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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –  
 Safety Recall 15S21 – Supplement #17**  
 2005-2006 Model Year Ford GT and 2005-2014 Model Year Mustang Vehicles  
 Driver Airbag Inflator or Driver Airbag Module Replacement

**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**

- *The vehicle pick-up and delivery allowance of up to \$50 has been extended indefinitely. Ford GTs are also still eligible for the \$200 allowance. See Non-Traditional Repair Approaches in Attachment I for details.*
- *Mobile repairs no longer require a signed customer agreement, however dealers must retain a Mobile Repair Record, signed by service management, with the repair order documentation. See the Mobile Repair Guide (Attachment VI) for details.*

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates	Parts Availability
Ford GT	2005-2006	Wixom	February 20, 2004 through September 22, 2006	✓ Available
Mustang	2005-2014	Flat Rock	April 6, 2004 through June 21, 2014	✓ Available

Affected vehicles are identified in OASIS and FSA VIN Lists.

**NOTE:** The Mustang and Ford GT inflators used in this recall are shipped directly from the supplier rather than from a Ford parts warehouse. **PARTS ARE AVAILABLE FOR ORDERING even though parts warehouses will not show any inventory.**

**REASON FOR THIS SAFETY RECALL**

Takata has determined that the airbag inflator propellant wafers in some inflators may experience an alteration over time, which could potentially lead to an over-aggressive combustion in the event of a crash that requires airbag deployment. This potential condition could create excessive internal pressure when the airbag is deployed, which could result in the body of the inflator rupturing upon deployment increasing the risk of injury to occupants.

## **SERVICE ACTION**

- Before demonstrating or delivering 2005-2006 Ford GT and 2005-2012 Mustang vehicles, dealers are to replace the driver airbag inflator.
- Before demonstrating or delivering any new in-stock 2013-2014 Mustang vehicles, dealers are to replace the driver airbag module.
- Dealers must also perform safety recall 19S01 on the passenger side airbag if the recall is open in OASIS.

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

**NOTE:** All vehicles that were previously repaired under Safety Recall 14B09 will also require driver airbag inflator replacement, as directed by this safety recall.

This service must be performed on all affected vehicles at no charge to the vehicle owner.

## **OWNER NOTIFICATION MAILING SCHEDULE**

All original owner letter mailings have been completed. To encourage customers to have this important safety recall completed, follow up owner letter mailings are currently being sent on a regular cadence to customers that have not yet had this recall completed.

Dealers must repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

## **PLEASE NOTE:**

**Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.**

## **New! ATTACHMENTS**

<i>Attachment I:</i>	<i>Administrative Information</i>
Attachment II:	Labor Allowances and Parts Ordering Information
Attachment III:	Technical Information
Attachment IV:	Regional Core Recovery Center (RCRC) Airbag Inflator Return Process
Attachment V:	Dealer Q & A
<i>Attachment VI:</i>	<i>Mobile Repair Guide</i>
Attachment VII:	Deployed, Missing, Incompatible, or Salvage Airbag Handling
Attachment VIII:	Takata Airbag Recall Rental Vehicle Policy
Attachment IX:	Vehicle Pick-up and Delivery Record
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 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

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21 – Supplement #17**  
2005-2006 Ford GT and 2005-2014 Mustang Vehicles  
Driver Airbag Inflator or Driver Airbag Module Replacement

**OASIS ACTIVATION**

OASIS was activated on June 4, 2015.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on June 4, 2015.

Owner names and addresses became available on August 1, 2016.

**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 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**

- Correct all affected units in your new vehicle inventory before delivery.
- 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.

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**New! NON-TRADITIONAL REPAIR APPROACHES**

To reduce service department capacity constraints and accommodate additional affected vehicle owners, dealers are encouraged to utilize non-traditional repair strategies such as those listed below.

**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.

**TAKATA AIRBAG RECALL TRAINING**

The Takata Airbag Recall Training eLearning course is now available to help train both dealership employees and non-dealership technicians on the Takata airbag recall repairs. See EFC07422 on FMCDealer for details.

**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**

The Airbag Action Day program provides 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 efficiently manage the high volume of recall repairs.

Dealers that 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 event. Dealers are encouraged to host events on evening hours and/or weekends to better accommodate customers and distribute shop workload.

An allowance of \$50 per FSA repair can be claimed on any VIN repaired during an Airbag Action Day if the event is held on a Saturday, Sunday, or U.S. Federal holiday (per [OPM.gov](http://OPM.gov)). To qualify for this allowance, the event must be enrolled on [www.FordAirbagActionDay.com](http://www.FordAirbagActionDay.com) prior to being held, and scheduled for October 1, 2019 or later. Refer to the Claims Preparation and Submission section for claiming details.

For more information on Airbag Action Day and to enroll, visit [www.FordAirbagActionDay.com](http://www.FordAirbagActionDay.com).

