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September 5, 2018

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 17S42 – Supplement #5**
 All 2004-2006 Model Year Ranger Vehicles
 Driver and Passenger Airbag Inflator Replacement

New! REASON FOR THIS SUPPLEMENT

- *Dealers with vehicle owners in long-term rental vehicles should make arrangements for these customers to drop off their recalled vehicles at the dealership now.*
- *The Takata Airbag Recall Rental Vehicle Policy has changed. Dealers should review the entire attachment to become familiar with the new changes.*
- *Dealers must notify customers in rental vehicles the same day the repair is completed on their vehicle and request that they promptly return the rental vehicle. Rental days in excess of 7 days from the time the customer is notified will not be reimbursed.*

NOTE: *The airbag inflators used in this recall are shipped directly from the supplier rather than from a Ford parts warehouse. Parts warehouses will not show any inventory of these parts despite inventory being readily available for ordering.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates	Parts Availability
Ranger	2004	Edison	Job 1 through Job Last	✓ Available
Ranger	2004 - 2006	Twin Cities	Job 1 through Job Last	✓ Available

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

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.

SERVICE ACTION

Dealers are to replace the driver and passenger airbag inflators. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: This is a final / permanent repair. All vehicles that were previously serviced under Safety Recall 14B04, 15S22 and/or 16S03 must have this repair performed.

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 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>
Attachment II:	Labor Allowances and Parts Ordering Information
Attachment III:	Technical Information
Attachment IV:	Regional Core Recovery Center Airbag Inflator Return Process
<i>Attachment V:</i>	<i>Dealer Q&A</i>
<i>Attachment VI:</i>	<i>Takata Airbag Recall Rental Vehicle Policy</i>
<i>Attachment VII:</i>	<i>Restricted Vehicle Use Agreement</i>

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 17S42 – *Supplement #5*
All 2004-2006 Model Year Ranger Vehicles
Driver and Passenger Airbag Inflator Replacement

OASIS ACTIVATION

OASIS was activated on December 13, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on December 13, 2017. Owner names and addresses will be available by April 6, 2018.

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.

New! USED CAR LOTS/OTHER FRANCHISES

Dealers are encouraged to establish ongoing contacts with local used car lots, non-Ford or Lincoln branded dealerships, independent repair facilities and vehicle auctions. Dealers should request that these businesses notify them if they have vehicles affected by a Takata airbag recall. If a dealer is notified of vehicles that have an open Takata airbag recall, repairs must promptly be made to these vehicles.

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.

QUICK LANE REPAIRS

- At the dealer's discretion, dealers with Quick Lanes may now use Quick Lane service bays and Quick Lane technicians to perform **Takata Airbag Recalls**.
- Claim processing, hazardous material handling and parts returns **MUST** be processed through the main dealership's warranty submission process and parts department.
- No other warranty or recall repairs are allowed at Quick Lanes at this time.

OWNER REFUNDS

Refunds are not approved for this program.

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Driver and Passenger Airbag Inflator Replacement

New! RENTAL VEHICLES

The recall repair for these vehicles takes less than one hour to complete. With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required to complete this recall repair. Dealers with vehicle owners in long-term rental vehicles should make arrangements for these customers to drop off their recalled vehicles at the dealership as soon as possible. If a customer requests a rental vehicle while their vehicle is being repaired, dealers are pre-approved for up to 4 days of rental vehicle reimbursement. Prior approval for more than 4 rental days is required from the Special Service Support Center (SSSC) via the SSSC Web Contact Site and is not to exceed 7 days from the time the customer is notified that their vehicle is repaired. Refer to the Short Term Rental Process in the Takata Airbag Recall Rental Vehicle Policy.

NOTE: *This rental vehicle provision is an effort to make it easier for customers to have this recall repair completed on their vehicle and should only be offered when a customer requests a rental vehicle. Rental vehicles must not be used to help manage service department scheduling. To minimize the time that a customer is in a rental vehicle, dealers must order the required parts prior to the customer's appointment.*

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.
- Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number (17S42) 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.
- 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 numbers of the new driver and passenger airbag inflators must be provided to Ford for the claim to be processed. The Technical Information in this bulletin advises technicians to document the serial numbers from the new airbag inflators on the repair order. The driver airbag inflator serial number is 12 characters, and the passenger airbag inflator serial number is 14 characters.

- Enter the serial numbers of the new airbag inflators in the claim 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 one serial number per CODE field. Enter serial number without spaces or dashes.
 - Driver airbag inflator serial number is 12 characters
 - Passenger airbag inflator serial number is 14 characters

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New! CLAIMS PREPARATION AND SUBMISSION

- Part numbers (8L5Z-10044A74-A and 4L5Z-63043B13-A) used under 14B04, 15S22 and/or 16S03 must no longer to 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 (17S42).
- **Short-Term Rental Vehicle Reimbursement**
 - *Short-term rental claims must be submitted under FSA 17S42.*
 - *Dealers are pre-approved for up to 4 days of rental vehicle reimbursement. Prior approval for more than 4 rental days is required from the Special Service Support Center (SSSC).*
 - *Refer to the Takata Airbag Recall Rental Vehicle Policy attachment for guidelines and dollar amounts.*
 - *Claim the rental on the same line as the repair.*
 - *Enter the total amount of the rental expense under Misc. Expense Code “RENTAL”.*
- **Long-Term Rental Vehicle Reimbursement (if parts are not available)**
 - *Long-term rental claims must be submitted under long-term rental program 18A04.*
 - A new approval code is required from the SSSC every 30 days.
 - Dealers are eligible to claim a \$25 administrative fee for any long-term rental claims that are submitted after June 13, 2018. This includes long-term rental claims that were originally approved by the SSSC after May 12, 2018 but processed for warranty payment after June 13, 2018. Claim the rental reimbursement administrative fee of \$25 per claim on a separate RO line under Misc. Expense Code “FSAEXP”.
 - If the customer has paid for a rental vehicle 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.
 - *Reference the Takata Airbag Recall Rental Vehicle Policy attachment for further details on long-term rental vehicle reimbursement.*

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Driver and Passenger Airbag Inflator	17S42B	0.7 Hours

Performing the supplemental restraint depower procedure and clearing DTCs was included in previous airbag inflator recalls 14B04, 15S22 and/or 16S03, but is no longer required.

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. Dealers will be notified via a DOESII message if order strategy changes.

NOTE: Any parts availability changes will be communicated via a DOES II communication.

Part Number	Description	Order Quantity
4L5Z-10043B13-D	Driver Airbag Inflator Kit	1
8L5Z-10044A74-D	Passenger Airbag Inflator Kit	1

Note: Parts to complete this recall repair are readily available. The parts used in this recall are shipped directly from the supplier rather than from a Ford parts warehouse. Parts warehouses will not show any inventory of these parts despite inventory being readily available for ordering.

IMPORTANT: Part numbers 8L5Z-10044A74-A and 4L5Z-63043B13-A used under field service action 14B04, 15S22 and/or 16S03 must no longer be installed in vehicles.

PARTS RETURN FOR INFLATORS REMOVED FROM VEHICLES

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 SCTakataRestrains_International@xpo.com for a replacement box.

NOTE: RCRC 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.

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PARTS RETURN FOR 8L5Z-10044A74-A and 4L5Z-63043B13-A IN DEALER STOCK

Dealer stock of part numbers 8L5Z-10044A74-A and 4L5Z-63043B13-A must no longer to be installed in vehicles and may be returned via the FSA parts return process. Please use “CG” as the claim code so they will be flagged as “defective” and note in the shipper field the FSA bulletin number (17S42).

NOTE: Ship dealer stock parts via contract carriage. Do not attempt to return parts using the shipping labels in the FCS-12637 return kit.

EXCESS STOCK RETURN

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

DEALER PRICE

For latest prices, refer to DOES II.

