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Ford Motor Company  
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February 16, 2016

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

**SUBJECT:** **Safety Recall 16S03**  
All 2004-2006 Model Year Ranger Vehicles  
Driver Airbag Inflator Replacement

**REF :** **Safety Recall 15S22**  
Certain 2004-2006 Ford Ranger Vehicles  
Passenger Airbag Inflator Replacement

### **AFFECTED VEHICLES**

**NOTE:** Safety Recall 16S03 has replaced Customer Satisfaction Program 14B04.

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Dates</b>
Ranger	2004	Edison	April 7, 2003 through March 2, 2004
Ranger	2004 - 2006	Twin Cities	March 24, 2003 through May 4, 2006

Affected vehicles are identified in OASIS and FSA VIN Lists.

### **REASON FOR THIS SAFETY RECALL**

Takata has determined that the propellant in some driver side airbag inflators may degrade over several years in service and potentially cause the airbag inflator to rupture in the event of an airbag deployment resulting from a crash. A ruptured airbag inflator could lead to injury or death in the event of a deployment.

### **SERVICE ACTION**

Dealers are to replace the driver airbag inflator in vehicles ever registered in Alabama, American Samoa, Florida, Georgia, Guam, Louisiana, Hawaii, Mississippi, Puerto Rico, Saipan, Texas, or the U.S. Virgin Islands. These states and territories are identified as High Absolute Humidity (HAH) areas. Provide the customer with the Customer Information Sheet regarding the interim repair and the requirement to return at a future date for a permanent repair. This service should be performed on vehicles in the HAH area at no charge to the vehicle owner.

**NOTE:** This is an interim repair. The interim repair should only be performed one time per vehicle and will not close this safety recall. Repairs completed previously under 14B04 are equivalent to the interim repair under 16S03 and should not be performed again. This bulletin will be updated in late 2016 when it is expected that a permanent repair will be available.

For all vehicles outside of the HAH area, the interim repair should only be performed at customer request.

### **OWNER NOTIFICATION MAILING SCHEDULE**

Owner Letters are expected to be mailed the week of February 22, 2016. Customers identified as having a vehicle ever registered in the HAH area that have not had repairs completed previously under 14B04 will be directed to dealers to have the interim repair under 16S03 completed. All other customers will be notified that parts are not currently available.

## **ATTACHMENTS**

Attachment I: Administrative Information  
Attachment II: Labor Allowances and Parts Ordering Information  
Attachment III: Technical Information  
Attachment IV: Inflator Return Instructions  
Customer Information Sheet – Interim Repair  
Owner Notification Letters

## **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

**Safety Recall 16S03**  
All 2004-2006 Model Year Ranger Vehicles  
Driver Airbag Inflator Replacement

**OASIS ACTIVATION**

OASIS was activated on January 25, 2016.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on January 25, 2016. Owner names and addresses will be by March 4, 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**

- Dealers in the HAH area should use OASIS to identify any affected vehicles in your used vehicle inventory and perform the interim repair.

**SOLD VEHICLES**

- Owners of vehicles ever registered in the HAH area that have not had repairs completed previously under 14B04 will be directed to dealers to have the interim repair under 16S03 completed.
- For dealers in the HAH area, immediately contact any of your 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.

**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 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.

**Safety Recall 16S03**  
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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 (16S03) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.

**NOTE:** Maintain supporting documentation for all Miscellaneous Expenses according to procedure as identified in the Warranty and Policy Manual.

**Safety Recall 16S03**  
All 2004-2006 Model Year Ranger Vehicles  
Driver Airbag Inflator Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Driver Airbag Inflator – Interim Repair Only <b>NOTE:</b> Will not close 16S03	16S03JJ	0.6 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity
4L5Z-63043B13-A	Driver Airbag Inflator Kit	1

The DOR/COR number for this recall is 51024.

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

**PART RETENTION AND RETURN**

- Follow the provisions of the Warranty and Policy Manual, Section 1 “WARRANTY PARTS RETENTION AND RETURN POLICIES.”
- **All original replaced airbag inflators must be returned to Takata Corporation.** Each airbag inflator kit includes a return shipping label. Refer to the special return shipping instructions located in the packaging with the new airbag inflator. A copy of these instructions has been posted as Attachment IV for your convenience.

**DEALER PRICE**

For latest prices, refer to DOES II.