**MOBILE 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 customer base by reaching customers that may otherwise not do business with the dealership
- Improve customer satisfaction
- Free up shop space for retail work

Effective September 1, 2019, dealers are eligible to claim 1.0 labor hour per repair to cover costs associated with completing a mobile repair. ROs dated prior to September 1 are eligible for 0.5 hour per repair.

Refer to the Mobile Repair Guide attachment for further details on airbag recall mobile repairs.

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**New! 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.

Dealers are responsible for providing all required technical information and parts to the facilities to support 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.

***VEHICLE PICK-UP AND DELIVERY***

*Dealers are authorized to claim an allowance for vehicle pick-up and delivery services. Dealers must retain a Vehicle Pick-up and Delivery Record with the repair order documentation. Refer to the Claims Preparation and Submission section and Attachment IX for details.*

- *For all vehicles except Ford GTs, up to \$50 can be claimed.*
- *For Ford GTs, up to \$200 can be claimed. Towing/flatbed service is recommended, however reimbursement for valet pick-up and delivery is also eligible.*

In some cases, transportation of a Ford GT may exceed the \$200 allowance amount. Dealers are encouraged to perform a mobile repair at the vehicle's location in these cases, and expense under the \$200 allowance.

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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.

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

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

- 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 are encouraged to 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.
- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford/Lincoln Program Policies – Field Service Actions (FSA) – Related Damage.
- Submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21 – Supplement #17**  
 2005-2006 Ford GT and 2005-2014 Mustang Vehicles  
 Driver Airbag Inflator or Driver Airbag Module Replacement

**New! 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 (15S21) 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:** The serial number of the new airbag inflator must be provided to Ford for the claim to be processed, including all 2013-2014 Mustang vehicles. The Technical Information in this bulletin advises technicians to document the new airbag inflator serial number on the repair order. If the serial number is not readable, a new inflator/module must be installed. Submit the 13-character serial number of the new inflator 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.
- For Ford GT Special Handling claim up to a maximum of \$200. All Special Handling must be on the same repair line the FSA is claimed. Claim Special Handling under Misc. Expense Code “OTHER.”

**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.

- Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
  - *A Mobile Repair Record, signed by service management, must be retained with the repair order documentation. Refer to the Mobile Repair Guide attachment for the Record 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).
- For vehicle pick-up and delivery, except Ford GTs, claim up to \$50. See Ford GT instructions below.
  - Use Misc. Expense Code “SCHP”
  - A Vehicle Pick-up and Delivery Record (see Attachment IX), signed by service management, must be retained with the repair order documentation.
- For Ford GT Special Handling (towing, pick-up and delivery, or mobile repair), claim up to \$200.
  - Use Misc. Expense Code “OTHER”.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21 – Supplement #17**

2005-2006 Ford GT and 2005-2014 Mustang Vehicles  
Driver Airbag Inflator or Driver Airbag Module Replacement

**CLAIMS PREPARATION AND SUBMISSION (continued)****SPECIAL ALLOWANCES (continued)**

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

- For the Airbag Action Day allowance, submit a single web contact (one per event) to the SSSC for claiming instructions. To qualify for the allowance, the event must have been enrolled on [www.FordAirbagActionDay.com](http://www.FordAirbagActionDay.com) prior to being held, and must have occurred on a Saturday, Sunday, or U.S. Federal holiday (per [OPM.gov](http://OPM.gov)).
  - Pick one of the repaired VINs and submit a contact using contact type 'general'.
  - Request the Airbag Action Day allowance and state the date your event was held.
  - In the web form, attach a list of all VINs that were repaired during the event. Only the VINs attached to the contact will be eligible for the allowance.
- 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 \$55.
    - Use Misc. Expense code "FSACOMP".

**RENTAL VEHICLE REIMBURSEMENT – CLAIMING INSTRUCTIONS**

Rental expenses for this FSA must be claimed under FSA 15S21 on the same claim, and same RO line, as the repair.

**IMPORTANT:** Rental claims **must not** be submitted against 15S21 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.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21 – Supplement #17**

2005-2006 Ford GT and 2005-2014 Mustang Vehicles  
Driver Airbag Inflator or Driver Airbag Module Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Driver Airbag Inflator – 2005-2006 GT and 2005-2012 Mustang <b>ONLY</b>	15S21B	0.4 Hours*
Replace Driver Airbag Module – 2013-2014 Mustang <b>ONLY</b>	15S21C	0.4 Hours*
Mobile Repair Allowance – Claim with applicable repair labor operation above. <sup>1</sup> <b>NOTE:</b> This allowance is for <u>dealer-performed</u> mobile repairs only.	15S21MM <sup>1</sup>	1.0 Hour
Deployed, Missing, or Incompatible Airbag Handling <sup>1</sup>	Contact the SSSC	
Salvage Airbag Handling <sup>1</sup>	Contact the SSSC	

\*It is no longer necessary to follow the WSM SRS Depowering and Repowering steps when performing the service procedure. Refer to Attachment III - Technical Information.

