TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Safety Recall 16S26 – Supplement #2
Passenger Airbag Inflator Replacement

New! REASON FOR THIS SUPPLEMENT
• The process for requesting a rental vehicle has been updated.

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 included in this safety recall were originally sold or at some point registered in certain states only. Affected vehicles are identified in OASIS and FSA VIN Lists.

New! REPAIRS ARE CURRENTLY AVAILABLE FOR THE FOLLOWING VEHICLES ONLY

<table>
<thead>
<tr>
<th>Vehicle</th>
<th>Zone A* Model Year</th>
<th>Zone B* Model Year</th>
<th>Zone C* Model Year</th>
<th>Assembly Plant</th>
</tr>
</thead>
</table>

*Refer to Figure 1.

NOTE: Repairs are only available for 2007-2011 Ranger, 2005-2011 Mustang and 2005-2006 Ford GT vehicles under safety recall 16S26. Repairs for most other vehicles affected by this safety recall are expected to become available throughout the second quarter of 2018. The dealer bulletin will be updated as repair information becomes available.

Due to owner relocations and vehicle resale activity, dealers in Zones B and C (Ranger and Mustang) and Zone C (Ford GT) may have some vehicles assigned to their FSA VIN list. All vehicles affected by this safety recall must be repaired, regardless of the vehicle’s current location. Always use OASIS to identify affected vehicles.
The Takata airbag recall zones have been defined by the NHTSA, based on temperature and humidity.

Recall Zones Based on Temperature & Humidity
(as defined by the National Highway Traffic Safety Administration)

![Recall Zones Map](image)

**FIGURE 1**

**SERVICE ACTION**
Dealers are to replace the passenger airbag inflator. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**NOTE:** This is a final / permanent repair. All 2005-2006 Ford GT vehicles that were previously serviced under Safety Recall 14S28 must have this repair performed.

**New! OWNER NOTIFICATION MAILING SCHEDULE**
Owner letters for 2007-2011 Ranger vehicles under safety recall 16S26 are expected to be mailed by April 13, 2018. 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 VI: Regional Core Recovery Center – Airbag Inflator Return Process – Parts with Core Charges
Attachment VII: Dealer Q & A
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,

David J. Johnson
Safety Recall 16S26 – Supplement #2
Passenger Airbag Inflator Replacement

OASIS ACTIVATION
OASIS was activated on June 30, 2016.

New! FSA VIN LISTS ACTIVATION
FSA VIN Lists will be available through https://web.fsavinlists.dealerconnection.com on March 28, 2018, for vehicles that can be repaired at this time.

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 used vehicle inventory.

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

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.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)
Additional repairs identified as necessary to complete the FSA should be managed as follows:
- 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.

OWNER REFUNDS
Refunds are not approved for this program.
Safety Recall 16S26 – Supplement #2
Passenger Airbag Inflator Replacement

New! RENTAL VEHICLES
For Fusion, Milan, MKZ/Zephyr, Edge and MKX vehicles, if the customer requests a rental vehicle while waiting for parts to become available, dealers should contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site for rental approval.

To request rental vehicle coverage:
• Submit a SSSC web contact under rental program 18A01.
• 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.
• Rental vehicles provided can be from either dealer owned rental inventory or local rental agencies.
• Dealers are not authorized to store customer vehicles. Customers retain their recalled vehicle and drive the rental vehicle until recall repairs are completed.
• Ford and Lincoln dealers are to assist customers with requests to obtain a rental vehicle.

For Ford GT, Mustang and Ranger vehicles, parts are readily available to complete the recall on these vehicles. With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required.

CLAIMS PREPARATION AND SUBMISSION
• Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  o When entering claims, select claim type 31: Field Service Action. The FSA number (16S26) is the sub code.
  o For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
• Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA. IMPORTANT: Click the radio button on the Related Damage Indicator.

