



David J. Johnson
 Director
 Service Engineering Operations
 Ford Customer Service Division

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

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TO: All U.S. Ford and Lincoln Dealers

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

- *An allowance of \$50 per FSA repair can now be claimed on VINs repaired during Airbag Action Day events that are held on weekends or holidays. The allowance applies to events scheduled October 1, 2019 or later. See Attachment I for full details.*
- *Deadlines for returning excess stock parts are currently suspended for Takata airbag recall parts. Once part returns are authorized, an updated deadline will be communicated. See Attachment II 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.

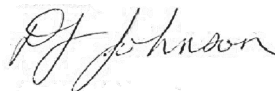
New! ATTACHMENTS

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

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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). To qualify for this allowance, the event must be enrolled on 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.

MOBILE REPAIRS

Recent market research conducted by Ford, NHTSA, and other automotive manufacturers indicated that many customers have not had their airbag recall repair completed due to the inconvenience of taking their vehicle in for 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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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 that may have difficulties traveling to a dealership.

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

FORD GT SPECIAL HANDLING

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:

- Vehicle transportation (towing/flatbed/valet) to and from the dealership
- Technician travel to the vehicle's location for a mobile repair

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

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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.

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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.
 - For dealer-performed mobile repairs, a signed customer agreement must be retained with the repair order. Refer to the Mobile Repair Guide attachment for the agreement 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 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 prior to being held, and must have occurred on a Saturday, Sunday, or U.S. Federal holiday (per 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.*

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CLAIMS PREPARATION AND SUBMISSION (continued)

SPECIAL ALLOWANCES (continued)

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

- 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”.
- For Ford GT Special Handling, claim up to a maximum of \$200.
 - Use Misc. Expense Code “OTHER”.

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.

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LABOR ALLOWANCES

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

¹Refer 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 ONLY		
CR3Z-63043B13-AD	2013-2014 Mustang ONLY (non-Shelby GT500)	Driver Airbag Module	1
DR3Z-63043B13-AD	2013-2014 Mustang ONLY (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).

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New! 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 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.
- 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.