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January 18, 2017

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21 –
*Supplement #3***

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

New! REASON FOR THIS SUPPLEMENT

- *Parts and repair instructions are now available for 2013-2014 Mustang Shelby GT500 vehicles.*

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.

New! 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.*

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.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owners of affected 2005-2006 Ford GT and 2005-2012 Mustang vehicles were mailed between May 16, 2016 and July 22, 2016.

Owners of affected 2013-2014 Mustang Shelby GT500 vehicles are expected to be mailed the week of February 27, 2017.

Parts to repair 2013-2014 Mustang (non-Shelby GT500) vehicles 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 separate mailings during the second quarter of 2017, following the priority established by the National Highway Traffic Safety Administration (NHTSA).

Dealers should 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

Attachment I: Administrative Information

Attachment II: Labor Allowances and Parts Ordering Information

Attachment III: Technical Information

Attachment IV: Regional Core Recovery Center (RCRC) Airbag Inflator Return Process

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

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21 – Supplement #3
Certain 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.

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.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21 – *Supplement #2*
Certain 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 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, *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. 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.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21 – Supplement #3

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

Driver Airbag Inflator or Driver Airbag Module Replacement

LABOR ALLOWANCES

Vehicle	Description	Labor Operation	Labor Time
2005-2006 Ford GT	Replace Driver Airbag Inflator	15S21B	0.4 Hours*
2005-2012 Mustang			
2013-2014 Mustang	Replace Driver Airbag Module	15S21C	0.4 Hours

* 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.

New! PARTS REQUIREMENTS / ORDERING INFORMATION

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

The DOR/COR number for this program is 51036.

Part ordering for 2005-2006 Ford GT and 2005-2012 Mustang vehicles remains open and parts may continue to be ordered through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

Part ordering for 2013-2014 Mustang Shelby GT500 vehicles is now open and parts may be ordered through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

To ensure all 2013-2014 non-Shelby GT500 Mustang vehicles in HAH states are repaired as soon as possible, a seed stock of part number CR3Z-63043B13-AB was provided to dealers located in Alabama, Florida, Georgia, Hawaii, Louisiana, Mississippi, and Texas. Beginning the week of October 31, 2016, dealers in these states received parts equal to approximately 20% of the vehicles assigned to them on their FSA VIN List. Each of these dealers received at least one driver airbag module.

An additional seed stock of part number CR3Z-63043B13-AB was provided to all US dealers during the month of December 2016. Dealers received parts equal to approximately 10% of the vehicles assigned to them on their FSA VIN List. Each dealer received at least one driver airbag module at that time.

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.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21 – Supplement #3

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

*Driver Airbag Inflator or Driver Airbag Module Replacement***PARTS RETENTION AND RETURN**

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

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

- Part return instructions for **dealers in the lower 48 United States:**
 - Dealers must monitor their PEARS register. A FCS-700 tag will be generated for each driver airbag inflator and driver airbag module. 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 part 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 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.

NEW ! 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.