<sup>1</sup>Refer to the 'Claims Preparation and Submission' section in this bulletin for additional claiming details.

**NOTE:** On Ford GT vehicles, dealers are eligible to claim the \$200 special handling allowance for mobile repairs. If FSAs 15S21 and 19S01 are both open, the allowance can be claimed on both FSAs.

**PARTS REQUIREMENTS / ORDERING INFORMATION**

**Parts are available for open order.** Order your parts 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:** Any parts availability changes will be communicated via a DOES II communication.

**IMPORTANT: 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.

Part Number	Vehicle	Description	Order Quantity
5R3Z-63043B13-C	2005-2006 Ford GT	Driver Airbag Inflator	1
	2005-2012 Mustang <b>ONLY</b>		
CR3Z-63043B13-AD	2013-2014 Mustang <b>ONLY</b> (non-Shelby GT500)	Driver Airbag Module	1
DR3Z-63043B13-AD	2013-2014 Mustang <b>ONLY</b> (Shelby GT500)	Driver Airbag Module	1

**NOTE:** The Mustang and Ford GT inflators used in this recall are shipped directly from the supplier rather than from a Ford parts warehouse. **PARTS ARE AVAILABLE FOR ORDERING even though parts warehouses will not show any inventory.**

The DOR/COR number for this program is 51036.

**IMPORTANT:** Old parts (5R3Z-63043B13-A) used in previous FSAs must no longer be installed in vehicles 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 (15S21).

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21 – Supplement #17**  
2005-2006 Ford GT and 2005-2014 Mustang Vehicles  
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**EXCESS STOCK RETURN**

To support NHTSA-assigned completion mandates for the Takata airbag recalls, and the millions of Ford 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.

**NOTE:** Because returns are not currently being accepted, the normal deadlines for returning excess stock parts are suspended for Takata airbag recall parts. Once part returns are authorized (upon 85% repair completion) dealers will be notified and a new deadline for returning excess stock parts will be communicated.

**PARTS RETENTION AND RETURN**

**NOTE:** All replaced driver airbag inflators and modules must be returned in the new part box. If the new part box is damaged or lost, contact XPO logistics at 210-250-5079 or [SCFieldAction.14305@xpo.com](mailto:SCFieldAction.14305@xpo.com) for a replacement box.

**NOTE:** The Regional Core Recovery Center will only pick-up parts that have a corresponding FCS-700 Tag.

- Part return instructions:
  - Dealers must monitor their OWS parts status report. A FCS-700 tag will be generated for each driver and passenger airbag inflator. Parts will be picked up by the RCRCs.
  - The RCRC will not pick up parts that are not properly packaged in the new part box.
  - Refer to Attachment IV for specific part return instructions and documentation.
  - Disregard prepaid FedEx shipping instructions that may be included in new part boxes.
- Part return instructions for **dealers outside of the lower 48 United States:**
  - Continue to follow the previous FedEx airbag inflator return process of contacting Miguel Prigadaa at 210-250-5078 or [Miguel.Prigadaa@email.xpo.com](mailto:Miguel.Prigadaa@email.xpo.com).
- Follow the provisions of the Warranty and Policy Manual, Section 1 “WARRANTY PARTS RETENTION AND RETURN POLICIES.”

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

**DEALER PRICE**

For latest prices, refer to DOES II.


## CERTAIN 2005-2006 FORD GT AND 2005-2014 MUSTANG VEHICLES — DRIVER AIRBAG INFLATOR OR DRIVER AIRBAG MODULE REPLACEMENT

### OVERVIEW

Takata has determined that the air bag inflator propellant wafers in some inflators may experience an alteration over time, which could potentially lead to an over-aggressive combustion in the event of an airbag deployment. This potential condition could create excessive internal pressure when the airbag is deployed, which could result in the body of the inflator rupturing upon deployment increasing the risk of injury to occupants. Dealers are to replace the driver airbag inflator or driver airbag module as directed. **The serial number from the *new* airbag inflator must be recorded on the repair order.** The replaced driver airbag inflator or driver airbag module will be placed into the packaging from the *new* part to be returned to Takata.

**NOTE:** For vehicles that the airbags have deployed or that have other modifications preventing the recall repair from being completed, submit a VIN specific request to the SSSC Web Contact Site prior to attempting a repair. Attach pictures of the vehicles airbag modules to the request.

### SERVICE PROCEDURE

 **WARNING:** Failure to follow the instructions and warnings in the Workshop Manual 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 when performing this service procedure. Turn the ignition to OFF and wait 1 minute, then it is safe to proceed with airbag inflator or airbag module replacement.

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

1. Determine the appropriate service action.

- 2013-2014 Mustang (all) - Replace driver airbag module - Page 2.
- 2005-2006 Ford GT and 2005-2012 Mustang - Replace driver airbag inflator - Page 3.



