile and VIN Scan

While it is recommended that the technician have printed copies of repair instructions, the PTS mobile site and VIN scan app can be used to easily access PTS information on vehicles if needed. The mobile site provides access to PTS resources on a mobile device including Workshop Manual, FSAs, and VIN scan functionality.

To use PTS mobile and VIN scan on your mobile device:

- Enter the mobile PTS Site m.proservicetech.com into your device
- Complete your CDS secure login
- Select 'Vehicle ID' from the PTS Main Menu
- Follow the link and instructions to install the VIN scanner app onto your device



Airbag Recall App

If employees are performing canvassing or operating at public events, the Airbag Recall app can be used to check for open FSAs by entering the vehicle's license plate number.

NOTE: Always use OASIS to confirm FSA eligibility.

- Download the Airbag Recall App via Apple App Store or Google play.



Dealer Management System (DMS) Mobile Apps

Some dealer management systems and related dealer software have mobile versions. If these are available for your dealer, it may be beneficial for your technician to have access while travelling.

SCHEDULING

When performing repairs at multiple points (homes, workplaces, car lots, etc.), you may want to start small. Pick a day of the week that is expected to be a little slower and fill that day with scheduled mobile repairs – enough for one technician. Keep in mind the time required for travel, paperwork, etc. to ensure your day isn't overscheduled. The repairs recommended for mobile service all take less than one hour to complete. As time goes on, expand to multiple days, multiple technicians, and fine-tune your scheduling.

Depending on your area, and incoming volume of appointment requests for these recalls, you may need to be selective based on the geographical location of the customer/vehicle. Try to plan the schedule so the technician makes one round trip for all repairs, reducing the time, fuel, etc. used driving to and from the dealership.

When scheduling, you can take a proactive, or reactive approach:

PROACTIVE SCHEDULING AND OUTREACH (RECOMMENDED)

For efficiency, pick a certain town or area to operate within on your scheduled mobile repair day, but have some flexibility. Have your Business Development Center, Service Advisor(s), or appointment scheduler(s) contact customers in that designated area using your FSA VIN lists (at least 1 week ahead of time is recommended). **TIP:** Download the CSV or Excel versions of the VIN lists to combine all Takata airbag recall customers into one document to make this task easier.

When speaking with the customer, confirm that they still own the vehicle and that their location on file is accurate. Advise that your dealer will be performing mobile repairs in their area, and that you would be able to repair their vehicle where it sits, and that the repair takes less than an hour. If the customer advises that they work in a different area or are no longer in that location, make note of that for future mobile repair scheduling.

Provide the customer with a window of time (e.g. 2-hour window) in which they can expect your technician arrive. Have your technician call or text the customer during their prior stop, before heading the customer's way. This will ensure that the customer is still available for the repair, and improve customer satisfaction.