CERTAIN 2004 – 2006 RANGER VEHICLES — DRIVER AND 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 driver and passenger airbag inflators. The serial number from both new airbag inflators must be recorded on the repair order. Place the replaced inflators into the packaging from the new part and provide to the appropriate dealership personnel for part returns.

NOTE: For vehicles that the airbags have deployed or that have other modifications preventing the recall repair from being completed, submit a VIN specific request to the SSSC Web Contact Site prior to attempting a repair. Attach pictures of the vehicles airbag modules to the request.

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



DRIVER AIRBAG INFLATOR REPLACEMENT



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.

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 the airbag once the inflator is removed.

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

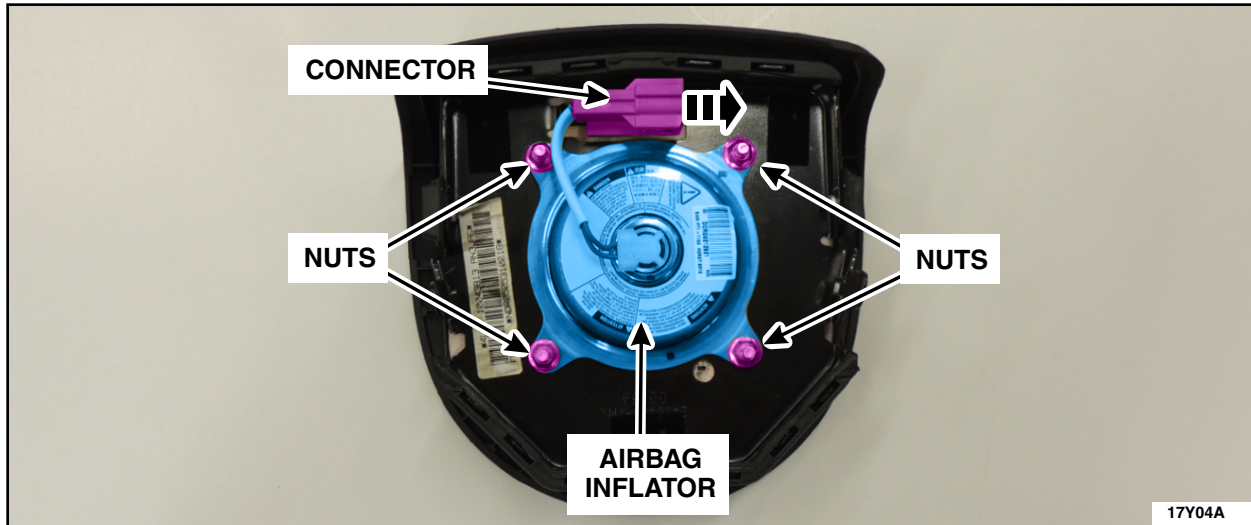


FIGURE 1

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 serial number of the *new* driver airbag inflator must be provided to Ford for the warranty claim to be processed.

Record the 12 character serial number of the *new* driver airbag inflator on the repair order. See Figure 2.



FIGURE 2



7. **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 3.

Install the *new* driver airbag inflator and install four *new* nuts. See Figure 3.

- Tighten to 6.5 Nm (57 lb-in) in the specified sequence.

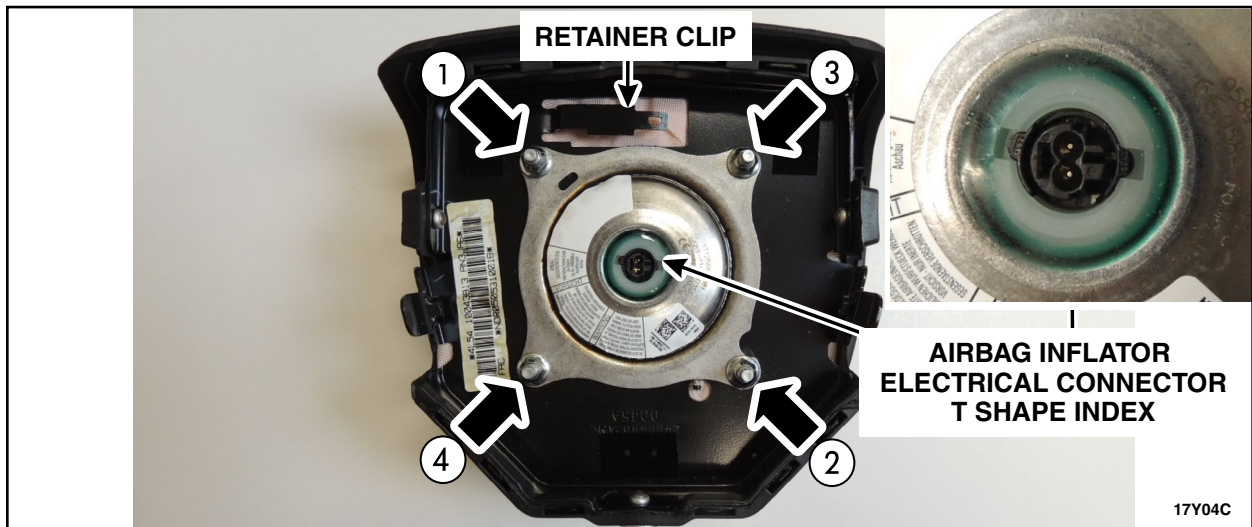


FIGURE 3

8. Align the T-shape index on both the wiring harness electrical connector and the airbag inflator, connect the *new* airbag wiring harness to the inflator module and fully seat the orange tab. See Figure 4.
9. Ensure the connection between the wiring harness electrical connector and the airbag inflator by pulling gently on the wiring harness to ensure it is properly seated. See Figure 4.
10. Slide the airbag inflator connector onto the tang. See Figure 4.

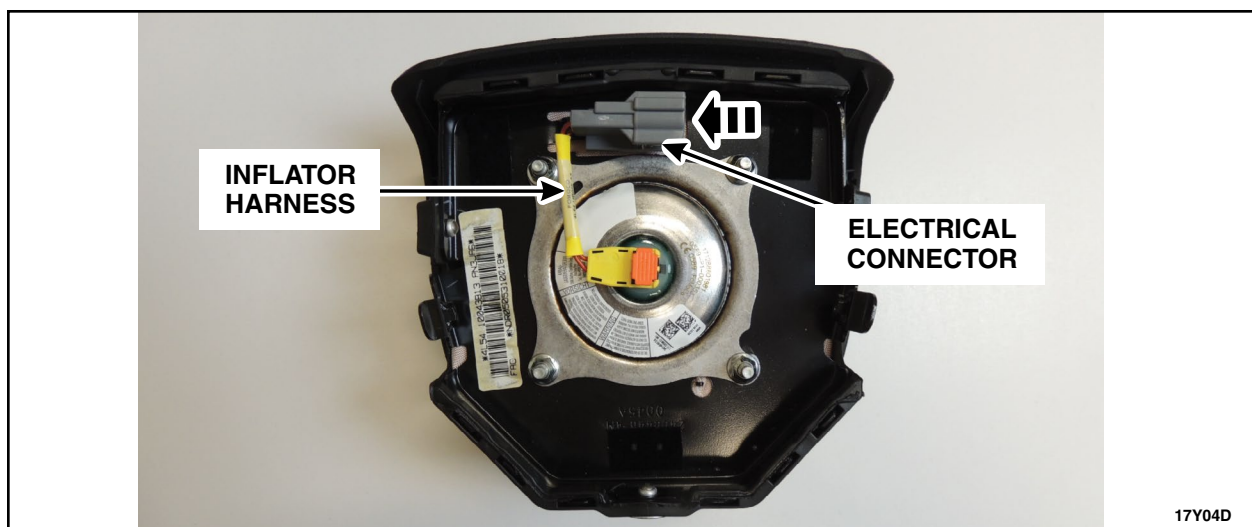


FIGURE 4



11. Re-install the driver airbag. Please follow the WSM procedures in Section 501-20B.
12. Confirm that the airbag readiness light still indicates no SRS faults are present.
13. Package the replaced inflator in the *new* part box and provide to the appropriate dealership personnel for part returns.