NOTE: The serial number of the new passenger airbag inflator must be provided to Ford for the claim to be processed. The Technical Information in this bulletin advises technicians to document the serial number from the new airbag inflator on the repair order. The passenger airbag inflator serial number is 11 characters. Enter the serial number of the new airbag inflator in the claim as follows:

CLAIMS PREPARATION AND SUBMISSION (Continued)
• 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.
  ▪ The serial number must entered without spaces or dashes.
Example:
  ▪ 2NU 818 3Y CMN – incorrect
  ▪ 2NU8183YCMN – CORRECT
New! **LABOR ALLOWANCES**

<table>
<thead>
<tr>
<th>Description</th>
<th>Labor Operation</th>
<th>Labor Time</th>
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<tr>
<td>Replace Passenger Airbag Inflator – 2005-2011 Mustang</td>
<td>16S26B</td>
<td>0.5 Hours</td>
</tr>
<tr>
<td>Replace Passenger Airbag Inflator – 2005-2006 Ford GT</td>
<td>16S26C</td>
<td>0.6 Hours</td>
</tr>
<tr>
<td>Replace Passenger Airbag Inflator – 2007-2011 Ranger</td>
<td>16S26D</td>
<td>0.5 Hours</td>
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</tbody>
</table>

Performing the supplemental restraint depower procedure and clearing DTCs was included in previous airbag inflator recall 14S28, but is no longer required.

New! **PARTS REQUIREMENTS / ORDERING INFORMATION**

<table>
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<th>Part Number</th>
<th>Description</th>
<th>Order Quantity</th>
<th>Claim Quantity</th>
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<tr>
<td>5R3Z-63044A74-B</td>
<td>Passenger Airbag Inflator – 2005-2009 Mustang</td>
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<td>1</td>
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<tr>
<td>8L5Z-10044A74-E</td>
<td>Passenger Airbag Inflator – 2007-2011 Ranger</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

The parts used in this safety recall may physically appear to be identical, but they have differing operating characteristics. **It is crucial that parts are NOT interchanged or substituted.**

**IMPORTANT:** Old part number 5G7Z-63044A74-A for 2005-2006 Ford GT vehicles used under 14S28 must no longer be installed in vehicles, and 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 (16S26).

The DOR/COR number for this recall is 51115.

To ensure highest risk vehicles are repaired as soon as possible, there will be a seed stock of parts sent to dealers with vehicles affected by this safety recall assigned to them on their FSA VIN List. Dealers will receive a percentage of parts based on the number of the vehicles assigned to them on their FSA VIN Lists. **Dealers should expect to receive 8L5Z-10044A74-E inflator kits for the 2007-2011 Ranger beginning the week of April 9, 2018. All shipments of this inflator kit are expected to arrive at dealers that have vehicles assigned to them on their FSA VIN List by April 30, 2018. If dealers also have 2007-2009 Rangers on their FSA VIN list for 17S01, shipments of the 8L5Z-10044A74-E inflator kit for 17S01 will be combined with the 16S26 parts shipment.**

**NOTE:** If a repair is required for a 2007-2011 Ranger, 2005-2011 Mustang or 2005-2006 Ford GT and parts are not available after the seed stock completion date, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Dealers will need to access [https://web.fsvinlists.dealerconnection.com](https://web.fsvinlists.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.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering begins.
PARTS RETENTION AND RETURN
It is critical that all original passenger airbag inflators removed from vehicles are not allowed back into the market. Therefore, all passenger airbag inflators under this safety recall have been assigned a $100 core charge to ensure they will be properly returned.

The Regional Core Recover Center (RCRC), including dealers in Alaska and Hawaii, will pick up these airbag inflators along with all other core returns during your normal core retrieval visit.

For additional information, refer to Attachment IV: Regional Core Recovery Center – Airbag Inflator Return Process.

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.
CERTAIN 2007-2011 RANGER VEHICLES — PASSENGER AIRBAG INFLATOR REPLACEMENT

OVERVIEW

Takata has determined that the propellant wafers in some airbag 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.

Dealers are to replace the passenger airbag inflator. The serial number from the new airbag inflator must be recorded on the repair order. Place the replaced inflator into the packaging from the new part and provide to the appropriate dealership personnel for part returns.

