



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

May 18, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21 – *Supplement #1***
Certain 2005-2006 Model Year Ford GT and 2005-2014 Model Year Mustang
Vehicles
Driver Airbag Inflator Replacement

New! REASON FOR THIS SUPPLEMENT

To provide a Dealer Q & A document.

AFFECTED VEHICLES

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

Affected vehicles are identified in OASIS and FSA VIN Lists.

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 and return the original inflator for analysis. This service must be performed on all affected vehicles at no charge to the vehicle owner.

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

DO NOT DEMONSTRATE OR DELIVER affected 2013-2014 Mustang vehicles. Parts and repair instructions for 2013-2014 Mustang vehicles are expected to be available in the 4th quarter of 2016.

OWNER NOTIFICATION MAILING SCHEDULE

Parts to repair this condition are currently not available in sufficient quantities to service all of the affected vehicles. Therefore, to ensure an ample supply of parts is available, owners of affected vehicles will be notified in four separate mailings. Mailing will begin by May 16, 2016, following the priority established by the National Highway Transportation Safety Administration (NHTSA). Dealers should repair any affected 2005-2006 Ford GT and 2005-2012 Mustang 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 \$7,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Regional Core Recovery Center Airbag Inflator Return Process
Attachment V: Dealer Q & A
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,



Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21
Certain 2005-2006 Ford GT and 2005-2014 Mustang Vehicles
Driver Airbag Inflator 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 for 2005-2006 Ford GT and 2005-2012 Mustang vehicles will be available by 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.

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.

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.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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

- For vehicles within new vehicle bumper-to-bumper warranty coverage, follow existing warranty and policy guidelines for related damage claims. No SSSC approval is required for these vehicles:
 - Ford vehicles – 3 years or 36,000 miles
- 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

The use of rental vehicles is not approved for this program.

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

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 (15S21) is the sub code.

NOTE: The serial number of the new airbag inflator must be provided to Ford for the claim to be processed. The Technical Information in this bulletin advises technicians to document the new airbag inflator serial number on the repair order.

- Enter the 13 character serial number of the new airbag inflator in the claim as follows:
 - For claims submitted using DMS or OWS on-line, enter the serial number in the Test Results Section.
 - Select DTC REQUIRED MEASUREMENT OR RESULTS from the drop down list.
 - Enter the serial number in the CODE field.
 - For claims submitted using ACESII on-line, enter the serial number on the ACESII DIAG CODE ENTRY screen.
 - MIL ON = N
 - Enter the serial number in the OTHER field.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.

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

LABOR ALLOWANCES

| Description | Labor Operation | Labor Time |
|--|-----------------|------------|
| Replace Driver Airbag Inflator (2005-2006 Ford GT and 2005-2012 Mustang vehicles only) | 15S21B | 0.6 Hours |

NOTE: Parts and repair instructions for 2013-2014 Mustang vehicles are expected to be available in the 4th quarter of 2016.

PARTS REQUIREMENTS / ORDERING INFORMATION

| Part Number | Description | Order Quantity |
|-----------------|--|----------------|
| 5R3Z-63043B13-C | Driver Airbag Inflator (2005-2006 Ford GT and 2005-2012 Mustang vehicles only) | 1 |

The DOR/COR number for this program is 51036.

To ensure highest risk vehicles are repaired as soon as possible, there will be a seed stock of part number 5R3Z-63043B13-C provided to dealers in High Absolute Humidity (HAH) states beginning the week of May 9, 2016 through early June 2016. Every dealer located in Alabama, Florida, Georgia, Louisiana, Hawaii, Mississippi, and Texas will receive parts equal to approximately 20% of the vehicles assigned to them on their FSA VIN Lists. Each of these dealers will receive at least one driver airbag inflator.

Part ordering for 2005-2006 Ford GT and 2005-2012 Mustang vehicles is expected to be opened the week of June 6, 2016, after the seed stock is completed. Parts may be ordered through normal order processing channels at that time. To guarantee the shortest delivery time, an emergency order for parts must be placed.

Dealers will need to access <https://web.fsavinlists.dealerconnection.com> to determine the total number of affected vehicles assigned to their dealership in order to calculate the number of parts that they will receive under the Seed Stock Program.

DEALER PRICE

For latest prices, refer to DOES II.

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

PARTS RETENTION AND RETURN

NOTE: All replaced airbag inflators must be returned in the new inflator box. If the new airbag inflator box is damaged or lost, contact Miguel Prigadaa at 210-250-5078 or SCTakataRestraints_International@xpo.com for a replacement box.

