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January 8, 2018

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

**SUBJECT:** **Customer Satisfaction Program 17B23 – Supplement #1**  
 Certain 2006-2008 Model Year Fusion and Milan, 2006 Zephyr, 2007-2008 MKZ and  
 2007-2008 Edge, MKX and Ranger Vehicles  
 Driver Airbag Inflator Replacement

**New! REASON FOR THIS SUPPLEMENT**

- *The purpose of this program is to gather parts from the field for evaluation. It is very important that parts obtained from this program be returned for this study.*
- *Dealers have ordered all parts that were available for this program. Backorders for part numbers 8E5Z-54043B13-B and 7L5Z-10044A74-A will not be filled.*
- *Dealers with these parts in stock are to contact customers from their FSA VIN List and schedule service appointments to have this program completed.*

**PROGRAM TERMS**

This program will expire without notice once sufficient parts have been gathered to complete the required research.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Fusion	2006-2008	Hermosillo	June 28, 2005 through May 31, 2008
Milan			
Zephyr/MKZ			
Edge	2007-2008	Oakville	October 5, 2006 through September 22, 2008
MKX			
Ranger	2007-2008	Twin Cities	March 27, 2006 through August 14, 2008

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

This program is a proactive effort to gather parts for investigation. Ford is voluntarily conducting this program to replace certain airbag inflators manufactured by Takata Corporation on vehicles always registered and always residing in Alabama, Florida, Georgia, Louisiana, Mississippi, and South Carolina. The replacement inflators being installed contain no enhancements and are identical to the inflators being removed. The purpose of this program is to obtain field parts for testing and evaluation.

**SERVICE ACTION**

Dealers are to replace the driver airbag inflator. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**NOTE:** All replaced driver airbag inflators and driver airbag modules must be returned for analysis.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of October 16, 2017. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

### **New! ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Attachment IV: Regional Core Recovery Center (RCRC) Airbag Inflator Return Process  
Owner Notification

### **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

**Customer Satisfaction Program 17B23 - *Supplement #1***  
Certain 2006-2008 Model Year Fusion and Milan, 2006 Zephyr, 2007-2008 MKZ and  
2007-2008 Edge, MKX and Ranger Vehicles  
Driver Airbag Inflator Replacement

**OASIS ACTIVATION**

OASIS will be activated on October 11, 2017.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 11, 2017. Owner names and addresses will be available by October 27, 2017.

**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 program 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 service action.

**SOLD VEHICLES**

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

**STOCK VEHICLES**

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

**TITLE BRANDED / SALVAGED VEHICLES**

Affected title branded and salvaged vehicles are eligible for this service action.

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

For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Rental vehicles are not approved for this program.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - DWE: refer to ACESII manual for claims preparation and submission information.
  - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (17B23) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.

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**LABOR ALLOWANCES**

Description		Labor Operation	Labor Time
Replace Driver Airbag Inflator	Fusion, Milan, Zephyr/MKZ, Edge, MKX	17B23B	0.3 Hours
	Ranger	17B23C	0.4 Hours

**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Vehicle	Description	Order Qty.	Claim Qty.
8E5Z-54043B13-B	Fusion, Milan, Zephyr/MKZ, Edge, MKX	Driver Airbag Inflator Kit	1	1
7L5Z-10044A74-A	Ranger			

The DOR/COR number for this program is 51098.

- *Dealers have ordered all parts that were available for this program. Backorders for part numbers 8E5Z-54043B13-B and 7L5Z-10044A74-A will not be filled.*
- *Dealers with these parts in stock are to contact customers from their FSA VIN List and schedule service appointments to have this program completed.*

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

**NOTE:** All replaced driver airbag inflators and driver airbag modules must be returned in the new part box. If the new part box is damaged or lost, contact Miguel Prigadaa at 210-250-5078 or SCTakataRestraints\_International@xpo.com for a replacement box.

**NOTE:** RCRC will only pick-up parts that have a corresponding FCS-700 Tag.

- Part return instructions:
  - Dealers must monitor their PEARS register. A FCS-700 tag will be generated for each driver airbag inflator. Parts will be picked up by the RCRCs.
  - The RCRC will not pick up parts that are not properly packaged in the new part box.
  - Refer to Attachment IV for specific part return instructions and documentation.
  - Disregard prepaid FedEx shipping instructions that may be included in new part boxes.

**IMPORTANT:** If a FCS-700 Tag is not issued, or the PEARS register directs to "Scrap" a part replaced under this safety recall, please submit a General Request to the SSSC Web Contact Site stating that you were directed to scrap a part.

**EXCESS STOCK RETURN**


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

## CERTAIN 2006-2008 MODEL YEAR FUSION AND MILAN, 2006 ZEPHYR, 2007-2008 MKZ AND 2007-2008 EDGE, MKX AND RANGER VEHICLES

### OVERVIEW

This program is a proactive effort to gather parts for investigation. Ford is voluntarily conducting this program to replace certain airbag inflators manufactured by Takata Corporation on vehicles always registered and always residing in Alabama, Florida, Georgia, Louisiana, Mississippi, and South Carolina. The replacement inflators being installed contain no enhancements and are identical to the inflators being removed. The purpose of this program is to obtain field parts for testing and evaluation. Dealers are to replace the driver airbag inflator. The replaced inflator will be placed into the packaging from the new part to be returned to Takata Corporation.


