TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Advance Notice – Safety Recall 16S26 – Supplement #1
Passenger Airbag Inflator Replacement

New! REASON FOR THIS SUPPLEMENT
• Provide a provision for rental vehicles.

REASON FOR THIS SAFETY RECALL
NHTSA and Takata have determined that the propellant in certain Takata airbag inflators can experience an alteration over time with exposure to certain climate conditions. A combination of time, high temperature fluctuations, and humidity contribute to the degradation of the propellant in the inflators. This degradation can cause the propellant to burn too quickly, creating high pressure inside the inflator, and in extreme cases causing the inflator to rupture in the event of a crash necessitating airbag deployment. A ruptured inflator can send inflator parts toward vehicle occupants resulting in serious injury or death. Additional information regarding Takata recalls can be found at www.nhtsa.gov and www.safercar.gov.

AFFECTED VEHICLES
Vehicles identified below that were originally sold in or ever registered in certain geographic locations.

Zone A: Alabama, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Puerto Rico, U.S. Virgin Islands, American Samoa, Guam, Northern Mariana Islands (Saipan).

Zone B: Arkansas, Arizona, Delaware, District of Columbia, Illinois, Indiana, Kansas, Kentucky, Maryland, Missouri, North Carolina, Nebraska, Nevada, New Jersey, New Mexico, Ohio, Oklahoma, Pennsylvania, Tennessee, Virginia, West Virginia.

Zone C: Vehicles outside of the states and territories listed in Zones A and B are not affected at this time.

NOTE: Dealers in Zone C may have affected vehicles in their FSA VIN lists that were originally sold or previously registered in Zone A or B. Always use OASIS to identify affected vehicles.
## AFFECTED VEHICLES (continued)

<table>
<thead>
<tr>
<th>Vehicle</th>
<th>Zone A Model Year</th>
<th>Zone B Model Year</th>
<th>Assembly Plant</th>
<th>Build Dates</th>
</tr>
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</table>

Affected vehicles are identified in OASIS and FSA VIN Lists.

**NOTE:** Takata airbag recall zones have been defined by the NHTSA based on temperature and humidity. Refer to Figure 1.

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**Recall Zones Based on Temperature & Humidity**

(As defined by the National Highway Traffic Safety Administration)

- **Zone A: Hot & Humid**
- **Zone B: Less Hot & Humid**
- **Zone C: Least Hot & Humid**

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**FIGURE 1**

*Additional Zone A Locations Not Shown: Puerto Rico, American Samoa, Guam, the Northern Mariana Islands (Saipan), and the U.S. Virgin Islands*
SERVICE ACTION

DO NOT DEMONSTRATE OR DELIVER any of the affected vehicles involved in this safety recall. Dealers will be directed to service the front passenger airbag. A complete Dealer Bulletin will be provided to dealers when parts ordering information and repair instructions are available to support this safety recall.

New! CUSTOMER NOTIFICATION

Owner Letters were mailed the week of July 11, 2016 informing owners that parts are not available to repair their vehicles. A repair availability status update letter was sent to owners in December 2017. Owners of record will be notified via first class mail after repair instructions and parts ordering information have been provided to dealers.

New! RENTAL VEHICLES

To the extent a customer requests a rental vehicle to allow for full utilization of the front passenger seat, and until parts become available, Dealers are to direct the customer to the Customer Relationship Center (CRC) at 1-866-436-7332.

The CRC will review the customer’s request for a rental vehicle and assist as required.
- CRC will instruct the customer to call the Dealer to arrange a rental.
- CRC will provide the customer with an FMC360 Case ID for reference.
- Dealer will receive an open FMC360 case with extended loaner approval status.
- Dealer will contact the Special Service Support Center (SSSC) for rental approval code.

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 prior to delivery.

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