SERVICE PROCEDURE

Recommended Tools:

- 1/4" Drive Deep Socket - 7mm
- 1/4" Drive Ratchet
- 1/4" Drive Extension - 6" (152mm)
- 1/4" Drive Shallow Socket - 8mm
- 1/4" Drive Impact Driver
- 1/4" Drive Torque Wrench
- Side Cutters
- Utility Knife
- Needle Nose Pliers
- Pocket Screwdriver

AIRBAG INFLATOR REPLACEMENT

NOTE: The following repair instructions only apply to 2007-2011 Ranger vehicles. Repair instructions will be published in separate attachments for the other vehicle lines included in this recall as parts become available for those vehicles.

WARNING: Failure to follow the instructions and warnings in the Workshop Manual (WSM) 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. Turn the ignition to OFF and wait 1 minute, then it is safe to proceed with airbag inflator replacement.

NOTE: The ignition must remain OFF until this service procedure is completed.

NOTE: To view a video demonstration of this repair procedure, click the video icon.
1. Remove the passenger 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.

3. Remove the wiring harness connector retainer from the passenger airbag assembly. See Figure 1.

4. Carry out this step on the shorter wire on the end opposite of the airbag inflator retaining bracket. See Figure 2.

4. Remove the black conduit from the passenger airbag assembly wire harness in the area shown. See Figure 2.
5. Position the shorting clip onto the harness wires, and crimp the shorting clip together one side at a time using pliers. See Figure 3.

6. Cut the harness wires between the shorting clip and the harness connector. See Figure 3.

7. Remove and discard the four passenger airbag inflator retaining bracket nuts and the retaining bracket. See Figure 4.
WARNING: Do not allow any debris on or around the airbag once the inflator is removed.

8. With an assistant holding the passenger airbag assembly, remove the inflator from the assembly by pushing outward on the inflator. Set the airbag inflator aside for return shipping. See Figure 5.

- If required, use of a brass punch is permitted (only at the location shown) to free the inflator from its mounted position.

![Figure 5](image)

**FIGURE 5**

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

9. Record the 11 character serial number of the new airbag inflator on the repair order. See Figure 6.

![Figure 6](image)

**FIGURE 6**
10. **NOTE:** Both *new* inflator end caps are specific to their respective end of the inflator and must be fully seated.

**NOTE:** The tail end cap does not have an alignment tab and may be installed in any orientation. Make sure the tail end cap is fully seated or you will not be able to install the inflator retaining bracket.

Install both *new* inflator end caps making sure the alignment feature on the cap nearest the inflator retaining bracket is properly oriented. See Figure 7.
11. Install the inflator into the passenger airbag assembly with the orange connector end facing out. Align the three tabs on the cap nearest the inflator retaining bracket with the airbag module lower channel (facing down). See Figure 8.

![Figure 8](image1)

**FIGURE 8**

**NOTE:** If the inflator retaining bracket is unable to be installed, ensure the inflator tail end cap is fully seated.

12. Install the *new* passenger airbag inflator retaining bracket and *new* nuts. See Figure 9.

- Tighten to 4 Nm (35 lb-in).

![Figure 9](image2)
13. Install the new wiring harness onto the passenger airbag module and connect to both sides of the inflator. See Figure 10.

14. Install the new tape to the wiring harness and airbag assembly. See Figure 10.

**NOTE:** Pull gently on the wiring harness to ensure it is properly seated.

**FIGURE 10**

15. Re-install the passenger airbag. Please follow WSM procedures in Section 501-20B.

16. Package the replaced inflator in the new part box and provide to the appropriate dealership personnel for part returns.
REGIONAL CORE RECOVERY CENTER
AIRBAG INFLATOR RETURN PROCESS – PARTS WITH CORE CHARGES

DEALER PART RETURN INSTRUCTIONS AND SHIPPING DOCUMENTATION
Parts used under safety recall 16S26 have a core charge and will be identified as such with the yellow core label on the packaging. The Regional Core Recover Center (RCRC), including dealers in Alaska and Hawaii, will pick up these airbag inflators along with all other core returns during your normal core retrieval visit.

THE AIRBAG INFLATOR REMOVED FROM THE VEHICLE MUST BE RETURNED IN THE NEW REPLACEMENT INFLATOR PACKAGING.
- Ensure that you have processes in place to safeguard the packaging.
- The Dealer provided Haz-Mat Materials must also be returned in the packaging.
- RCRC’s will not accept any airbag inflators without correct packaging or Haz-Mat documentation.
- The new replacement service part packaging is certified with the appropriate DOT marks and labels.
- Ensure that all marks and labels are present prior to tendering to the RCRC for core credit.