### SERVICE PROCEDURE

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

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

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

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

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



3. Remove and discard the four airbag inflator retaining nuts from the driver side airbag. See Figure 1.

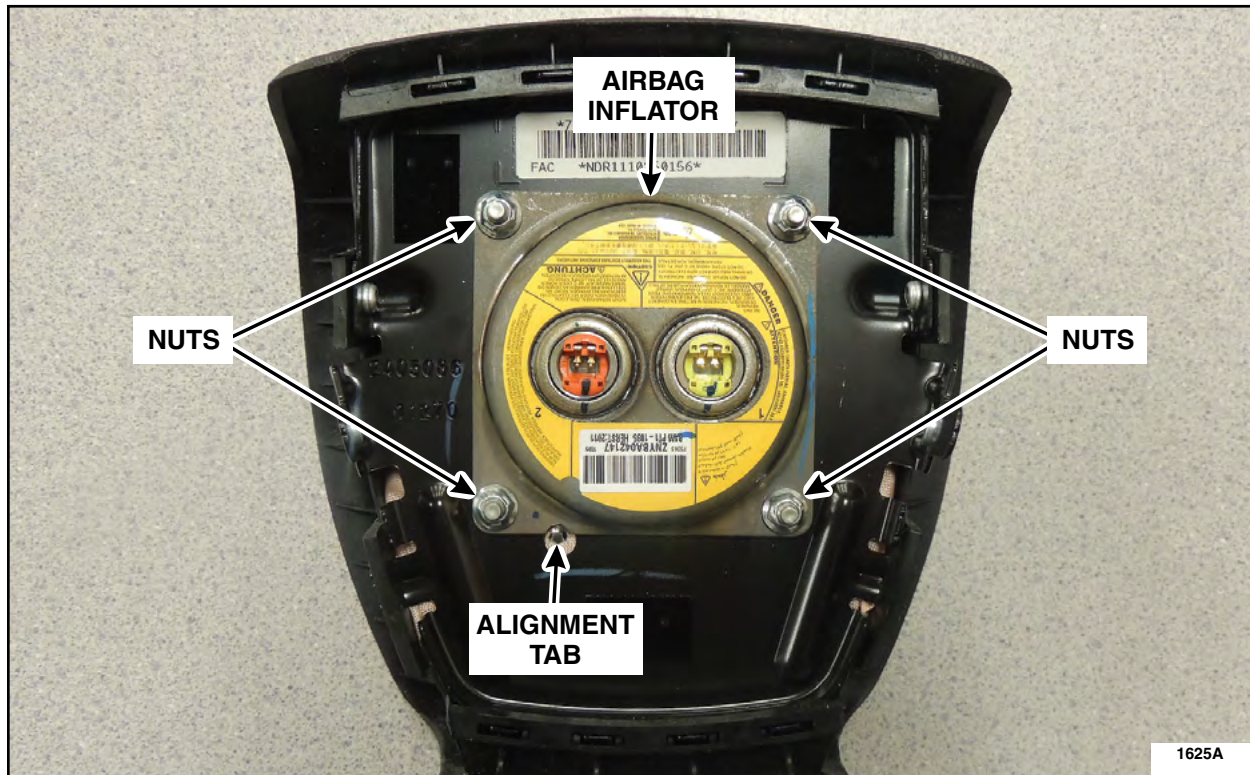


FIGURE 1

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

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

5. **NOTE:** The *new* airbag inflator must be installed in the same orientation as the original part.

Install the *new* inflator into the driver airbag. Verify the alignment tab on the airbag housing is aligned with the cut-out on the inflator. See Figure 1.

6. Install four *new* airbag inflator nuts onto the driver airbag. See Figure 1.

- Tighten to 6.5 Nm (57 lb-in).

7. Re-install the driver airbag. Please follow the WSM procedures in Section 501-20B.

**NOTE:** Confirm that the Airbag Readiness light still indicates no SRS faults are present.

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



## REGIONAL CORE RECOVERY CENTER AIRBAG INFLATOR RETURN PROCESS

### **PART RETURN INSTRUCTIONS AND SHIPPING DOCUMENTATION**

The Regional Core Recover Center (RCRC) will only pick up airbag inflators with a corresponding FCS-700 tag, and the replaced inflator must be packaged in the box from the new inflator. A FCS-700 tag will be generated for each airbag inflator on claims paid on or after December 13, 2017.

**NOTE:** If the new airbag inflator box is damaged or lost, contact Miguel Prigadaa at 210-250-5078 or [SCTakataRestrains\\_International@xpo.com](mailto:SCTakataRestrains_International@xpo.com) for a replacement box.

