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September 14, 2017

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

**SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 17S26**  
Certain 2017 Model Year F-150 and Mustang Vehicles  
Passenger Airbag Replacement

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2017	Kansas City	July 20, 2017 through August 1, 2017
Mustang	2017	Flat Rock	

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS SAFETY RECALL**

In some of the affected vehicles, the passenger frontal airbag inflator may rupture in the event of a crash necessitating airbag deployment. A ruptured inflator may result in metal fragments striking vehicle occupants and causing serious injury and death.

**SERVICE ACTION**

Before demonstrating or delivering any new in-stock vehicles involved in this recall, dealers are to replace the passenger airbag following the dealer bulletin Technical Information. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of October 9, 2017. 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.**

**ATTACHMENTS**

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- 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,

A handwritten signature in black ink, appearing to read "Michael A. Berardi". The signature is fluid and cursive, with a prominent initial "M".

Michael A. Berardi

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 17S26**

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Passenger Airbag Replacement

**OASIS ACTIVATION**

OASIS was activated on August 30, 2017.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on August 30, 2017. Owner names and addresses will be available by October 20, 2017.

**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.

**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.

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**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Dealers are pre-approved for up to 1 day for a rental vehicle. Follow Extended Service Plan (ESP) guidelines for dollar amounts. Rentals will only be reimbursed for the day(s) the vehicle is at the dealership for part replacement. Prior approval for more than 1 rental day is required from the SSSC via the SSSC Web Contact Site.

**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 (17S26) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code RENTAL.

**NEW VEHICLE DEMONSTRATION / DELIVERY HOLD – Safety Recall 17S26**

Certain 2017 Model Year F-150 and Mustang Vehicles

Passenger Airbag Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace the passenger airbag – F-150 vehicles equipped with column shift	17S26B	3.6 Hours
Replace the passenger airbag – F-150 vehicles equipped with a center console and floor shift	17S26C	4.0 Hours
Replace the passenger airbag - Mustang	17S26D	4.2 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Vehicle	Part Number	Description	Order Quantity	Claim Quantity
F-150	FL3Z-15044A74-A	Passenger airbag	1	1
	W718633-S451	Seat track bolts (4 bolts / package, 8 bolts required)	2	2
	W714409-S439	Steering column shaft bolt (4 bolts / package, 1 bolt required)	1	1
	W712250-S437	Steering column-to-instrument panel bolts (2 bolts needed)	2	2
	W716538-S450B	Steering column-to-instrument panel nuts (4 nuts / package, 2 nuts required)	1	1
Mustang	FR3Z-63044A74-E	Passenger airbag	1	1
	W715969-S442	Instrument panel cowl bolts (4 bolts / package, 2 bolts required)	1	1
	W714878-S450	Steering column shaft bolt (4 bolts / package, 1 bolt required)	1	1
	W712833-S442	Steering column-to-instrument panel front bolts (4 bolts / package, 2 bolts required)	1	1
	W712977-S439	Steering column-to-instrument panel rear bolts (2 bolts / package, 2 bolts required)	1	1

The DOR/COR number for this recall is 51092.

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

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**DEALER PRICE**

For latest prices, refer to DOES II.

**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](mailto: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 passenger airbag. 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.

**NOTE:** If a FCS-700 Tag is not issued, or the PEARS register 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.

- 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](mailto: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 2017 MODEL YEAR F-150 AND MUSTANG VEHICLES — PASSENGER AIRBAG REPLACEMENT

### OVERVIEW

In some of the affected vehicles, the passenger frontal airbag inflator may rupture in the event of a crash necessitating airbag deployment. A ruptured inflator may result in metal fragments striking vehicle occupants and causing serious injury and death. Dealers are to replace the passenger airbag following the Service Procedure below.

### SERVICE PROCEDURE

Mustang Vehicles ..... Page 2

F-150 Vehicles ..... Page 3



## Mustang Vehicles

### Recommended Tool List:

Pocket Flat Head Screwdriver
6" (152 mm) Flat Blade Screwdriver
Small Needle Nose Pliers
Plastic and Metal Trim Removal Tool
1/4" and 3/8" Drive Ratchets
1/4" Drive Extensions - 6" (152 mm), and 12" (304 mm)
1/4" Drive Universal Swivel Joint
1/4" Drive 7mm and 8mm Shallow Sockets
1/4" Drive 10mm Deep Socket
1/4" Drive T27 Torx® Socket
3/8" Drive 15mm Shallow Socket
3/8" Drive 13mm Swivel Socket
3/8" Drive 13mm Crowfoot Wrench
3/8" Drive T40 Torx® Socket
Wrenches - 13mm and 10mm
Flex Head Ratcheting Wrench - 13mm
1/4" Drive Torque Wrench
1/4" Drive Power Impact Driver

 **WARNING:** Failure to follow the instructions and warnings in the 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 passenger airbag replacement.

1. Replace the passenger airbag. Please follow WSM procedures in section 501-20B.
  - During removal of the instrument panel upper section, it is not necessary to remove the right hand instrument panel finish panel.
2. Package the replaced passenger airbag in the *new* part box and provide to the appropriate dealership personnel for part returns.





## F-150 Vehicles

### Recommended Tool List:

Pocket Flat Head Screwdriver
6" (152 mm) Flat Blade Screwdriver
10" (254 mm) Large Flathead Screwdriver
Plastic and Metal Trim Removal Tool
1/4" and 3/8" Drive Ratchets
1/4" Drive 7mm and 5.5mm Shallow Sockets
3/8" Drive 7mm, 8mm, 10mm, and 13mm Shallow Sockets
3/8" Drive 13mm Deep Socket
3/8" Drive T45 Torx® Socket
3/8" Drive extensions - 3" (76 mm), 6" (152 mm), 12" (304 mm)
3/8" Drive Universal Swivel Joint
3/8" Drive Power Impact Driver
3/8" Drive Torque Wrench

 **WARNING:** Failure to follow the instructions and warnings in the 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 passenger airbag replacement.

1. Replace the passenger airbag. Please follow WSM procedures in section 501-20B.
2. Package the replaced passenger airbag in the *new* part box and provide to the appropriate dealership personnel for part returns.