Airbag Inflator Haz-Mat Return Instructions
Print and provide both of the following completed documents to the RCRC driver:

1. Hazardous Materials Shipping Document (Page 2)
   a. In the box titled Shipper, enter your dealership name and address.
   b. In the box titled Receiver, enter the address of your Regional Core Recovery Center. 
      NOTE: Page 4 contains a list of RCRC locations. If you are unsure of which RCRC location serves your dealership, please consult the RCRC driver.
   c. In the box titled Number/Type of Package, enter the number of boxed airbag inflators.
   d. In the box titled Weight, enter the total shipment weight of all boxed airbag inflators.
   e. At the bottom of the Hazardous Materials Shipping Document, complete the Shipper’s Certification

HAZARDOUS MATERIALS SHIPPING DOCUMENT – GROUND TRANSPORTATION

<table>
<thead>
<tr>
<th>SHIPPER</th>
<th>RECEIVER</th>
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</thead>
<tbody>
<tr>
<td>Dealership Name:</td>
<td>Ford Motor Company</td>
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<tr>
<td>Address:</td>
<td>Regional Core Recovery Center</td>
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<tr>
<td>Phone:</td>
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</tr>
</tbody>
</table>

**24-HOUR EMERGENCY CONTACT:** INFOTRAC 1-800-535-5053 (Domestic) 1-352-323-3500 (International)

**General Instructions:** Pursuant to 49 CFR each person who offers a hazardous material for transportation shall perform the following pre-transportation functions: (1) Determine the hazard class of the material (2) Select authorized hazmat packaging (3) Fill hazmat packaging (4) Properly close hazmat packaging (5) Properly mark the package (6) Properly label the package (7) Prepare shipping document (8) Provide and maintain emergency response information (9) Review shipping paper to verify compliance to 49 CFR (10) Sign shipping document to certify shipment is in conformance to 49 CFR (11) Load hazardous material in transport vehicle (12) Segregate hazardous material from incompatible cargo (13) Select, provide or affix placards to transport vehicle to indicate that it holds hazardous materials.

Also, pursuant to 49 CFR an employer must ensure any employee performing any function affecting the transport of hazardous materials must be appropriately trained for the function the employee performs and must be retrained every thirty-six months.

<table>
<thead>
<tr>
<th>DOT Shipping Description</th>
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</thead>
<tbody>
<tr>
<td>Number/Type of Package</td>
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<tr>
<td>Box(es)</td>
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</table>

**Shipper’s Certification (49 CFR 172.204):** This is to certify that the above named materials are properly classified, described, packaged, marked and labeled and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.

**NAME:** ____________________________ **SIGNATURE:** ____________________________ **DATE:** __________

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**POTENTIAL HAZARDS**

**FIRE OR EXPLOSION**
- Some may burn but none ignite readily.
- Containers may explode when heated.
- Some may be transported hot.

**HEALTH**
- Inhalation of material may be harmful.
- Contact may cause burns to skin and eyes.
- Inhalation of Asbestos dust may have a damaging effect on the lungs.
- Fire may produce irritating, corrosive and/or toxic gases.
- Some liquids produce vapors that may cause dizziness or suffocation.
- Runoff from fire control may cause pollution.

**PUBLIC SAFETY**
- CALL EMERGENCY RESPONSE Telephone Number on Shipping Paper first. If Shipping Paper not available or no answer, refer to appropriate telephone number listed on the inside back cover.
- As an immediate precautionary measure, isolate spill or leak area in all directions for at least 50 meters (150 feet) for liquids and at least 25 meters (75 feet) for solids.
- Keep unauthorized personnel away.
- Stay upwind.

**PROTECTIVE CLOTHING**
- Wear positive pressure self-contained breathing apparatus (SCBA).
- Structural firefights’ protective clothing will only provide limited protection.

**EVACUATION**
**Spill**
- See Table 1 - Initial Isolation and Protective Action Distances for highlighted materials. For non-highlighted materials, increase, in the downwind direction, as necessary, the isolation distance shown under “PUBLIC SAFETY”.
- Fire
  - If tank, railcar or tank truck is involved in a fire, ISOLATE for 600 meters (1/2 mile) in all directions; also, consider initial evacuation for 600 meters (1/2 mile) in all directions.