NOTE: RCRCs will only pick-up airbag inflators that have a corresponding FCS-700 Tag. Airbag inflators replaced under claims paid prior to May 10, 2016 must be returned using the previous shipping process.

- Part return instructions for **dealers in the lower 48 United States:**
 - Dealers must monitor their PEARS register. A FCS-700 tag will be generated for each airbag inflator on claims paid on or after May 10, 2016. Airbag inflators will be picked up by the RCRCs.
 - The RCRC will not pick up airbag inflators that are not properly packaged in the new inflator box.
 - Refer to Attachment IV for specific airbag inflator return instructions and documentation.
 - Disregard prepaid FedEx shipping instructions that may be included in new airbag inflator boxes. However, airbag inflators replaced under claims paid prior to May 10, 2016 must still be returned using the previous FedEx shipping process.
- 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.
- Follow the provisions of the Warranty and Policy Manual, Section 1 “WARRANTY PARTS RETENTION AND RETURN POLICIES.”

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 2005-2006 FORD GT AND 2005-2014 MUSTANG VEHICLES — DRIVER AIRBAG INFLATOR 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 remove the affected airbag module from the vehicle and replace only the inflator portion of the airbag. **The serial number from the new airbag inflator must be recorded on the work order.** The replaced inflator will be placed into the packaging from the new inflator to be returned to Takata.

SERVICE PROCEDURE

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

DRIVER AIRBAG INFLATOR REPLACEMENT - MUSTANG AND FORD GT

1. Is the vehicle a 2005-2006 model year Ford GT or 2005-2012 model year Mustang?

Yes - Replace the driver airbag inflator. Proceed to step 2.

No - This procedure does not apply. Parts and repair instructions for 2013-2014 Mustang vehicles are expected to be available in the 4th quarter of 2016.

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

3. 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.

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



5. **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.

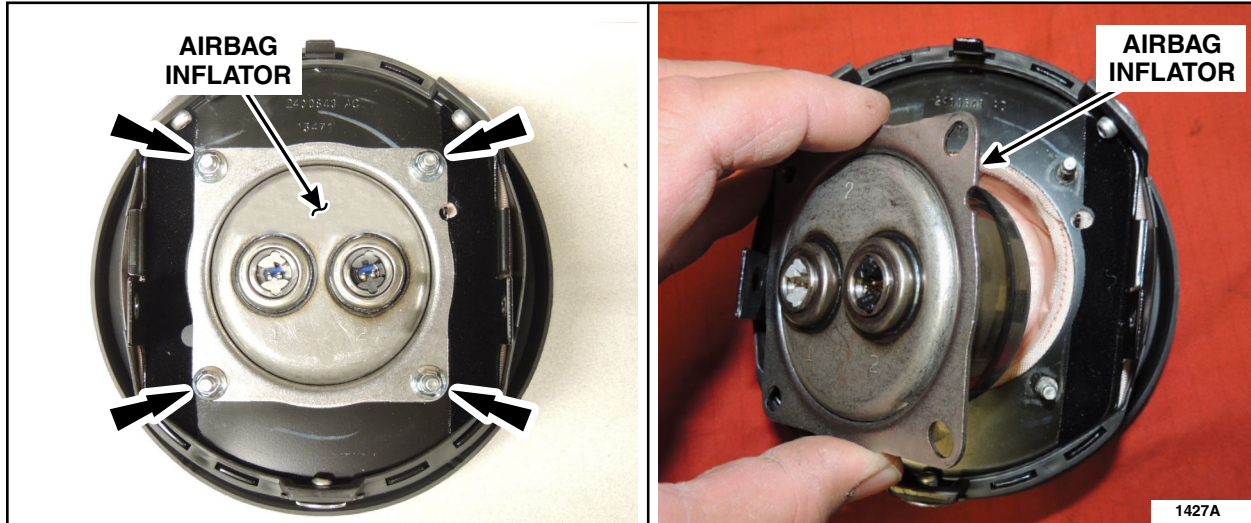


FIGURE 1

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

6. Record the 13 character serial number of the new airbag inflator on the repair order. See Figure 2.



FIGURE 2



7. 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.