PASSENGER AIRBAG INFLATOR REPLACEMENT

⚠ 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.

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.

NOTE: Care must be taken as to not pierce the inflator harness wiring.

3. Cut and peel back wiring sleeve to expose inflator wiring. See Figure 5.

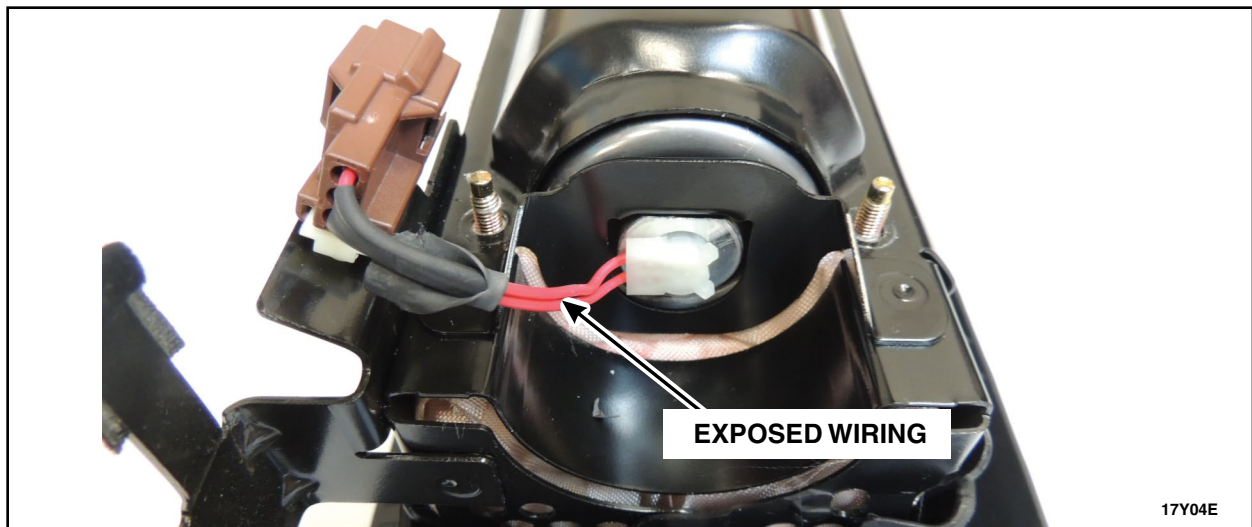


FIGURE 5



4. Install a wiring shunt between the inflator wiring connector and the inflator body, this will cause the inflator to become inert. See Figure 6.