**EMERGENCY RESPONSE**

**FIRE**
- Small Fire
  - Dry chemical, CO₂, water spray or regular foam.
- Large Fire
  - Water spray, fog or regular foam.
  - Do not scatter spilt material with high pressure water streams.
  - Move containers from fire area if you can do it without risk.
  - Dike fire-control water for later disposal.
- Fire involving Tanks
  - Cool containers with flooding quantities of water until well after fire is out.
  - Withdraw immediately in case of rising sound from venting safety devices or discoloration of tank.
  - ALWAYS stay away from tanks engulfed in fire.

**SPILL OR LEAK**
- Do not touch or walk through spilled material.
- Stop leak if you can do it without risk.
- Prevent dust cloud.
- Avoid inhalation of asbestos dust.
- Small Dry Spill
  - With clean shovel place material into clean, dry container and cover loosely; move containers from spill area.
- Small Spill
  - Take up with sand or other non-combustible absorbent material and place into containers for later disposal.
- Large Spill
  - Dike far ahead of liquid spill for later disposal.
  - Cover spill with plastic sheet or tarp to minimize spreading.
  - Prevent entry into waterways, sewers, basements or confined areas.

**FIRST AID**
- Move victim to fresh air.
- Call 911 or emergency medical service.
- Give artificial respiration if victim is not breathing.
- Administer oxygen if breathing is difficult.
- Remove and isolate contaminated clothing and shoes.
- In case of contact with substance, immediately flush skin or eyes with running water for at least 20 minutes.
- Ensure that medical personnel are aware of the material(s) involved and take precautions to protect themselves.
<table>
<thead>
<tr>
<th>RCRC CODE</th>
<th>Parent</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
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<tbody>
<tr>
<td>00708</td>
<td>HPD</td>
<td>2511 Lovi Rd B/L 3/3A</td>
<td>FREEDOM</td>
<td>PA</td>
<td>15042</td>
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<td>01183</td>
<td>HPD</td>
<td>20501 PENNSYLVANIA ROAD STE 140</td>
<td>BROWNSTOWN</td>
<td>MI</td>
<td>48192</td>
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<td>01326</td>
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<td>01728</td>
<td>AER</td>
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<td>01729</td>
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<td>02276</td>
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<td>02454</td>
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<td>03001</td>
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<td>8333 WASHINGTON PL NE Suite E</td>
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<td>80216</td>
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<td>300 Calais Dr STE #1</td>
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<td>05399</td>
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A. Repairs for other vehicles require a different part and repair procedure. Parts and repair instructions for most other vehicles affected by this recall are expected to be available throughout the second quarter of 2018.

Q2. How will I know when parts are available for other vehicles affected by this recall?
A. The dealer bulletin will be supplemented with parts ordering information and repair instructions for additional vehicles as they become available.

Q3. 14S28 has previously been performed on a 2005-2006 Ford GT. Why is the same vehicle also affected by 16S26?
A. Safety Recall 16S26 utilizes a redesigned part for a final repair. 14S28 was an interim repair using a “like for like” part that must be replaced under safety recall 16S26.

Q4. Can the airbag inflator part number provided in 14S28 be used to complete repairs on 2005-2006 Ford GT vehicles under 16S26?
A. No, the part used in 14S28 are not equivalent. Use only part number listed in 16S26 (or latest level replacements) for this final repair.

Q5. Are rental vehicles available for vehicles where parts are not currently available?
A. For Fusion, Milan, MKZ/Zephyr, Edge and MKX vehicles, if the customer requests a rental vehicle while waiting for parts to become available, dealers should contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site for rental approval.
For Ford GT, Mustang and Ranger vehicles, parts are readily available to complete the recall on these vehicles. With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required.

Q6. Why is a core charge applied to the parts for this program when that has not been the case on previous Takata recalls?
A. This is an effort to make it easier to do business with Ford and reduce the amount of paperwork required for dealers.
NOTE: All previously published Takata safety recalls will continue to use the FCS-700 tag process (15S21, 17S42 and 18S02).