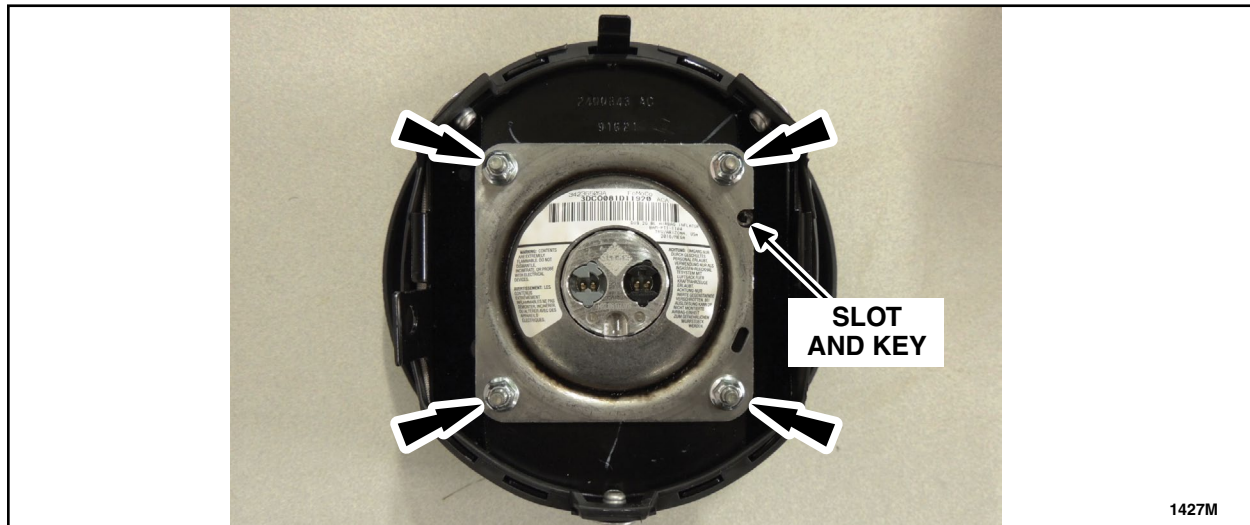


FIGURE 3

8. Install four *new* airbag inflator nuts onto the driver airbag. See Figure 3.
- Tighten to 6.5 Nm (57 lb-in).
9. Re-install the driver airbag. Please follow the WSM Procedures in Section 501-20B.
10. Package the replaced inflator in the new part box and provide to the appropriate dealership personnel for part returns.



DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21 – *Supplement #1*
Certain 2005-2006 Ford GT and 2005-2014 Mustang Vehicles
Driver Airbag Inflator Replacement

DEALER Q & A

- Q1. 14B09 has previously been performed on a vehicle; why is the same vehicle also affected by 15S21?**
- A. Safety Recall 15S21 utilizes a redesigned part for a final repair on 2005-2006 Ford GT and 2005-2012 Mustang vehicles. 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 5R3Z-63043B13-C when completing repairs for 15S21. No other part number is permitted to be used for 15S21 under any circumstance.
- Q3. Why can't 2013-2014 Mustang vehicles be fixed now?**
- A. Repairs for 2013-2014 Mustang vehicles require a different part and repair procedure. Parts and repair instructions for these vehicles are expected to be available in the 4th quarter of 2016.
- Q4. A customer has an existing service appointment for 14B09, but OASIS indicates this program was superseded by 15S21. How do I proceed with repairs?**
- A1. Dealers located in HAH states should perform 15S21 using only the part number provided in the bulletin (5R3Z-63043B13-C). HAH dealers were provided a seed stock of part number 5R3Z-63043B13-C beginning the week of May 9, 2016 through early June 2016. Every dealer located in Alabama, Florida, Georgia, Louisiana, Hawaii, Mississippi, and Texas will receive parts equal to approximately 20% of the vehicles assigned to them on their FSA VIN Lists. Repairs under 15S21 may currently be performed on 2005-2006 Ford GT and 2005-2012 Mustang vehicles only.
- A2. Dealers not located within a HAH state should not make any additional appointments for 14B09. Ordering for part number 5R3Z-63043B13-C used under 15S21 is expected to open the week of June 6, 2016, after the seed stock is completed. Parts may be ordered through normal order processing channels at that time. Repairs are restricted to 2005-2006 Ford GT and 2005-2012 Mustang vehicles only.
- Q5. A vehicle has been repaired for 14B09, but OASIS no longer shows 14B09 open for the affected VIN. Can the claim be submitted under 14B09?**
- A. Claims for 14B09 may be submitted until June 6, 2016 (Labor Operation Code: 14B09B). 14B09 has been officially superseded by 15S21, and OASIS was deactivated for 14B09 when 15S21 was published. However, all repairs for 14B09 must still be claimed under 14B09.
- Q6. 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).
- Q7. When will complete driver airbag modules be available for 2005-2006 Ford GT and 2005-2012 Mustang crash repairs?**
- A. Ford Motor Company is working diligently to make complete airbag modules available. Additional information will be posted on DOESII as it becomes available.