## 2013-2014 Mustang (all) – Replace Driver Airbag Module

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

1. Record the 13 character serial number of the *new* airbag inflator on the repair order. The inflator is pre-installed in the *new* airbag module. See Figure 1.



FIGURE 1

**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 when performing this service procedure. Turn the ignition to OFF and wait 1 minute, then it is safe to proceed with airbag module replacement.

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

2. Replace the driver airbag module. Please follow the Workshop Manual (WSM) procedures in Section 501-20B.

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

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



### 2005-2006 Ford GT and 2005-2012 Mustang - Replace Driver Airbag Inflator

**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 when performing this service procedure. Turn the ignition to OFF and wait 1 minute, then it is safe to proceed with airbag module replacement.

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

1. Remove the driver airbag from the vehicle. Please follow the Workshop Manual (WSM) procedures in Section 501-20B.

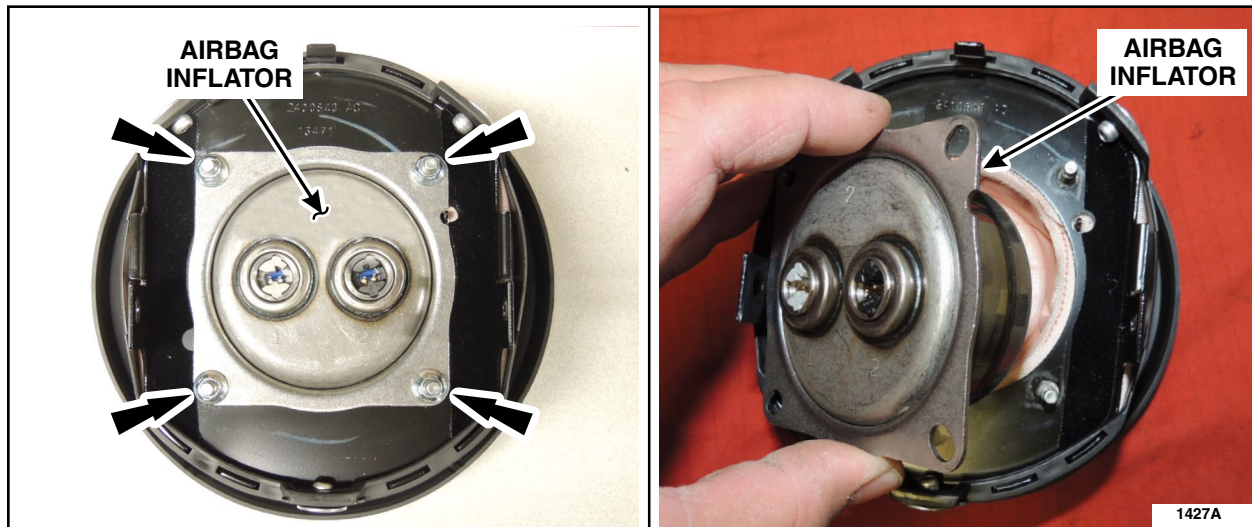
2. Set the airbag face down onto a surface that will not scratch or damage the airbag face.

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

3. Remove and discard the four airbag inflator retaining nuts from the driver side airbag. See Figure 2.

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 2.