**EXCESS STOCK RETURN**

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

## ALL 2004-2006 MODEL YEAR RANGER VEHICLES — DRIVER AIRBAG INFLATOR REPLACEMENT

### OVERVIEW

Takata has determined that the propellant in some driver side airbag inflators may degrade over several years in service and potentially cause the airbag inflator to rupture in the event of an airbag deployment resulting from a crash. A ruptured airbag inflator could lead to injury or death in the event of a deployment.

### SERVICE PROCEDURE

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

1. Remove the driver airbag from the vehicle. Please follow the 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 airbag once the inflator is removed.

3. Release the retaining tab and slide the airbag inflator connector off the tang. See Figure 1.
4. Remove and discard the four airbag inflator retaining nuts from the driver side airbag. See Figure 1.

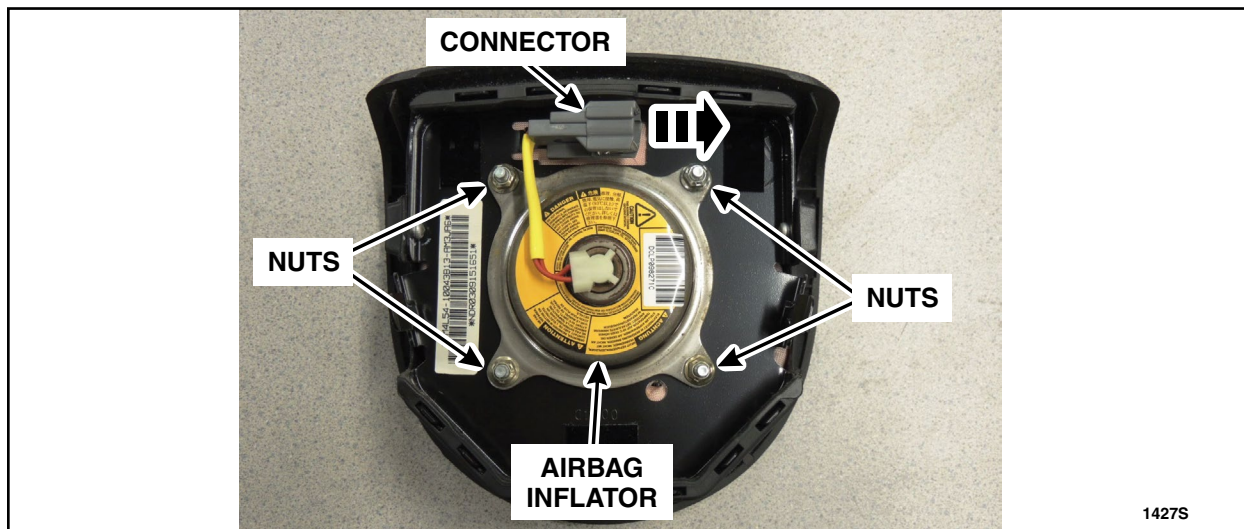


FIGURE 1



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.