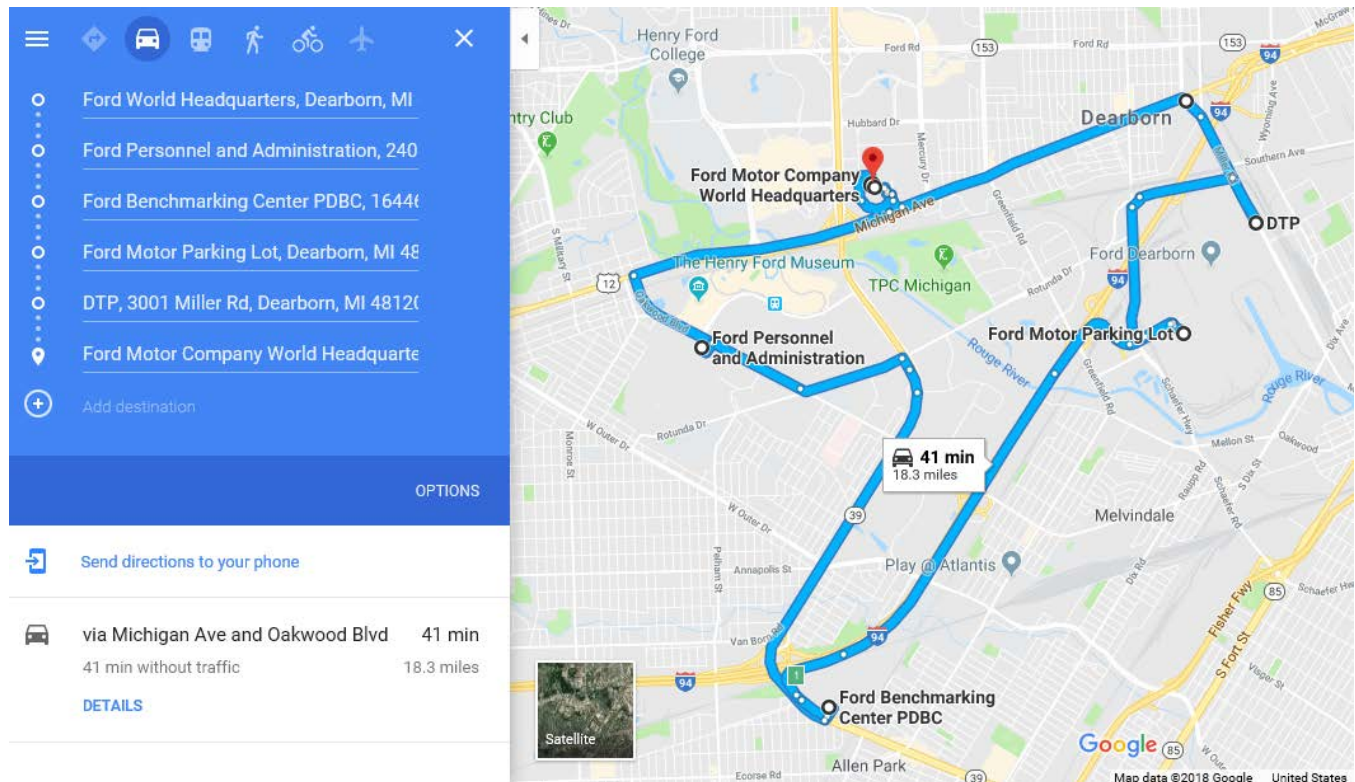
REACTIVE SCHEDULING

During your normal course of business, offer mobile repairs as an alternative if a customer wishes schedule an appointment for their airbag recall repair. This may be more difficult to manage efficiently, but based on your incoming volume, you may still want to limit yourself to a certain geographical area on each scheduled mobile repair day. If a customer calls and is located in the targeted area, let them know that you'll have a technician in the area next Wednesday (for example) and they would be able to repair the vehicle as it sits, in less than an hour's time.

Provide the customer with a window of time (e.g. 2-hour window) in which they can expect your technician to arrive. Have your technician call or text the customer during their prior stop, before heading the customer's way. This will ensure the customer is still available for the repair, and improve customer satisfaction.

ROUTE PLANNING

Once a full day has been scheduled, plan a round-trip route for the technician, leaving the dealership, making all scheduled stops, and then returning to the dealership. There are numerous free, online services that make planning a route easy, such as MapQuest, Google Maps, RouteXL, etc. See example below.



DISPATCHING

With repairs scheduled and a route planned, create a route sheet or work order to summarize the day of repairs. See an example on page 7. Along with the work order, the technician should have hard copies of repair orders and repair instructions.

Note that for the Takata airbag recall repairs, technician time recording requirements, as specified in the Warranty & Policy Manual, are not required. Claims submitted without recording technician time will be accepted. To evaluate and improve your mobile repair program you may want to keep a driving/time log, but this is not required for warranty purposes.

MOBILE REPAIR WORK ORDER

Date: _____

Tech #: _____

Stop 1	Customer Info	Scheduled Arrival	Vehicle / VIN	FSA / Repair Description

Stop 2	Customer Info	Scheduled Arrival	Vehicle / VIN	FSA / Repair Description

Stop 3	Customer Info	Scheduled Arrival	Vehicle / VIN	FSA / Repair Description

Stop 4	Customer Info	Scheduled Arrival	Vehicle / VIN	FSA / Repair Description

Stop 5	Customer Info	Scheduled Arrival	Vehicle / VIN	FSA / Repair Description

Stop 6	Customer Info	Scheduled Arrival	Vehicle / VIN	FSA / Repair Description

Stop 7	Customer Info	Scheduled Arrival	Vehicle / VIN	FSA / Repair Description

CUSTOMER MOBILE REPAIR AGREEMENT

I am aware that my vehicle is subject to an airbag safety recall and I authorize my Ford or Lincoln dealership to perform the recall repair on my vehicle at an off-site location, rather than on dealership property.

This recall repair, and the mobile repair service, will be performed free of charge.