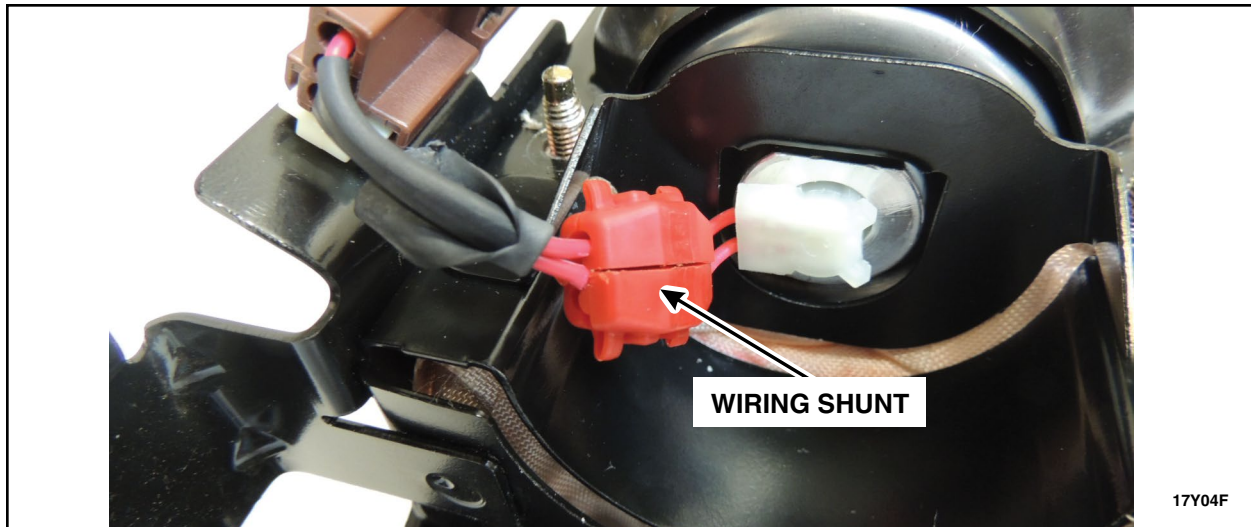


FIGURE 6

5. Cut the inflator wiring between connector and the shunt. See Figure 7.

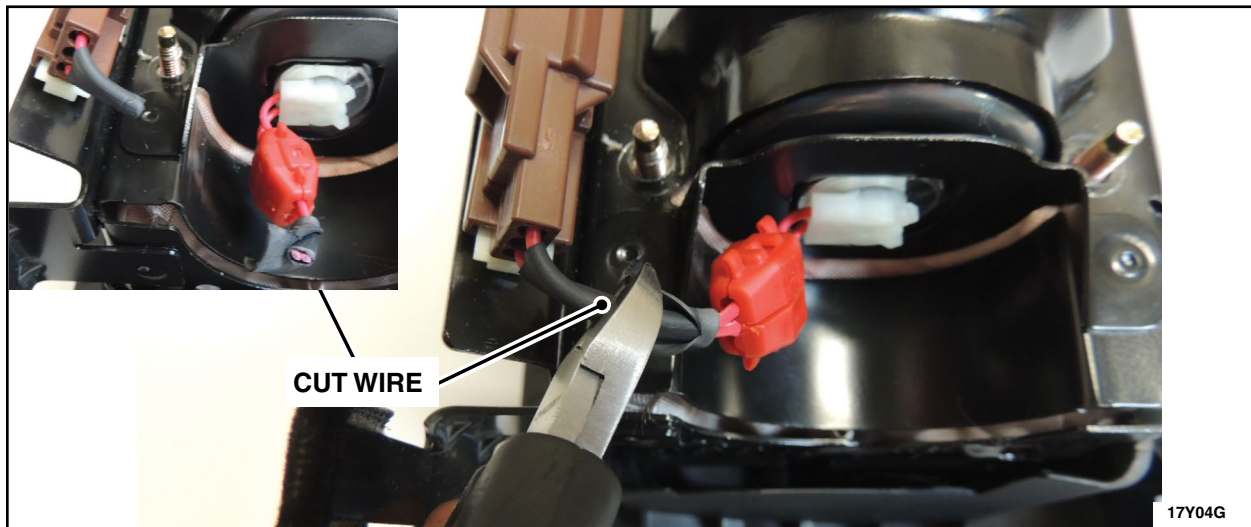


FIGURE 7



6. Remove and discard the four airbag inflator retaining nuts and the bracket. See Figure 8.

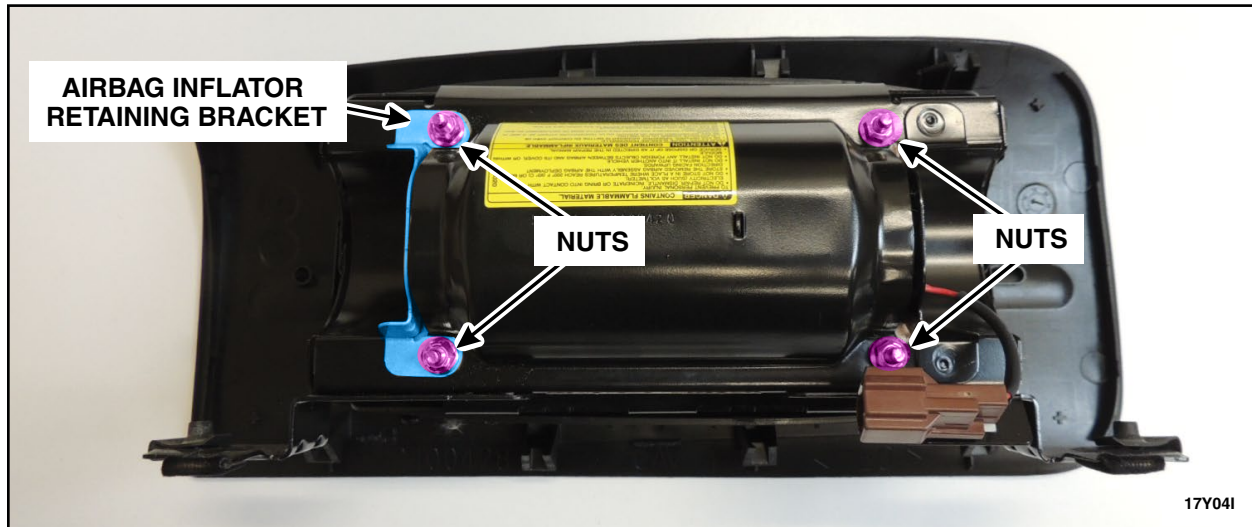


FIGURE 8

⚠ WARNING: Do not allow any debris on or around the airbag once the inflator is removed.

7. With an assistant holding the airbag assembly, remove the inflator from the airbag assembly by pushing outward on the inflator. See Figure 9.

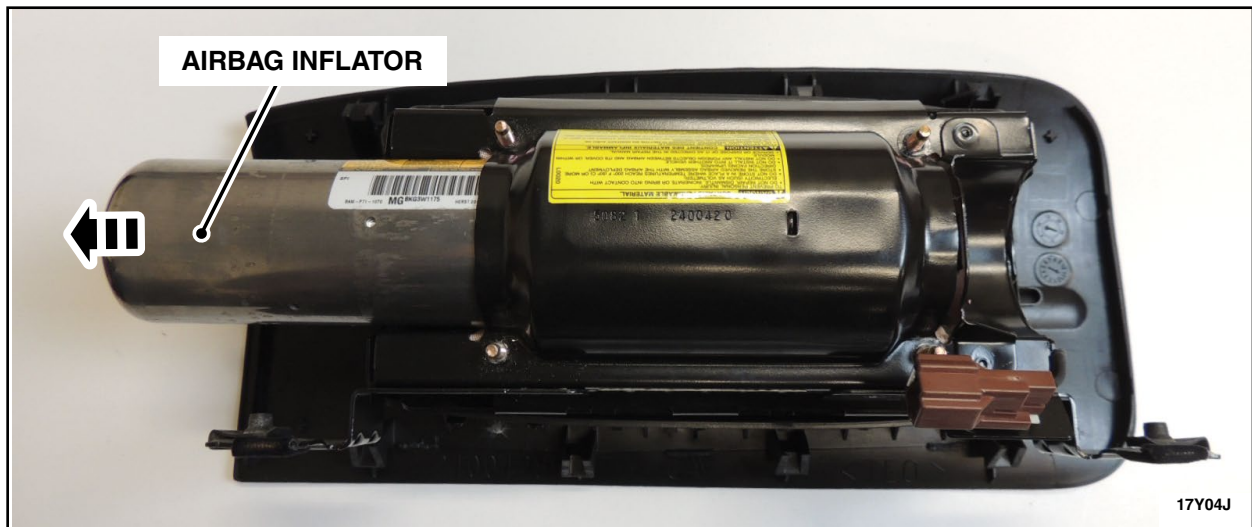


FIGURE 9



8. Remove the airbag inflator harness electrical connector. See Figure 10.

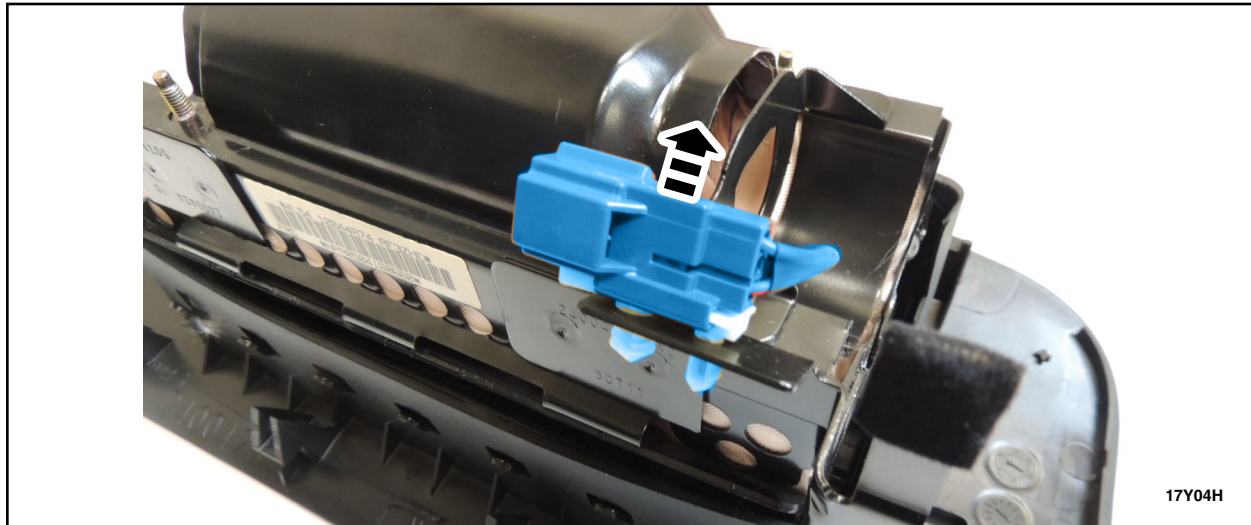


FIGURE 10

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

Record the 14 character serial number of the *new* passenger airbag inflator on the repair order. See Figure 11.

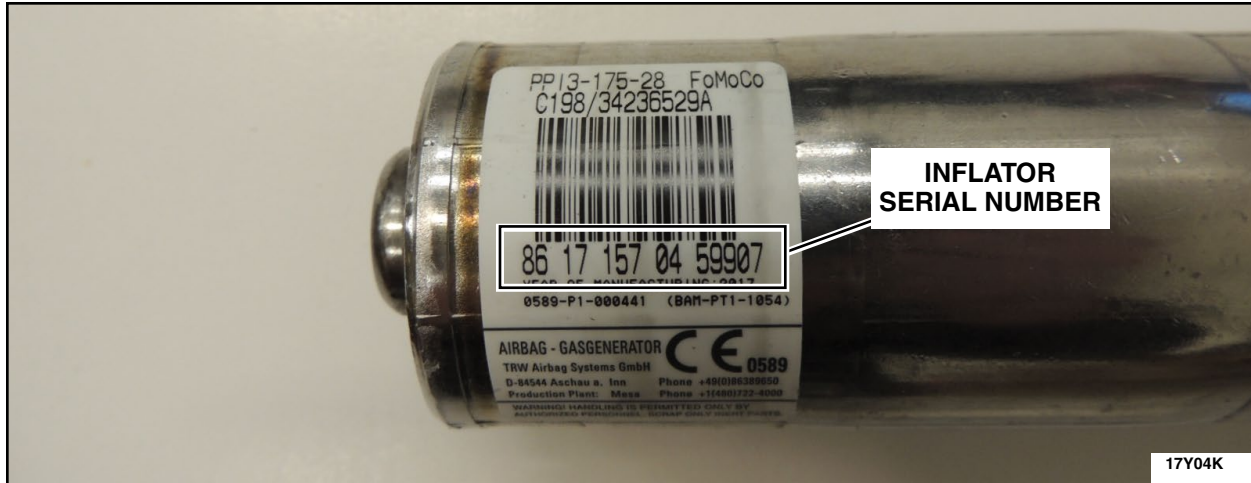


FIGURE 11



10. **NOTE:** Both *new* inflator connector end caps must be installed with the tab features aligned and fully seated. Both end caps are specific to either end of the Inflator.

