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March 10, 2022

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 21B71 - Supplement #1**
 Certain 2013 Model Year Fusion Vehicles
 Driver Airbag Module Replacement

REF: **Customer Satisfaction Program 21B71**
 Dated February 8, 2022

New! REASON FOR THIS SUPPLEMENT

- **Claims Preparation and Submission:** *The serial number for the airbag modules affected by this customer satisfaction program has 20 characters, and the DTC CODE field in the Test Results Section only allows for 15 characters. The airbag module Serial numbers must be entered into the **Special Use Vehicle Description** field for this program.*

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	2013	Hermosillo	August 14, 2012 through July 16, 2013

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

This program is a proactive effort to gather parts for research. Ford is voluntarily conducting this program to replace certain airbag modules manufactured by Takata Corporation on vehicles always registered and always residing in Florida. The replacement module being installed contains an inflator that was manufactured by a different supplier (does not contain a Takata inflator) and does not contain ammonium nitrate. The purpose of this program is to obtain field parts for testing and evaluation.

SERVICE ACTION

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

IMPORTANT: All replaced driver airbag modules must be returned for analysis.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of February 21st, 2022. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

New! Attachment I: Administrative Information

Attachment II: Labor Allowances and Parts Ordering Information

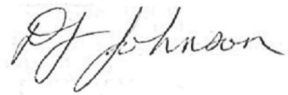
Attachment III: Technical Information

Owner Notification Letter

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 System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in black ink that reads "D. Johnson". The signature is written in a cursive style with a large initial "D" and a long, sweeping underline.

David J. Johnson

Customer Satisfaction Program 21B71 - *Supplement #1*
Certain 2013 Model Year Fusion Vehicles
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OASIS ACTIVATION

OASIS was activated on February 8th, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists have been available through <https://web.fsavinlists.dealerconnection.com> since February 8th, 2022. Owner names and addresses have been available since February 28th, 2022.

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.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

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New! CLAIMS PREPARATION AND SUBMISSION

Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online. When entering claims:

- Claim type 31: Field Service Action. The FSA number 21B71 is the sub code.

IMPORTANT: The serial number of the new driver airbag module must be provided for the claim to be processed. The Technical Information advises technicians to document the serial number on the repair order. The serial number is 20 characters.

- If a serial number was not recorded or not readable, contact the SSSC for direction.
- For claims submitted using DMS or OWS on-line, enter the serial number in the **Special Use Vehicle Description** field without spaces or dashes.

For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.

- **Hazmat Parts Return Kit Claiming Instructions:**

All replaced driver airbag modules must be returned for analysis. A hazmat parts return kit is required to complete the return. See Attachment II for part return details.

- Claim on the same RO line as the repair.
- Use Misc. Expense Code "OTHER".
- Amount: \$3.00

- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Driver Airbag Module	21B71B	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

To place an order, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
HS7Z-78043B13-AH	Driver Airbag Module - Black	1	1

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

NOTE: All replaced driver airbag modules must be returned in the new part box.

Part return instructions:

- Parts must be returned via FedEx; the RCRC will **not** pick up parts for this program.
- Dealers must monitor their OWS parts status report. An FCS-700 tag will be generated for each driver airbag module.
 - A pre-paid FedEx shipping label will be available for printing via OWS.
- You must order FCS-12637R-16 (Hazmat Parts Return Kit) through the Dealer eStore: web.dealerestore.dealerconnection.com
 - Refer to the HAZMAT Parts Return page on FMCDealer.com for resources regarding hazmat parts shipping if necessary: www.FMCDealer.com > Parts & Service > Parts Department Tools > Hazmat Parts Return
 - Refer to the Claims Preparation and Submission section in Attachment I to claim the cost of the hazmat parts return kit.

NOTE: Due to hazardous material shipment requirements, dealers must meet all applicable Hazardous Material Regulations when shipping hazardous material. Hazardous Material training / certification is required at least every three years per the U.S. Department of Transportation 49CFR 172.700. Failure to comply with all applicable Hazardous Material Regulations can lead to fines up to \$77,114 per day per violation.

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

For additional parts return information, refer to the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

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Certain 2013 Model Year Fusion Vehicles

Driver Airbag Module Replacement

EXCESS STOCK RETURN

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

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

NOTE: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

CERTAIN 2013 MODEL YEAR FUSION VEHICLES — DRIVER AIRBAG MODULE REPLACEMENT

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. Please follow the WSM procedures in Section 501-20B.

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

2. Record the 20 character serial number of the *new* airbag inflator on the repair order. See Figure 1.

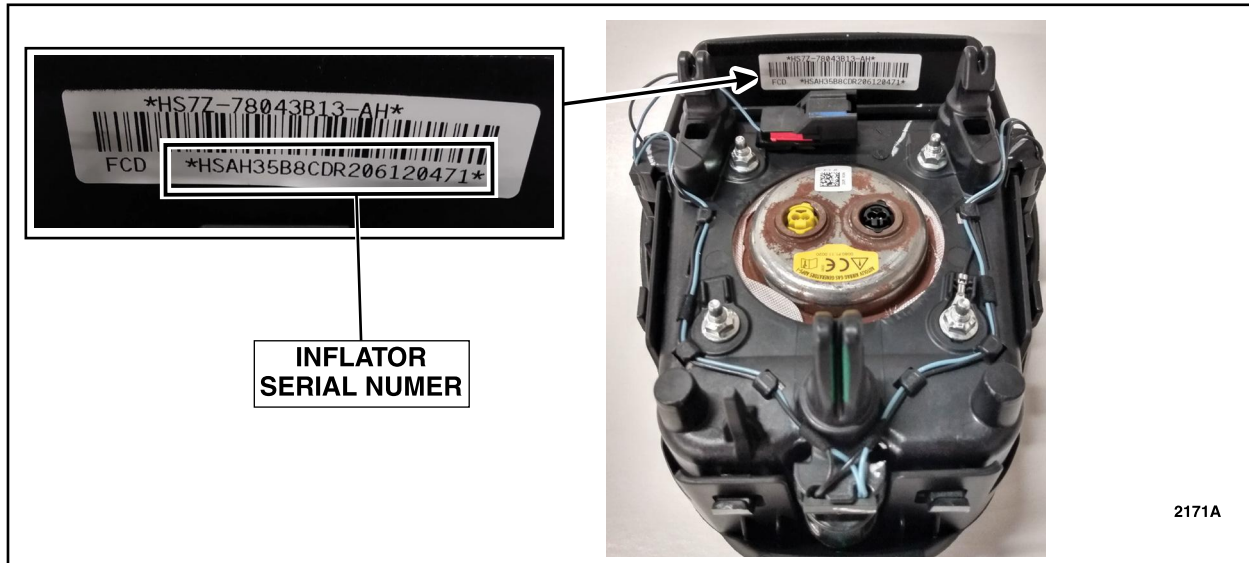


FIGURE 1



3. Install the *new* 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.

4. Package the original airbag in the *new* part box and provide to the appropriate dealership personnel for part returns.

IMPORTANT NOTE: All parts replaced under this FSA must be returned. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.