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

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

**HAZARDOUS MATERIALS SHIPPING DOCUMENT – GROUND TRANSPORTATION**

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

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

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

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

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

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



<b>GUIDE</b> 171 SUBSTANCES (LOW TO MODERATE HAZARD)	ERG2012 POTENTIAL HAZARDS	ERG2012 SUBSTANCES (LOW TO MODERATE HAZARD)	<b>GUIDE</b> 171 SUBSTANCES (LOW TO MODERATE HAZARD)
<p><b>FIRE OR EXPLOSION</b></p> <ul style="list-style-type: none"> <li>Some may burn but none ignite readily.</li> <li>Containers may explode when heated.</li> <li>Some may be transported hot.</li> </ul> <p><b>HEALTH</b></p> <ul style="list-style-type: none"> <li>Inhalation of material may be harmful.</li> <li>Contact may cause burns to skin and eyes.</li> <li>Inhalation of Asbestos dust may have a damaging effect on the lungs.</li> <li>Fire may produce irritating, corrosive and/or toxic gases.</li> <li>Some liquids produce vapors that may cause dizziness or suffocation.</li> <li>Runoff from fire control may cause pollution.</li> </ul> <p><b>PUBLIC SAFETY</b></p> <ul style="list-style-type: none"> <li><b>CALL EMERGENCY RESPONSE Telephone Number on Shipping Paper first. If Shipping Paper not available or no answer, refer to appropriate telephone number listed on the inside back cover.</b></li> <li>As an immediate precautionary measure, isolate spill or leak area in all directions for at least 50 meters (150 feet) for liquids and at least 25 meters (75 feet) for solids.</li> <li>Keep unauthorized personnel away.</li> <li>Stay upwind.</li> </ul> <p><b>PROTECTIVE CLOTHING</b></p> <ul style="list-style-type: none"> <li>Wear positive pressure self-contained breathing apparatus (SCBA).</li> <li>Structural firefighters' protective clothing will only provide limited protection.</li> </ul> <p><b>EVACUATION</b></p> <p><b>Spill</b></p> <ul style="list-style-type: none"> <li>See Table 1 - Initial Isolation and Protective Action Distances for highlighted materials. For non-highlighted materials, increase, in the downwind direction, as necessary, the isolation distance shown under "PUBLIC SAFETY".</li> </ul> <p><b>Fire</b></p> <ul style="list-style-type: none"> <li>If tank, rail car or tank truck is involved in a fire, ISOLATE for 800 meters (1/2 mile) in all directions; also, consider initial evacuation for 800 meters (1/2 mile) in all directions.</li> </ul>	<p><b>FIRE</b></p> <p><b>Small Fire</b></p> <ul style="list-style-type: none"> <li>Dry chemical, CO<sub>2</sub>, water spray or regular foam.</li> </ul> <p><b>Large Fire</b></p> <ul style="list-style-type: none"> <li>Water spray, fog or regular foam.</li> <li>Do not scatter spilled material with high pressure water streams.</li> <li>Move containers from fire area if you can do it without risk.</li> <li>Dike fire-control water for later disposal.</li> </ul> <p><b>Fire Involving Tanks</b></p> <ul style="list-style-type: none"> <li>Cool containers with flooding quantities of water until well after fire is out.</li> <li>Withdraw immediately in case of rising sound from venting safety devices or discoloration of tank.</li> <li>ALWAYS stay away from tanks engulfed in fire.</li> </ul> <p><b>SPILL OR LEAK</b></p> <ul style="list-style-type: none"> <li>Do not touch or walk through spilled material.</li> <li>Stop leak if you can do it without risk.</li> <li>Prevent dust cloud.</li> <li>Avoid inhalation of asbestos dust.</li> </ul> <p><b>Small Dry Spill</b></p> <ul style="list-style-type: none"> <li>With clean shovel place material into clean, dry container and cover loosely; move containers from spill area.</li> </ul> <p><b>Small Spill</b></p> <ul style="list-style-type: none"> <li>Take up with sand or other non-combustible absorbent material and place into containers for later disposal.</li> </ul> <p><b>Large Spill</b></p> <ul style="list-style-type: none"> <li>Dike far ahead of liquid spill for later disposal.</li> <li>Cover powder spill with plastic sheet or tarp to minimize spreading.</li> <li>Prevent entry into waterways, sewers, basements or confined areas.</li> </ul> <p><b>FIRST AID</b></p> <ul style="list-style-type: none"> <li>Move victim to fresh air.</li> <li>Call 911 or emergency medical service.</li> <li>Give artificial respiration if victim is not breathing.</li> <li>Administer oxygen if breathing is difficult.</li> <li>Remove and isolate contaminated clothing and shoes.</li> <li>In case of contact with substance, immediately flush skin or eyes with running water for at least 20 minutes.</li> <li>Ensure that medical personnel are aware of the material(s) involved and take precautions to protect themselves.</li> </ul>	<p><b>EMERGENCY RESPONSE</b></p>	ERG2012 GUIDE 171
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## RCRC Locations

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