NOTE: The tail end cap does not have an alignment tab.

Align and install both *new* inflator end caps. See Figure 12 and 13.

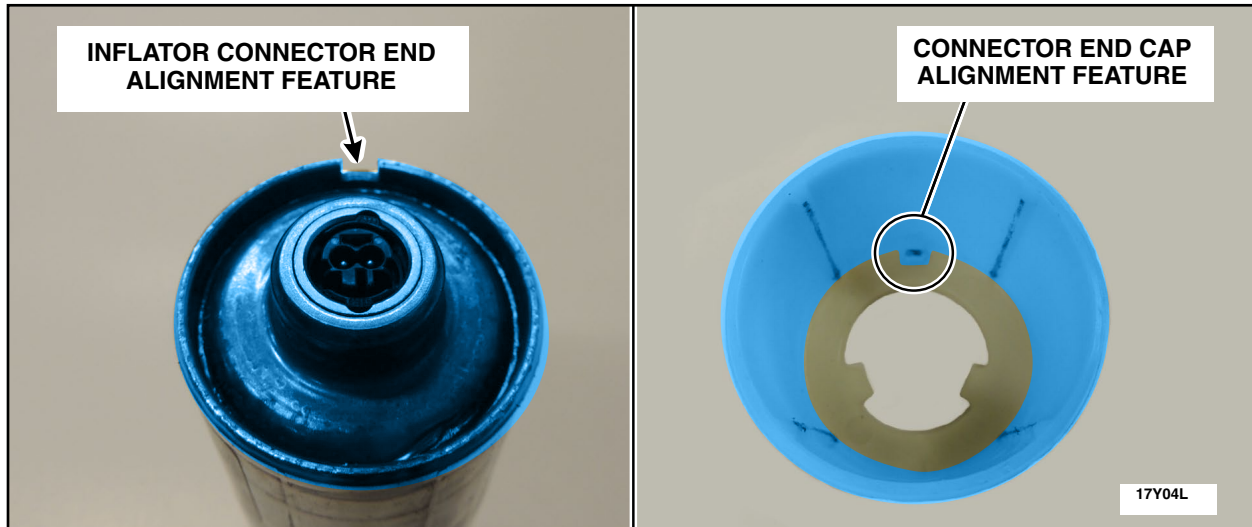


FIGURE 12

11. Install inflator into air bag assembly with connector end facing out, so that the alignment feature is aligned directly facing up. See Figure 13.

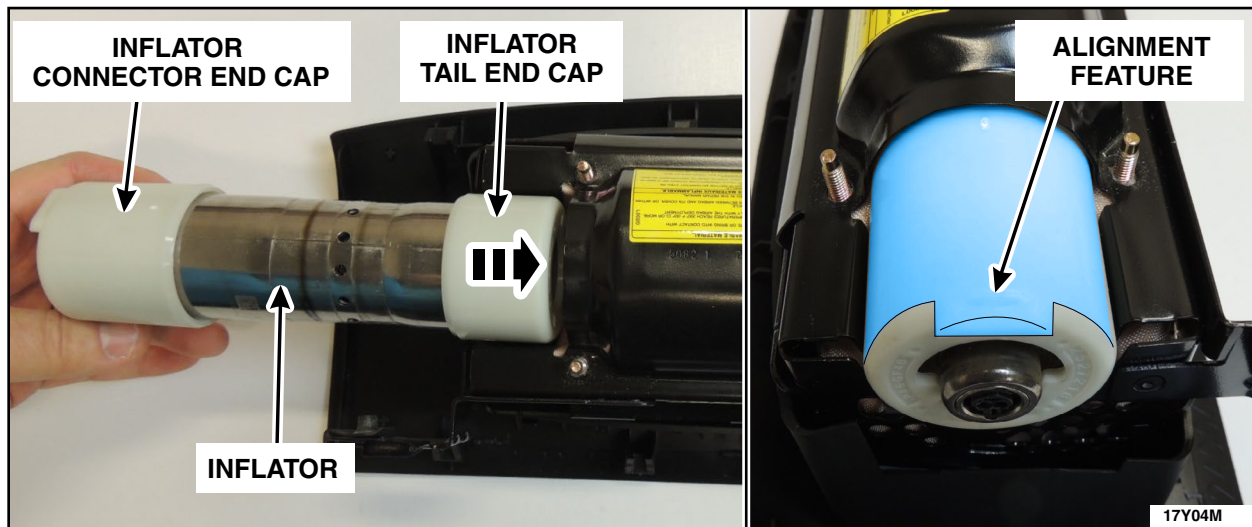


FIGURE 13



12. Align and Install the *new* inflator retaining bracket . See Figure 14.

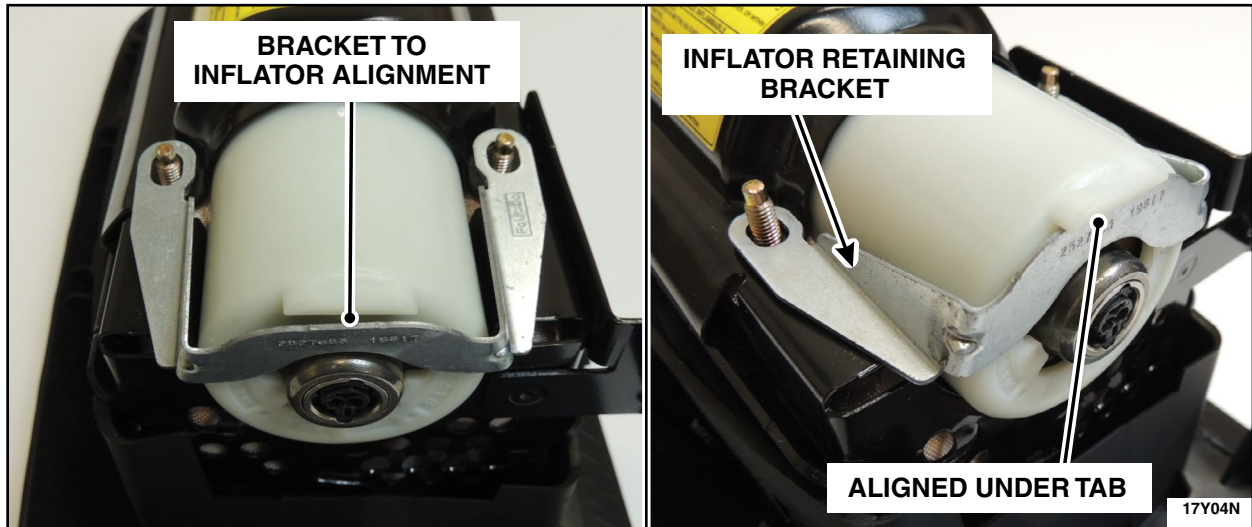


FIGURE 14

13. Install four *new* nuts. Assure pop-up indicator on air bag assembly is present. See Figure 15.

- Tighten to 3.9 Nm (35 lb-in) in the specified sequence.