Customer Name (print)

Customer Signature

Date of Repair

To be filled out by dealership personnel prior to customer signature:

Dealership Name

Last 8 of vehicle's VIN

Ford Customer Service Division

Safety Recall 19S01

Certain 2005-2014 Mustang, 2005-2006 GT, 2007-2011 Ranger, 2006-2012 Fusion and MKZ/Zephyr, 2006-2011 Milan, and 2007-2010 Edge and MKX Vehicles
Passenger Airbag Inflator Replacement

DEPLOYED, MISSING, INCOMPATIBLE, OR SALVAGE AIRBAG HANDLING**NON-SALVAGE VEHICLES / VEHICLES THAT ARE OPERATIONAL**

Ford Motor Company is required by the National Highway Traffic Safety Administration to account for all vehicles affected by this recall. This includes vehicles with deployed, incompatible, or missing airbags.

If a customer's vehicle is found to have deployed, incompatible, or missing airbag components please refer to the processes below for handling these vehicles and customers. Dealers are eligible for compensation for time spent gathering and reporting information on these vehicles.

NOTE: The Field Service Action covers costs to replace the airbag inflator/module (whichever is applicable per the Technical Instructions), however it does not cover the costs associated with replacing/installing additional components due to deployment, being incompatible, or missing. If the customer is willing to pay to restore the airbag system so the recall repair to be performed (i.e. replacement of deployed or missing airbag modules) then a new airbag inflator/module will be covered under this recall if still required. If repairs are unable to be performed, the letter at the end of this document can be provided to the customer.

AIRBAG DEPLOYED

1. Remove or access the deployed airbag module. Refer to the FSA Technical Instructions with exceptions noted below:
 - If the airbag inflator is found to be missing, refer to the 'Missing or Incompatible Components' section below.
 - On 2010-2012 Fusion, Milan, and MKZ vehicles, the airbag module can be inspected by lowering the glove compartment door. The airbag module is located just above the glove compartment area. ***The FSA technical instructions do not need to be followed for inspecting the airbag module on these vehicles.***
 - On Mustang, GT, and Ranger vehicles the airbag inflator will need to be removed from the airbag module to capture the serial number. Refer to the Technical Instructions for removal of the passenger airbag inflator but it is ***not*** necessary to install a wiring shunt or cut the airbag inflator harness. After removing the wiring harness connector retainer from the module, the inflator will be able to slide out far enough to view the serial number.
2. Document the deployed airbag inflator serial number on the repair order (see 'Airbag Inflator Serial Number Locations' later in this document).
3. Photograph the airbag module, deployed airbag inflator serial number, the vehicle's VIN plate, and the deployed airbag (instrument panel/deployment door area).
4. Submit a VIN-specific web contact to the SSSC (contact type "Claiming Concern") and attach the photos to the request. The SSSC will provide a special labor operation code for warranty claiming and special instructions on how to handle the vehicle.

MISSING OR INCOMPATIBLE COMPONENTS

1. Photograph the missing or incompatible airbag parts/areas that demonstrate why the FSA repair is unable to be performed. Also take a photo of the vehicle's VIN plate.
 - On 2010-2012 Fusion, Milan, and MKZ vehicles, the airbag module can be inspected by lowering the glove compartment door. The airbag module is located just above the glove compartment area. ***The FSA technical instructions do not need to be followed for inspecting the airbag module on these vehicles.***
2. Submit a VIN-specific web contact to the SSSC (contact type "Claiming Concern") and attach the photos to the request. The SSSC will provide a special labor operation code for warranty claiming and special instructions on how to handle the vehicle.

Safety Recall 19S01

Certain 2005-2014 Mustang, 2005-2006 GT, 2007-2011 Ranger, 2006-2012 Fusion and MKZ/Zephyr,
2006-2011 Milan, and 2007-2010 Edge and MKX Vehicles
Passenger Airbag Inflator Replacement

DEPLOYED, MISSING, INCOMPATIBLE, OR SALVAGE AIRBAG HANDLING**SALVAGE VEHICLES / VEHICLES THAT ARE NOT OPERATIONAL**

Ford Motor Company is required by the National Highway Traffic Safety Administration to account for all vehicles affected by this recall, including vehicles in salvage yards.

Dealers are eligible to claim \$75, per vehicle (in addition to any applicable repair labor) to locate vehicles in salvage yards and capture the necessary information so these vehicles are properly accounted for. Dealers should confirm FSA 19S01 is open in OASIS on any suspect vehicle prior to taking action on them. Refer to the processes below for details handling these vehicles and requesting reimbursement.