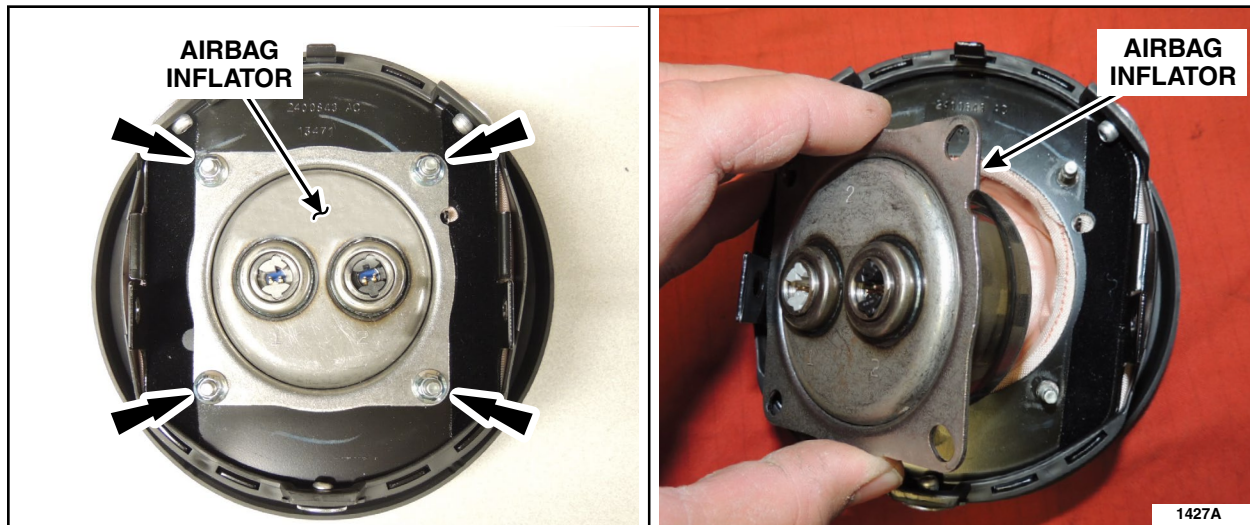


FIGURE 2

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.

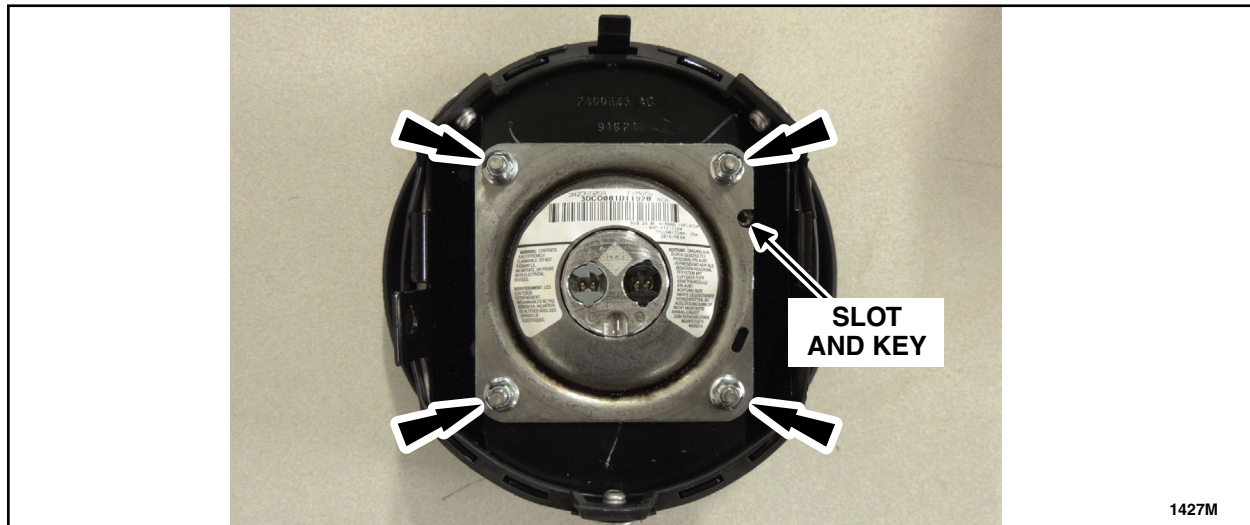


FIGURE 3

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.



DEMONSTRATION / DELIVERY HOLD – Safety Recall 15S21 – Supplement #3
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 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. 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.
- 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 2005-2014 Mustang crash repairs?**
- A. Complete driver airbag modules are available for all 2005-2014 Mustang vehicles. We are working diligently to make complete driver airbag modules for 2005-2006 Ford GT vehicles available as quickly as possible. Additional information will be posted on DOESII as it becomes available.