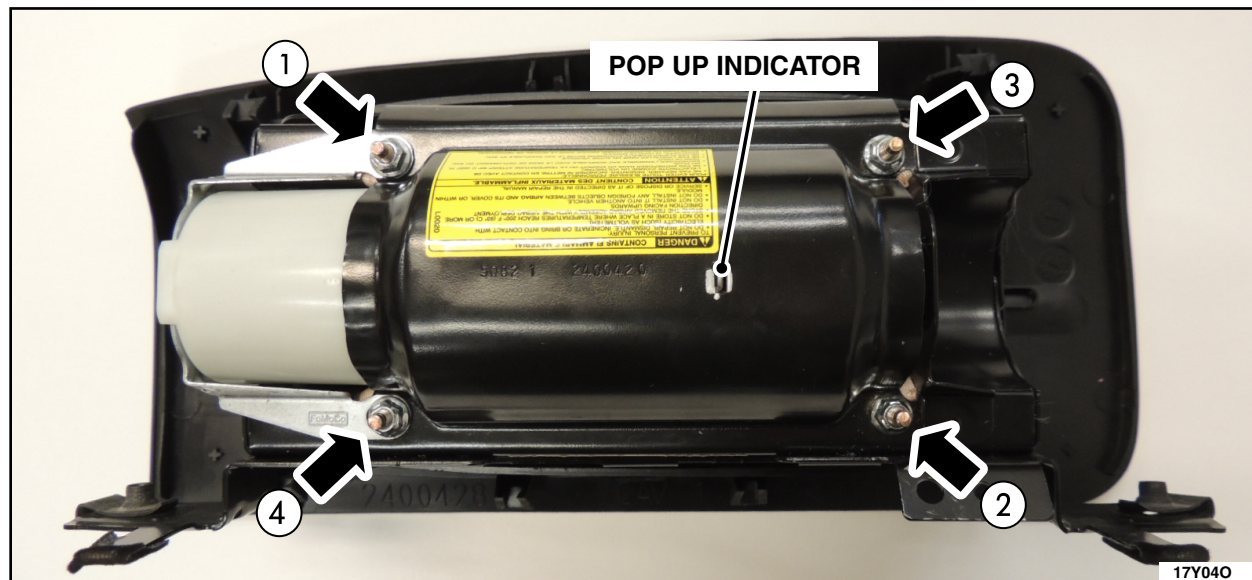


FIGURE 15



14. Align the T-shape index on both the wiring harness electrical connector and the airbag inflator, connect the *new* airbag wiring harness to the inflator module and fully seat the orange tab. See Figure 16.
15. Ensure the connection between the wiring harness electrical connector and the airbag inflator by pulling gently on the wiring harness to ensure it is properly seated. See Figure 16.

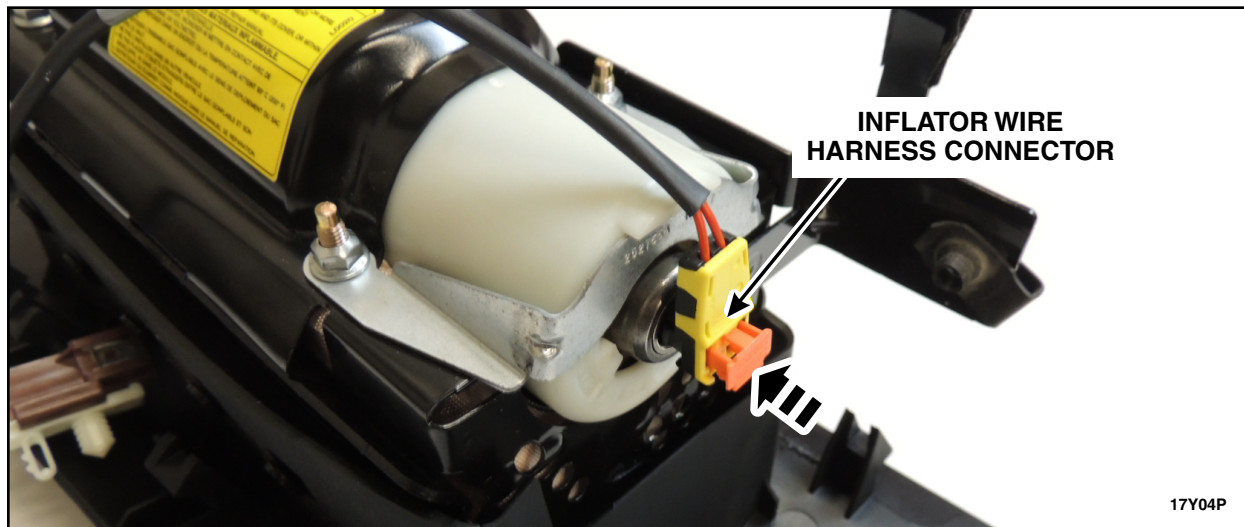


FIGURE 16

16. Install inflator harness connector to the air bag assembly bracket. See Figure 17.

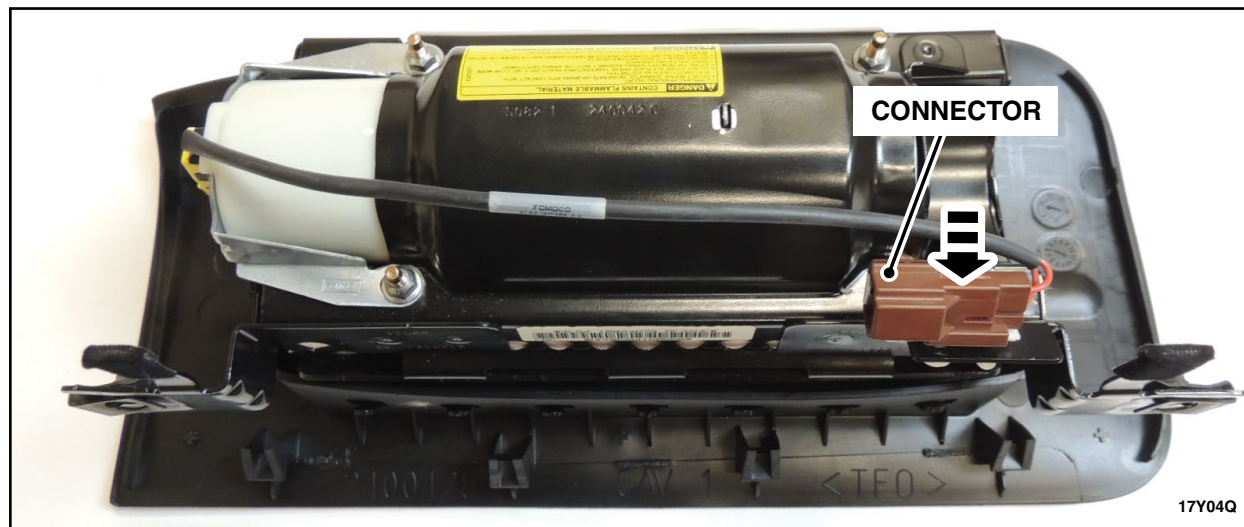


FIGURE 17

17. Re-install the passenger airbag. Please follow the WSM procedures in Section 501-20B.
18. Confirm that the airbag Readiness light still indicates no SRS faults are present.
19. Package the replaced inflator in the new part box and provide to the appropriate dealership personnel for part returns.



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All 2004-2006 Model Year Ranger Vehicles
Driver and Passenger Airbag Inflator Replacement

REGIONAL CORE RECOVERY CENTER AIRBAG INFLATOR RETURN PROCESS

PART RETURN INSTRUCTIONS AND SHIPPING DOCUMENTATION

The Regional Core Recover Center (RCRC) will only pick up airbag inflators with a corresponding FCS-700 tag, and the replaced inflator must be packaged in the box from the new inflator. A FCS-700 tag will be generated for each airbag inflator on claims paid on or after December 13, 2017.