NON-DEPLOYED SALVAGE VEHICLE AIRBAGS (except dealers in Alaska, Hawaii, and Puerto Rico)

Dealers in Alaska, Hawaii, and Puerto Rico should refer to the 'Salvage Yard Unwilling to Sell Non-Deployed Airbags' section in this attachment for directions on non-deployed airbag handling.

For non-deployed airbags, dealers should only recover (not replace) the non-deployed airbag module instead. If the salvage yard will not allow the airbag to be recovered, refer to the 'Salvage Yard Unwilling to Sell Non-Deployed Airbags' section in this attachment.

In addition to labor, dealers will be reimbursed up to \$60 (per vehicle) for purchase of passenger side airbags from salvage yards. Refer to the SSSC (as outlined below) and the 'Claims Preparation and Submission' section in the Dealer Bulletin for claiming instructions.

1. Remove the airbag module from the vehicle. **NOTE:** The entire airbag module should be recovered.
2. Document the deployed airbag inflator serial number on the repair order (see 'Airbag Inflator Serial Number Locations' later in this document).
3. Photograph the airbag inflator serial number, the vehicle's VIN plate, and the airbag module.
4. Submit a VIN-specific web contact to the SSSC (contact type "Claiming Concern") and attach the photos to the request. **Specify that it is a non-deployed salvage vehicle and if the salvage yard is allowing the airbag to be recovered.** The SSSC will provide a special labor operation code for warranty claiming and special instructions on how to handle the vehicle.
5. Once an airbag module or modules are recovered, dealers should email Rebuilders Automotive Supply (RAS) at: DealerRecall@coresupply.com to arrange for return shipping of the part or parts. In the email, provide the total number of airbag modules to be returned, associated VIN numbers, and the dealership address from which the parts will be shipped. RAS will provide HazMat packaging supplies as needed. **NOTE:** Do not ship deployed airbags to RAS.

Dealers should be aware of local hazardous material handling regulations for airbags. Dealers can refer to www.hazmatu.org for further information.

Safety Recall 19S01

Certain 2005-2014 Mustang, 2005-2006 GT, 2007-2011 Ranger, 2006-2012 Fusion and MKZ/Zephyr, 2006-2011 Milan, and 2007-2010 Edge and MKX Vehicles
Passenger Airbag Inflator Replacement

DEPLOYED, MISSING, INCOMPATIBLE, OR SALVAGE AIRBAG HANDLING**SALVAGE VEHICLES / VEHICLES THAT ARE NOT OPERATIONAL (continued)****DEPLOYED SALVAGE VEHICLE AIRBAGS**

1. Remove or access the deployed airbag module.
 - On 2010-2012 Fusion, Milan, and MKZ vehicles, the airbag module can be inspected by lowering the glove compartment door. The airbag module is located just above the glove compartment area. ***The FSA technical instructions do not need to be followed for inspecting the airbag module on these vehicles.***
2. Document the airbag inflator serial number on the RO (see 'Airbag Inflator Serial Number Locations' later in this document).
3. Photograph the airbag inflator serial number, the VIN plate, and the deployed airbag.
4. Submit a VIN-specific contact to the SSSC and attach the photos to the request. **Specify that it is a deployed salvage vehicle.** The SSSC will provide special claiming instructions. No further repairs are required and the deployed airbags can remain with the vehicle.

MISSING SALVAGE VEHICLE AIRBAGS

1. Capture photos of the missing airbag module or modules and the vehicle's VIN plate.
 - On 2010-2012 Fusion, Milan, and MKZ vehicles, the airbag module can be inspected by lowering the glove compartment door. The airbag module is located just above the glove compartment area. ***The FSA technical instructions do not need to be followed for inspecting the airbag module on these vehicles.***
2. Submit a VIN specific contact to the SSSC and attach the photos to the request. **Specify that it is a salvage vehicle.** The SSSC will provide a special labor op for warranty claiming. No further repairs are required.

SALVAGE YARD UNWILLING TO SELL NON-DEPLOYED AIRBAGS (and non-deployed airbags in Alaska, Hawaii, and Puerto Rico)

If a salvage yard is unwilling to sell non-deployed airbags, dealers should offer to perform the recall repair on the non-deployed modules if possible.

For all vehicles except 2010-2012 Fusion, Milan, and MKZ vehicles: If the recall repair is performed, the repair can be claimed as a mobile repair. Refer to the Dealer Bulletin for details. A signed customer agreement is not required however repair order documentation must support that the repair occurred at salvage yard or similar facility.