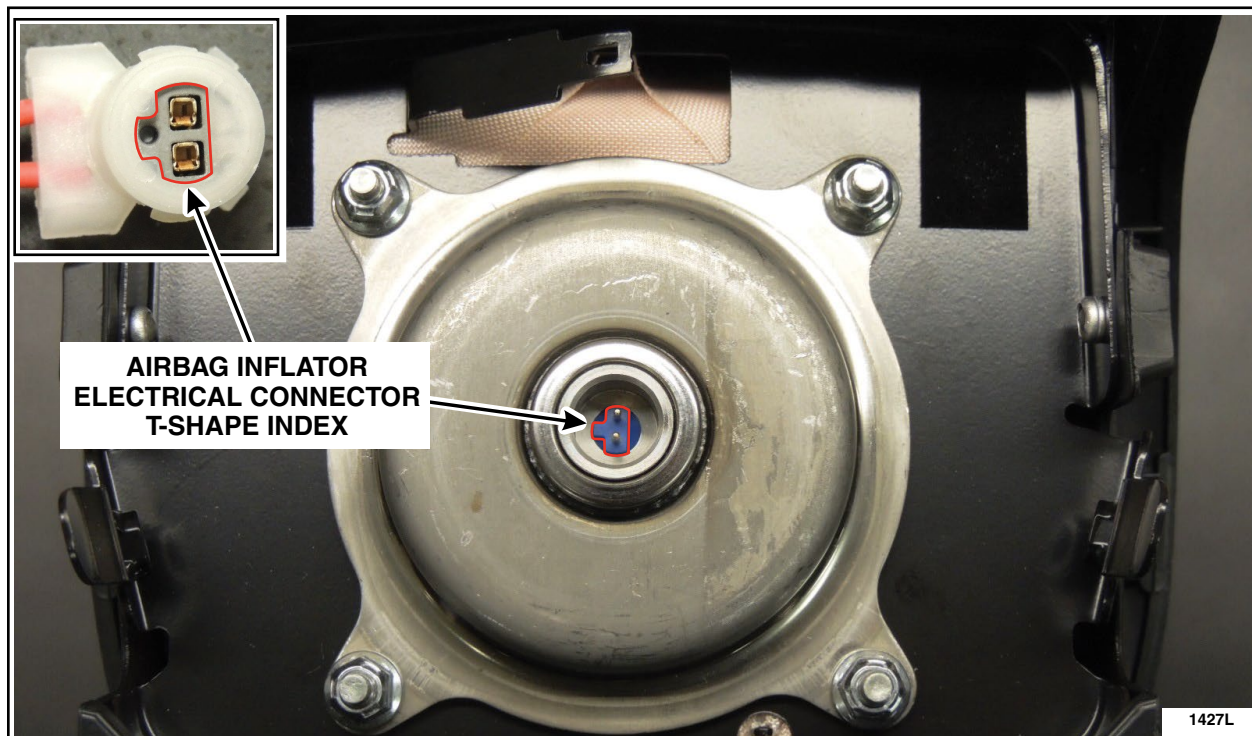
Remove the airbag inflator and set aside for return shipping. See Figure 1.

6. **NOTE:** The *new* airbag inflator must be installed in the same orientation as the original part to ensure the inflator module and airbag harness electrical connector T-shape indexes are aligned properly. See Figures 1 and 2.

Install the *new* inflator into the driver airbag. See Figure 1.

7. **NOTE:** Line up the T-shape index on both the wiring harness electrical connector and the airbag inflator. Pull gently on the wiring harness to ensure it is properly seated. See Figure 2.

Install and connect the *new* airbag wiring harness to the inflator module.



**FIGURE 2**

8. Install four *new* airbag inflator nuts onto the driver airbag. See Figure 1.
- Tighten to 6.5 Nm (57 lb-in).
9. Slide the airbag inflator connector onto the tang. See Figure 1.
10. Re-install the driver airbag. Please follow the WSM procedures in Section 501-20B.
11. Provide the part and packaging to the appropriate dealership personnel for return shipment to TK Holdings Inc. Reference Attachment IV.



# 48 STATE FEDEX GROUND SHIPMENT PREPARATION

As the shipper, you are responsible for proper packing and document completion. The person packaging the inflator must have received hazardous material training per 49CFR 172.702, and the training records must be on file at your dealership. The US Department of Transportation will impose substantial fines and/or penalties on the shipper if either packaging, labeling or documentation is not properly prepared and Customer Copy of OP 900PRP form is not kept on file for a minimum of 2 years.

**IMPORTANT:** Do not deploy any inflator. Return the used inflator within 1-2 business days. The person packing the used inflator must read and follow the provided instructions.

**NOTE:** Dealers in **Hawaii, Puerto Rico, and US Virgin Islands CANNOT** follow these shipping instructions. The dealer **MUST** contact the following Takata USA representative directly for shipping instructions: Miguel Prigadaa – Tel #: 210-250-5078 or Email: MLGTakataRestrains\_International@menloworldwide.com

## 1. Shipping Documents

OP 900PRP Hazardous Materials Certification Form

FedEx Ground Shipping Label

FedEx Ground Shipping Envelope



## 5. Shipping Documentation Instructions (Cont.)

a) Fill in the following on the FedEx Copy and the customer copy:

- Shipper Name (dealer)
- Address
- CCN

b) Date the FedEx Copy and Customer copy (MM/DD/YY)

## 2. Packing Instructions

a) Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located on the next page.

b) Place the un-deployed air bag inflator in the "cradle" of the box insert.



## 3. Closure Instructions

a) Close the top box flap, per box closure instructions located on front panel of box.

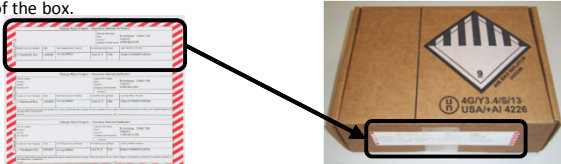


## 4. Shipping Documentation Instructions

a) Separate the bottom 4 labels (OP 900PRP form), place them in the FedEx Ground envelope, remove the backing and firmly place on bottom side of box.