NOTE: If the new airbag inflator box is damaged or lost, contact Miguel Prigadaa at 210-250-5078 or [SCTakataRestrains_International@xpo.com](mailto: SCTakataRestrains_International@xpo.com) for a replacement box.

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, consult the RCRC driver.
 - c. In the box titled Number/Type of Package, enter the number of boxed inflators.
 - d. In the box titled Weight, enter the total shipment weight of all boxed inflators.
 - e. At the bottom of the Hazardous Materials Shipping Document, complete the Shipper's Certification
2. North American Emergency Response Guide 171 (Page 3)

HAZARDOUS MATERIALS SHIPPING DOCUMENT – GROUND TRANSPORTATION

SHIPPER	RECEIVER
Dealership Name:	Ford Motor Company
	Regional Core Recovery Center
Address:	Address:
Phone:	Phone:
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.

DOT Shipping Description		
Number/Type of Package	UN Number, Proper Shipping Name, Hazard Class, Packing Group	Weight
Box(es)	UN3268, Safety Devices, Class 9	Lbs.

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:** _____

RCRC Locations

RCRC CODE	Address	City	State	Zip
00708	TRI COUNTY COMMERCE PARK, BLDG. 3/3A, 2511 LOVI ROAD	FREEDOM	PA	15042
01183	20501 PENNSYLVANIA ROAD STE 140	BROWNSTOWN Twp	MI	48192
01326	9040 BURROUGH DOVER LANE	PENNSAUKEN	NJ	08110
01728	3700 CLAYMOORE PK. DR., S. 160	HOUSTON	TX	77043
01729	5915 CORRIDOR PARKWAY	SCHERTZ	TX	78154
02276	4300 ROUND LAKE ROAD W. UNIT 200	ARDEN HILLS	MN	55112
02454	1605 SURVEYOR BLVD.	CARROLLTON	TX	75006
03001	8333 WASHINGTON PL NE Suite E	ALBUQUERQUE	NM	87113
03199	7103 E. 47TH AVE.	DENVER	CO	80216
04861	5503 F ST	OMAHA	NE	68117
05399	3421 W. WELDON.	PHOENIX	AZ	85017
05495	4161 DIXON AVE	DES MONIES	IA	50313
05514	3645 DEVELOPERS RD.	INDIANAPOLIS	IN	46227
06201	3737 S. CAPITOL AVE.	WHITTIER	CA	90601
06583	600 SOUTH THERESA AVE.	ST LOUIS	MO	63103
06586	4444 SOUTH BLVD.	CHARLOTTE	NC	28209
06615	8242 SANDY COURT	JESSUP	MD	20794
06952	7145 INDUSTRIAL	EL PASO	TX	79915
06953	550 GILLS DRIVE	ORLANDO	FL	32824
06954	5286 GEORRGIA HWY 85, SUITE 200	FOREST PARK	GA	30297
06955	545 FORD AVE	JACKSON	MS	39209
06959	900 W. MAIN	OKLAHOMA CITY	OK	73106
07089	4304 EUBANK ROAD	RICHMOND	VA	23231
08263	11 CHAPIN RD, UNIT A	PINE BROOK	NJ	07058
08453	18637 72nd AVE S	KENT	WA	98032
08454	5220 N. E. 152ND PLACE	PORTLAND	OR	97230
08587	2999 MILLER STREET	SAN LEANDRO	CA	94577
08731	8250 NE UUNDERGROUND DRIVE PILLAR 153	KANSAS CITY	MO	64161
08858	2333 S. 1800 WEST	WEST VALLEY CITY	UT	84119
09001	3311 CORPORATE DR	JOLIET	IL	60431
09121	444 WHITNEY ST	NORTHBOROUGH	MA	01532
09252	1901 LEMOYNE AVE.	SYRACUSE	NY	13208

Safety Recall 17S42
All 2004-2006 Model Year Ranger Vehicles
Driver and Passenger Airbag Inflator Replacement

DEALER Q & A

Q1. A vehicle was previously in safety recall 17S42, why is it now in safety recall 18S02?

A. Within the overall population of vehicles affected by the Takata inflator issue, a subset of vehicles were built with a particular batch of driver airbag inflators shown to have a significantly higher risk of overaggressive combustion which may result in death or serious injury. Two inflators built on the same day as the driver side airbag inflator in this population of vehicles have ruptured causing fatal injuries. This subset population of vehicles were previously included in safety recall 17S42.

Q2. Can the airbag inflator part numbers provided in safety recalls 16S03 and 15S22 be used to complete repairs under safety recall 17S42?

A. No, the part used in 16S03 and 15S22 are not equivalent to the parts required for 17S42. Use only the part numbers listed in the dealer bulletin for this recall (or latest level replacements) for this final repair.

Q3. Are rental vehicles available for customers?

A. *Yes, if a customer requests a rental vehicle. Refer to the Takata Airbag Recall Rental Vehicle Policy attachment for full details.*

Q4. A vehicle on my dealer's FSA VIN list has deployed, modified, or missing airbags. Can the vehicle be removed from my dealer's FSA VIN list?

A. *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.*

Q5. Will completed surveys count towards my Customer Viewpoint (CVP) score? Are the scores included in my Ford Commitment Plan (FCP) calculations?

A. All vehicles affected by this recall are over the 5 years/75,000 scoring criteria which makes them ineligible for CVP Score and FCP calculations. Completed surveys will be reported as "Recall Over 5/75" and that means they are NOT included in their CVP/FCP scores.

Q6. Why do I need to contact the SSSC every 30 days to request a new long term rental approval code?

A. This allows dealers to submit the warranty claim every month to be reimbursed for the last 30 days of rental vehicle expense. This also provides a check point to verify if parts are available to complete the recall and to renew any rental vehicle contracts.

Safety Recall 17S42

All 2004-2006 Model Year Ranger Vehicles
Driver and Passenger Airbag Inflator Replacement

Q7. Can my Dealership use Quick Lane bays and Technicians to complete this recall?

A. At the dealer's discretion, dealers with Quick Lanes may now use Quick Lane service bays and Quick Lane technicians to perform **Takata Airbag Recalls**.

- Claim processing, hazardous material handling and parts returns **MUST** be processed through the main dealership's warranty submission process and parts department.
- No other warranty or recall repairs are allowed at Quick Lanes at this time.

QUESTIONS & ASSISTANCE

For additional 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.

TAKATA AIRBAG RECALL RENTAL VEHICLE POLICY

This rental vehicle policy only applies to the Takata airbag recalls 15S21, 16S26, 17S01, 17S42, 18S01, and 18S02.

New! Short-Term Rental: When Parts Are Available, Limited, or Temporarily Delayed

A majority of the Takata airbag recall repairs take less than one hour to complete. With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required to complete this recall repair. However, if a customer requests a rental vehicle while their vehicle is being repaired, dealers are pre-approved for up to 4 days of rental vehicle reimbursement. Prior approval for more than 4 rental days is required from the Special Service Support Center (SSSC) via the SSSC Web Contact Site and is not to exceed 7 days from the time the customer is notified that their vehicle is repaired. Refer to the short-term rental process on page 5.

NOTE: *This rental vehicle provision is an effort to make it easier for customers to have this recall repair completed on their vehicle and should only be offered when a customer requests a rental vehicle. Rental vehicles must not be used to help manage service department scheduling. To minimize the time that a customer is in a rental vehicle, dealers must order the required parts prior to the customer's appointment.*

New! Long-Term Rental: When Parts Are Not Available For Ordering

Rental vehicle reimbursement is available for customers that request a rental vehicle while waiting for parts to become available to complete the recall repair on their vehicle. If parts are not available for ordering, and the customer requests a rental vehicle, dealers must follow the long-term rental process starting on page 6.