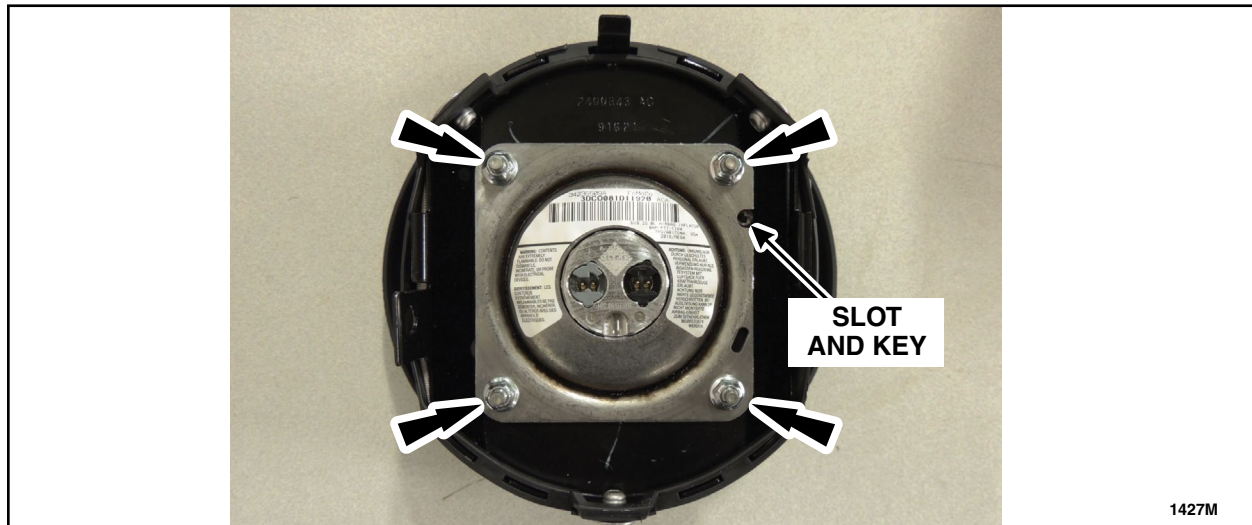
**FIGURE 2**

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

5. Record the 13 character serial number of the *new* airbag inflator on the repair order. See Figure 1.



6. Align the key on the driver airbag with the slot on the *new* inflator. Install the *new* inflator into the driver airbag. See Figure 3.



**FIGURE 3**

7. Install four *new* airbag inflator nuts onto the driver airbag. See Figure 3.

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

8. 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.

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



**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD –  
Safety Recall 15S21**

Certain 2005-2006 Model Year Ford GT and 2005-2014 Model Year Mustang Vehicles  
Driver Airbag Inflator or Driver Airbag Module Replacement

**REGIONAL CORE RECOVERY CENTER  
AIRBAG INFLATOR AND AIRBAG MODULE RETURN PROCESS**

**PART RETURN INSTRUCTIONS AND SHIPPING DOCUMENTATION**

The Regional Core Recover Center (RCRC) will only pick up airbag inflators and airbag modules with a corresponding FCS-700 tag, and the replaced part must be packaged in the box from the new part. A FCS-700 tag will be generated for each part on claims paid on or after May 10, 2016.

**NOTE:** Airbag inflators and airbag modules that do not have FCS-700 tags must be returned utilizing the previous return process; RCRC's will not accept any parts that do not have FCS-700 tags.

**NOTE:** If the new airbag inflator box is damaged or lost, call 210-250-5079 or email [SCFIELDACTION.14305@XPO.COM](mailto:SCFIELDACTION.14305@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:** \_\_\_\_\_

**POTENTIAL HAZARDS**

**FIRE OR EXPLOSION**

- Some may burn but none ignite readily.
- Containers may explode when heated.
- Some may be transported hot.

**HEALTH**

- Inhalation of material may be harmful.
- Contact may cause burns to skin and eyes.
- Inhalation of Asbestos dust may have a damaging effect on the lungs.
- Fire may produce irritating, corrosive and/or toxic gases.
- Some liquids produce vapors that may cause dizziness or suffocation.
- Runoff from fire control may cause pollution.

**PUBLIC SAFETY**

- **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.**
- 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.
- Keep unauthorized personnel away.
- Stay upwind.

**PROTECTIVE CLOTHING**

- Wear positive pressure self-contained breathing apparatus (SCBA).
- Structural firefighters' protective clothing will only provide limited protection.

**EVACUATION**

- Spill**
- 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".

**Fire**

- 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.

**EMERGENCY RESPONSE**

**FIRE**

- Small Fire**
- Dry chemical, CO<sub>2</sub>, water spray or regular foam.
- Large Fire**
- 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.
- Fire Involving Tanks**
- 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.

**SPILL OR LEAK**

- 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.
- Small Dry Spill**
- With clean shovel place material into clean, dry container and cover loosely; move containers from spill area.

**Small Spill**

- Take up with sand or other non-combustible absorbent material and place into containers for later disposal.
- Large Spill**
- 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.

**FIRST AID**

- 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.

## 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

**DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21**  
Certain 2005-2006 Ford GT and 2005-2014 Mustang Vehicles  
Driver Airbag Inflator or Driver Airbag Module Replacement

**DEALER Q & A**

- Q1. 14B09 has previously been performed on a 2005-2006 Ford GT or 2005-2008 Mustang vehicle. Why is the same vehicle also affected by 15S21?**
- A. Safety Recall 15S21 utilizes a redesigned part for a final repair. 14B09 was an interim repair using a “like for like” part that must be replaced under safety recall 15S21.
- Q2. Can the airbag inflator part number provided in 14B09 be used to complete repairs under 15S21?**
- A. No, the parts used in 14B09 and 15S21 are not equivalent. Use only part number(s) listed in 15S21 (or latest level replacements) for this final repair.
- Q3. Can dealers perform repairs on 2013-2014 Mustang Shelby GT500 vehicles now?**
- A. Yes, 2013-2014 Mustang Shelby GT500 vehicles can now be repaired with a unique part.
- Q4. Can an airbag inflator (5R3Z-63043B13-C) be installed in 2013-2014 Mustang vehicles?**
- A. No, the driver airbag system in 2013-2014 Mustang vehicles is unique. The entire driver airbag module assembly must be installed in these vehicles.
- Q5. What do I do with old level parts?**
- A. Old parts (5R3Z-63043B13-A) 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 (15S21).
- Q6. Does the airbag inflator serial number on 2013-2014 Mustang vehicles have to be provided to Ford?**
- A. Yes. The airbag inflator serial number is clearly visible on the airbag module assembly. Claims will not be processed without the serial number. Refer to Attachment I – Claims Preparation and Submission and Attachment III – Technical Information.
- Q7. How should I handle a vehicle with airbags that are deployed, missing, or modified?**
- A. *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.*
- Q8. The airbag inflator serial number is not readable or was not documented for claiming. What should I do?**
- A. *The new airbag inflator serial numbers are required for warranty claims to be processed. If a serial number is not readable, the part is considered defective and a new inflator 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 (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.*
- Q9. 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.*

**DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21**  
Certain 2005-2006 Ford GT and 2005-2014 Mustang Vehicles  
Driver Airbag Inflator or Driver Airbag Module Replacement

**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**.
- Claim processing, hazardous material handling and parts returns **MUST** be processed through the main dealership's warranty submission process and parts department.
  - No other warranty or recall repairs are allowed at Quick Lanes at this time.

**Q11. A Ford GT customer is hesitant to bring their vehicle to the dealer, what should I do?**

- A. 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:
- Technician travel to the vehicle's location for a mobile repair
  - Vehicle transportation (towing/flatbed) to dealership
  - Vehicle re-delivery to the owner's location after repairs have been completed
  - Ford and Lincoln dealerships are authorized to claim the special handling allowance.

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

**Q12. Will completed surveys count towards my Customer Viewpoint (CVP) score? Are the scores included in my Ford Commitment Plan (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.*

**QUESTIONS & ASSISTANCE**

For additional questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

# TAKATA AIRBAG RECALL 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 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

Dealers should also be aware of local hazardous material handling regulations for airbag inflators and modules. Refer to [www.HazmatU.org](http://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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*(click to jump to a section)*

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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 to determine which vehicles can receive mobile repairs.

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
  - Shirt/uniform and vehicle graphic with dealership or Ford logos are recommended. 'Airbag Recall Mobile Repair Team' vehicle magnets are available on the Dealer eStore.



## **NEW!** WARRANTY CLAIMING

Dealers are eligible to claim an allowance per FSA repair to cover costs associated with completing any mobile repairs.

- For 2006 Ranger vehicles affected by FSA 18S02, and Ford GT vehicles affected by FSAs 15S21 and/or 19S01, dealers are eligible to claim up to a \$200 Handling Allowance per FSA. NOTE: On Ford GT vehicles, if FSAs 15S21 and 19S01 are both open, the \$200 allowance can be claimed on both FSA repairs.
- For all other mobile repairs, dealers are eligible to claim 1.0 labor hour per FSA repair.

*A Mobile Repair Record, signed by service management, must be retained with the repair order documentation. Find the Record on page 8 of this document.* Technician time recording requirements, as specified in the Warranty & Policy Manual, are not required for these repairs. Refer to the FSA Dealer Bulletin for full claiming details.

## GENERAL RESOURCES

### PTS Mobile and VIN Scan

While it is recommended that technicians have printed copies of repair instructions and FSAs, the PTS mobile site and VIN scan app can be used to access vehicle repair or FSA information if needed.

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

- Enter the mobile PTS Site [m.proservicetech.com](http://m.proservicetech.com) into your device
- Login and select 'Vehicle ID' from the PTS Main Menu
- Follow the link and instructions to install the 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 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.