For 2010-2012 Fusion, Milan, and MKZ vehicles: If the recall repair is performed:

1. Capture photos of two exterior angles of the vehicle, the instrument panel, and the vehicle's VIN plate.
2. Follow the FSA technical instructions to perform the recall repair.
3. Submit a VIN-specific contact to the SSSC for claiming instructions. **Specify that it is a salvage vehicle.** The SSSC will provide a special labor op for warranty claiming.

Safety Recall 19S01

Certain 2005-2014 Mustang, 2005-2006 GT, 2007-2011 Ranger, 2006-2012 Fusion and MKZ/Zephyr, 2006-2011 Milan, and 2007-2010 Edge and MKX Vehicles
Passenger Airbag Inflator Replacement

DEPLOYED, MISSING, INCOMPATIBLE, OR SALVAGE AIRBAG HANDLING**ORIGINAL AIRBAG INFLATOR SERIAL NUMBER LOCATIONS**

The photos below outline the location of serial numbers on original airbag inflators/modules for the purposes outlined in this document only. Serial number locations on new components will vary, refer to the FSA Technical Instructions for information on new components.

Mustang, GT, and Ranger Vehicles**2006-2009 Fusion, Milan, and MKZ/Zephyr and all Edge Vehicles****2010-2012 Fusion, Milan, and MKZ Vehicles****MKX Vehicles**



L I N C O L N

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

Dear Customer,

Your dealer is unable to complete the Takata airbag recall repair on your vehicle because the airbag in your vehicle is either deployed, missing, or has incompatible parts installed from a preexisting condition. The Takata airbag recall covers the cost of parts and labor for replacing the defective airbag inflator or module, but not the entire airbag system.

Your dealer has verified that the safety risk associated with the airbag inflators, and the reason for this recall, is not currently present on your vehicle. However, because your vehicle's airbags are either deployed, missing, or have incompatible parts installed, your vehicle's airbags may not operate as designed in the event of a crash, increasing the risk of injury or death. You are responsible for the cost of restoring your vehicle's airbag system. If the recall condition is present once the airbag system is restored, your dealer will replace the airbag inflators free of charge.

Ford Customer Service Division

REGIONAL CORE RECOVERY CENTER AIRBAG INFLATOR CORE RETURN PROCESS PARTS WITH CORE CHARGES ONLY

DEALER CORE RETURN INSTRUCTIONS AND SHIPPING DOCUMENTATION

Parts used under safety recall 19S01 have a core charge and will be identified as such with the yellow core label on the packaging. The Regional Core Recover Center (RCRC) will pick up these airbag inflators along with all other core returns during your normal core retrieval visit. This includes dealers in Alaska and Hawaii.

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.
- RCRCs 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 Core 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:
24-HOUR EMERGENCY CONTACT: INFOTRAC 1-800-535-5053 (Domestic) 1-352-323-3500 (International)	

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

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

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

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

NAME: _____ **SIGNATURE:** _____ **DATE:** _____

GUIDE 171	SUBSTANCES (LOW TO MODERATE HAZARD)	ERG2012	GUIDE 171	SUBSTANCES (LOW TO MODERATE HAZARD)	ERG2012
POTENTIAL HAZARDS			EMERGENCY RESPONSE		
FIRE OR EXPLOSION			FIRE		
<ul style="list-style-type: none">• Some may burn but none ignite readily.• Containers may explode when heated.• Some may be transported hot.			Small Fire <ul style="list-style-type: none">• Dry chemical, CO₂, water spray or regular foam.		
HEALTH			Large Fire <ul style="list-style-type: none">• Water spray, fog or regular foam.• Do not scatter spilled material with high pressure water streams.• Move containers from fire area if you can do it without risk.• Dike fire-control water for later disposal.		
PUBLIC SAFETY			Fire Involving Tanks <ul style="list-style-type: none">• Cool containers with flooding quantities of water until well after fire is out.• Withdraw immediately in case of rising sound from venting safety devices or discoloration of tank.• ALWAYS stay away from tanks engulfed in fire.		
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.			SPILL OR LEAK <ul style="list-style-type: none">• Do not touch or walk through spilled material.• Stop leak if you can do it without risk.• Prevent dust cloud.• Avoid inhalation of asbestos dust.		
PROTECTIVE CLOTHING			Small Dry Spill <ul style="list-style-type: none">• With clean shovel place material into clean, dry container and cover loosely; move containers from spill area.		
EVACUATION			Small Spill <ul style="list-style-type: none">• Take up with sand or other non-combustible absorbent material and place into containers for later disposal.		
Spill <ul style="list-style-type: none">• 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".			Large Spill <ul style="list-style-type: none">• Dike far ahead of liquid spill for later disposal.• Cover powder spill with plastic sheet or tarp to minimize spreading.• Prevent entry into waterways, sewers, basements or confined areas.		
Fire <ul style="list-style-type: none">• 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.			FIRST AID <ul style="list-style-type: none">• Move victim to fresh air.• Call 911 or emergency medical service.• Give artificial respiration if victim is not breathing.• Administer oxygen if breathing is difficult.• Remove and isolate contaminated clothing and shoes.• In case of contact with substance, immediately flush skin or eyes with running water for at least 20 minutes.• Ensure that medical personnel are aware of the material(s) involved and take precautions to protect themselves.		