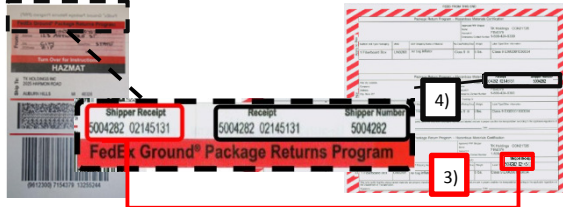
b) Peel off the Box Copy of the OP 900PRP form and firmly apply to the front side of the box.



## 6. Shipping Documentation Instructions (Cont.)

a) Peel off the SHIPPER RECEIPT from the top of the FedEx Ground PRP Shipping label, place it in the Tracking ID box on the Customer Copy of the OP 900PRP form.

b) Peel off the RECEIPT & SHIPPER NUMBER from the top of the FedEx Ground PRP Shipping label, and place it in the Tracking ID box on the FedEx copy.



## 7. Shipping Documentation Instructions (Cont.)

a) Separate the FedEx Copy and Customer Copy of the OP 900PRP form. Keep the FedEx copy with the box. Attach the Customer Copy to the Repair Order.

**Note:** Dealers must retain the Customer Copy of OP 900PRP form in their records for 2 years.



## 8. FedEx Ground PRP Shipping label

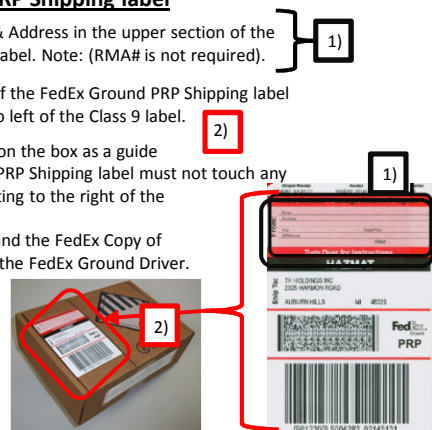
a) Fill in Shipper Name & Address in the upper section of the FedEx Ground Shipping label. Note: (RMA# is not required).

b) Peel off the backing of the FedEx Ground PRP Shipping label and affix to top of box to left of the Class 9 label.

- Use the scribe line on the box as a guide
- The FedEx Ground PRP Shipping label must not touch any portion of the printing to the right of the scribe line.

c) Provide the package and the FedEx Copy of The OP 900PRP form to the FedEx Ground Driver.

**Note:** If you don't receive regular pickups from Fed-Ex, call 800-463-3339 to schedule a pickup of the package.





## Requesting a New Box / Shipping Labels

If a new box or replacement shipping labels are needed, please contact a Takata USA representative listed below by phone or email to request replacement materials.

Primary Contact: **Miguel Prigadaa - Tel #: 210-250-5078**

E-Mail: [MLGTakataRestraints\\_International@menlowworldwide.com](mailto:MLGTakataRestraints_International@menlowworldwide.com)

To help expedite your request, please be prepared to provide the following information:

a) Serial number on the original box

b) What Type of shipping material needed

- OP-900prp Hazardous Materials Certification Form
- FedEx Ground Shipping Label
- FedEx Ground Shipping Envelope

c) Dealer Shipping Information

- Contact name
- Dealer address
- Phone Number





## **Safety Recall 16S03 Interim Repair Customer Information Sheet**

Takata, the manufacturer of the airbag in your vehicle, has determined that the propellant in some driver side airbag inflators may degrade over several years in service and potentially cause the airbag inflator to rupture in the event of a crash necessitating deployment of the driver side frontal airbag. A new driver airbag inflator with different propellant to perform a permanent repair is not currently available. Until permanent repair parts are available, Ford Motor Company is offering an interim repair to install a newer manufactured Takata driver airbag inflator in your vehicle.

Ford is closely working with our suppliers to accelerate part availability and we apologize for any inconvenience. We expect to have permanent repair parts in late 2016 or early 2017. Ford will send a letter to inform you when parts are available, at which time you should return to a Ford dealer as soon as possible to have the permanent repair parts installed on your vehicle.

Again, we apologize for the inconvenience this situation causes and assure you that we are doing everything possible to expedite resolution.

Sincerely,

Ford Motor Company  
Ford Customer Service Division