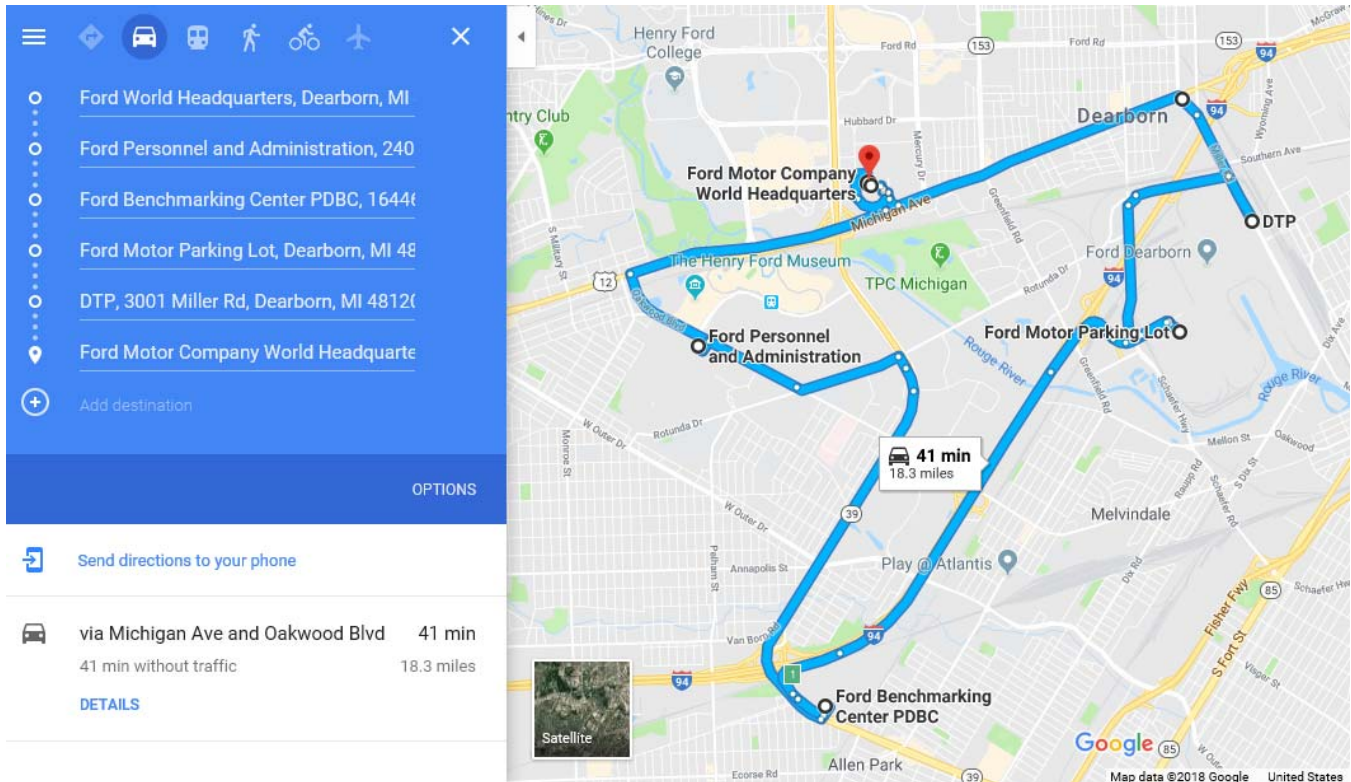
### REACTIVE SCHEDULING

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) during 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 #: \_\_\_\_\_

<b>Stop 1</b>	<b>Customer Info</b>	<b>Scheduled Arrival</b>	<b>Vehicle / VIN</b>	<b>FSA / Repair Description</b>
<b>Stop 2</b>	<b>Customer Info</b>	<b>Scheduled Arrival</b>	<b>Vehicle / VIN</b>	<b>FSA / Repair Description</b>
<b>Stop 3</b>	<b>Customer Info</b>	<b>Scheduled Arrival</b>	<b>Vehicle / VIN</b>	<b>FSA / Repair Description</b>
<b>Stop 4</b>	<b>Customer Info</b>	<b>Scheduled Arrival</b>	<b>Vehicle / VIN</b>	<b>FSA / Repair Description</b>
<b>Stop 5</b>	<b>Customer Info</b>	<b>Scheduled Arrival</b>	<b>Vehicle / VIN</b>	<b>FSA / Repair Description</b>
<b>Stop 6</b>	<b>Customer Info</b>	<b>Scheduled Arrival</b>	<b>Vehicle / VIN</b>	<b>FSA / Repair Description</b>
<b>Stop 7</b>	<b>Customer Info</b>	<b>Scheduled Arrival</b>	<b>Vehicle / VIN</b>	<b>FSA / Repair Description</b>

## MOBILE REPAIR RECORD

VIN \_\_\_\_\_ received a mobile repair service as outlined below for one or more Takata airbag recalls (FSAs 15S21, 17S42, 18S02, and/or 19S01).

This recall repair, and the mobile repair service, was provided free of charge to the customer.

Mobile Repair date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21**

Certain 2005-2006 Ford GT and 2005-2014 Mustang Vehicles

Driver Airbag Inflator or Driver Airbag Module 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.
  - If the airbag inflator is found to be missing, refer to the 'Missing or Incompatible Components' section below.
2. Document the deployed airbag inflator serial number on the repair order (see 'Airbag Inflator Serial Number Location' 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.
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.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21**

Certain 2005-2006 Ford GT and 2005-2014 Mustang Vehicles

Driver Airbag Inflator or Driver Airbag Module 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 the 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 15S21 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 \$55 (per vehicle) for purchase of driver 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 Location' 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](mailto: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](http://www.hazmatu.org) for further information.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21**

Certain 2005-2006 Ford GT and 2005-2014 Mustang Vehicles

Driver Airbag Inflator or Driver Airbag Module 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.
2. Document the airbag inflator serial number on the RO (see 'Airbag Inflator Serial Number Location' 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.
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. 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.

**ORIGINAL AIRBAG INFLATOR SERIAL NUMBER LOCATION**

The photo below outlines the location of the serial number on original driver airbag inflators for the purposes outlined in this document only. Refer to the FSA Technical Instructions for information on new components.