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RCRC Locations					
RCRC CODE	Parent	Address	City	State	Zip
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

TAKATA AIRBAG RECALL RENTAL VEHICLE POLICY

This rental vehicle policy only applies to the Takata airbag recalls 15S21, 17S42, 18S02, and 19S01.

RENTAL POLICY OVERVIEW

Parts are available to order for all affected vehicle lines. With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required to complete the recall repair.

Short-term rentals are available if a customer requests a rental vehicle while their vehicle is being repaired. Refer to the flow chart on the last page of this attachment for the rental vehicle reimbursement process before providing a rental vehicle. If a customer requests a rental vehicle, dealers must:

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

NOTE: The short-term rental vehicle program is an effort to make it easier for customers to have this recall repair completed and should only be offered when a customer requests a rental vehicle. Rental vehicles must not be used to help manage service department scheduling.

IMPORTANT: Dealers are pre-approved for up to 4 days of rental reimbursement for while repairs are being performed (no approval code required). As most repairs take less than 1 hour to complete, if more than 4 rental days are required, dealers must request prior-approval from the SSSC for any additional days before the initial 4 days expire. In the SSSC web contact, provide details outlining why additional days are required.

Refer to the flow chart on the last page of this attachment for the full rental reimbursement process.

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

RENTAL VEHICLE SOURCE

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

VEHICLE MAKE AND MODEL YEAR REQUIREMENTS

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

RENTAL REIMBURSEMENT GUIDELINES / NATIONAL TAKATA RECALL RENTAL AGREEMENT

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

Make of Recalled Vehicle	Rental Vehicle Reimbursement Cost Per Day Limit
Ford	\$44 (including tax)
Mercury	\$44 (including tax)
Lincoln	\$55 (including tax)

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

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

ENTERPRISE AUTOMATED RENTAL MANAGEMENT SYSTEM

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

The ARMS® benefits to dealers are as follows:

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

EXPENSES NOT COVERED UNDER RENTAL VEHICLE REIMBURSEMENT

Rental Vehicle Reimbursement does not cover the following expenses:

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

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

RENTAL VEHICLE DOCUMENTATION

Rental vehicle documentation must include the following:

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

ADMINISTRATIVE ALLOWANCE

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

- Any rental claims under long-term rental program 18A01, 18A02, 18A03, or 18A04 that were submitted after June 13, 2018. This includes long-term rental claims that were originally approved by the SSSC after May 12, 2018 but processed for warranty payment after June 13, 2018.
- Any rental claims with an RO open date after September 23, 2018 that require more than 4 rental days.

Refer to the Dealer Bulletin for claiming instructions.

CUSTOMER WAITLIST

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

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

YOUTHFUL RENTER SURCHARGE

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

INCREASED FORD COURTESY TRANSPORTATION PROGRAM (FCTP) GUIDES

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

RENTAL VEHICLES PAID FOR BY CUSTOMERS

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

ALTERNATIVE TRANSPORTATION

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

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

Examples of alternative transportation:

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

STORAGE OF CUSTOMER VEHICLES

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

If customers were previously advised to retain and store their vehicles, they should drop their vehicles off at their dealer so the vehicle can be repaired as soon as the part arrives. Customers will be responsible for all vehicle upkeep during the time the vehicle is being stored.

RESTRICTED VEHICLE USE AGREEMENT

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

TAKATA AIRBAG RECALL RENTAL VEHICLE PROCESS