Mustang and Ford GT 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

## 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 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.

<b>Make of Recalled Vehicle</b>	<b>Rental Vehicle Reimbursement Cost Per Day Limit</b>
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**

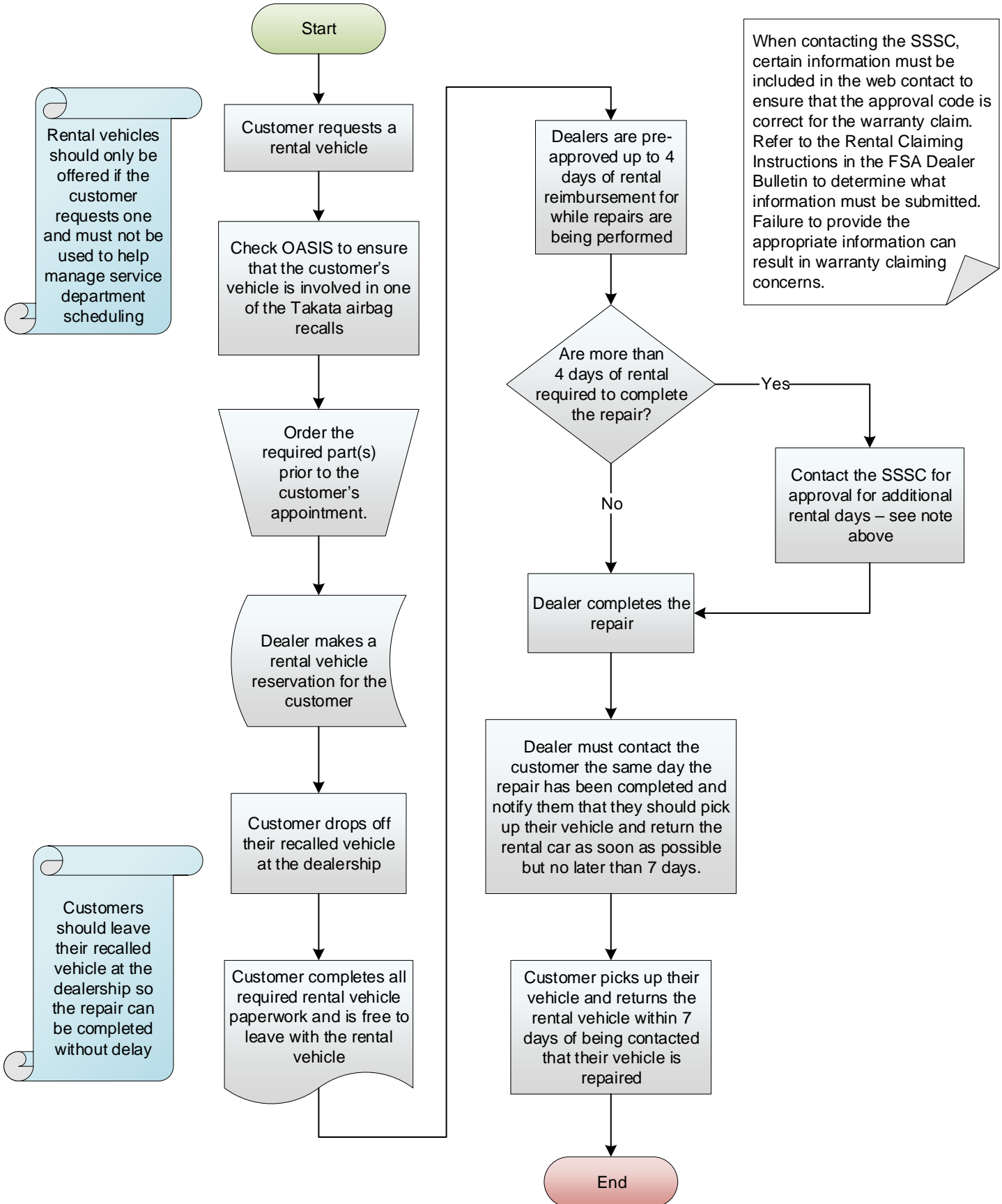
For all new rental requests, dealers should retain customer vehicles until the recall repair is completed and the rental vehicle is returned. This will allow for the vehicle to be repaired as soon as the part arrives and for the rental vehicle to be promptly returned. Due to the short expected duration of vehicle storage, 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



## VEHICLE PICK-UP AND DELIVERY RECORD

VIN \_\_\_\_\_ received pick-up and/or delivery service as outlined below for one or more Takata airbag recalls (FSAs 15S21, 17S42, and/or 19S01).

Pick-up – Date: \_\_\_\_\_

Delivery – Date: \_\_\_\_\_

\_\_\_\_\_  
Repair Order #

\_\_\_\_\_  
Repair Order Date

\_\_\_\_\_  
Service Manager Signature

\_\_\_\_\_  
Date