NOTE: *Takata airbag recalls 16S26, 17S01, and 18S01 only affect the passenger side airbag in affected vehicles. If the customer does not use their vehicle's front passenger seat, the passenger side airbag will not deploy in a crash.*

As parts become available they will be shipped to dealers with customers in long term rental vehicles starting with vehicles in the highest risk zones first. Dealers must notify the customer the same day the repair is completed on their vehicle and request that they promptly return the rental vehicle. Rental days in excess of 7 days from the time the customer is notified that their vehicle is repaired will not be reimbursed.

Rental Vehicles

Rental vehicles may be supplied through dealership owned rental units, the Ford Courtesy Transportation Program, Ford Rent-A-Car, Lincoln Rent-A-Car, or third party rental agencies. When requesting a rate quote from a rental vehicle agency, ensure to ask for a monthly rate for long-term rentals, as this can be significantly lower than daily rates. If a customer has reserved a rental vehicle on their own or with the assistance of the Customer Relationship Center, the same rental guidelines and processes for requesting reimbursement apply.

Vehicle Make and Model Year Requirements

While it is a preference to put Ford customers in Ford rental vehicles and Lincoln customers in Lincoln rental vehicles, this is not always possible and is not a requirement for rental reimbursement under the Takata airbag recalls. Due to varying rental vehicle agency make and model inventory, Ford and Lincoln vehicles may not always be available so it is acceptable to use other make rental vehicles. There are no model year requirements for rental vehicle reimbursement.

New! Rental Vehicle Reimbursement Guidelines/National Takata Airbag Recall Rental Agreement

The following table lists the maximum per day and per month dollar amounts that will be reimbursed under this policy. In some cases, the cost per day limit may not be sufficient to cover all of the costs associated with a rental vehicle. It is the customer's responsibility to cover any additional costs above the cost per day and per month limits. If there is a unique customer circumstance that requires a rental vehicle with a higher per day/month allowance, dealers should submit a VIN specific request to the Special Service Support Center (SSSC) for special consideration.

Make of Recalled Vehicle	Rental Vehicle Reimbursement Cost Per Day Limit	Rental Vehicle Reimbursement Cost Per Month Limit
Ford	\$44 (including tax)	\$1,320 (including tax)
Mercury	\$44 (including tax)	\$1,320 (including tax)
Lincoln	\$55 (including tax)	\$1,650 (including tax)

To make it easier for dealers to locate vehicles within the rental vehicle reimbursement limits, Ford has established an agreement with Enterprise Rent-A-Car, Avis Budget Group, and Hertz to provide rental vehicles for customers affected by the Takata airbag recalls within the reimbursement limits listed above including tax. The only exclusion being the \$55 per day rate for Lincoln customers, which has only been agreed upon by Enterprise Rent-A-Car and Hertz.

- For Enterprise Rent-A-Car, Avis Budget Group, and Hertz, rental rates charged will be based on the make of the vehicle covered under the recall, rather than the type of vehicle rented to the customer (i.e. \$44 per day for Ford and Mercury owners and \$55 per day for Lincoln owners).*
- If a customer decides to rent a specialty vehicle such as a large SUV that is in excess of the cost per day/month reimbursement limits, the additional cost beyond the approved rate for the vehicle rented will be the customer's responsibility to pay.*
- Enterprise Rent-A-Car, Avis Budget Group, and Hertz do not guarantee that a Ford or Lincoln vehicle will be rented to all customers that own or request such vehicles.*
- Regardless of a dealer's tax status Enterprise Rent-A-Car, Avis Budget Group, and Hertz will bill dealers at the rates listed above.*
- The rates listed above may not be available at airport locations.*
- Ford does not endorse any particular rental vehicle provider.*

Enterprise Automated Rental Management System

If renting from Enterprise Rent-A-Car dealers are encouraged to schedule reservations through Enterprise's free Automated Rental Management System (ARMS®).

The ARMS® benefits to dealers are as follows:

- The ability to create and submit "real time" rental reservations online or through your CDK® or Reynolds & Reynolds® Dealership Management System to the local Enterprise branch.
- Reservations can be made same day or submitted in advance with anticipation of rental needs.
- Specific rental needs can be communicated in the reservation (e.g. full-size SUV desired, etc.).
- Authorize additional rental days when necessary.
- View and print rental invoices (after each rental event is completed).

Expenses Not Covered Under Rental Vehicle Reimbursement

Rental Vehicle Reimbursement does not cover the following expenses:

- Mileage charges
- Fuel charges
- Underage driver surcharge
- Insurance
- One way fees

NOTE: Some car insurance policies include rental vehicle insurance coverage so the purchase of additional insurance may not be required.

Rental Vehicle Documentation

Rental vehicle documentation must include the following:

- A rental invoice from a dealership or commercial rental agency
- Contract holder's name on the rental invoice
- Daily rental rate
- Proof of payment (for customer refund of rental)
- Completed Restricted Vehicle Use Agreement (for long term rentals)

Increased Ford Courtesy Transportation Program (FCTP) Guides

In order to support these customers, FCTP Program Headquarters will review increased guides requests above the existing maximum on a case by case basis to ensure coverage is sufficient. Dealers must submit their request to their sales operations manager in order to be considered.

New! Customer Waitlist

Dealers with customers on a waitlist for a rental vehicle are encouraged to work with their rental vehicle provider of choice. In most cases if a rental vehicle is not immediately available, rental vehicle providers are able to provide one to customers within 24 hours.

If using Ford Courtesy Transportation Program (FCTP) for rentals, dealers should contact their sales operations manager for consideration for additional FCTP units.

New! Rental Vehicles Paid By Customers

If a customer has obtained a rental vehicle on their own that is within the guidelines of this policy, they are eligible for a refund. The customer must provide the dealer with the rental documentation necessary to request rental reimbursement. Dealers must then follow the rental vehicle reimbursement process, including completion of the Restricted Vehicle Use Agreement by the customer, and provide a refund to the customer. Amounts above the cost per day/month limits will not be reimbursed.

New! Youthful Renter Surcharge

Drivers under the age of 25 may be subject to a youthful renter surcharge and additional insurance requirements. These additional fees are not eligible for rental vehicle reimbursement unless they fall within the cost per day/month limits. Youthful renter policies vary by rental vehicle provider and location. Contact the rental vehicle provider that the vehicle is being rented from for further details.

New! Storage of Customers Vehicles

A vehicle storage/upkeep allowance will not be provided to dealers under this program.

- For long-term rentals where parts will not be available for ordering, it is recommended that customers retain and store their vehicles. If a dealer would like to store a customer's vehicle as a service for their customers, this would be at the dealer's discretion, but a storage and upkeep allowance will not be provided.*
- For short-term rentals where parts are readily available or "limited" availability, dealers must retain the customer's vehicle so a repair can be completed as soon as the part arrives.*

New! Alternative Transportation

If a customer is unable or does not wish to rent a vehicle but still requires transportation, the rental reimbursement allowance can be used for alternative transportation. The same cost per day limits apply of \$44 per day for Ford and Mercury customers and \$55 per day for Lincoln customers. The dollar per day allowance can be cumulative across multiple rides per day (e.g. ride to work \$20 and ride home \$24).

- Alternative transportation reimbursement can be claimed for both short-term and long-term scenarios.*
- Any amount in excess of the cost per day limits will be the customer's responsibility.*
- The customer will need to pay up front and provide proof of payment to the dealer.*
- Dealers will then need to submit for reimbursement following the Rental Vehicle Reimbursement Process and then refund the customer.*

Examples of alternative transportation:

- Taxi*
- Public Transportation - Subway, Train, or Bus*
- Rideshare alternatives (Chariot, Uber, Lyft, etc.)*

New! Restricted Vehicle Use Agreement

Customers that are being placed into a long-term rental when parts are not currently available will need to complete a restricted vehicle use agreement. The purpose of this agreement is to signify that the customer will not continue to drive their recalled vehicle while waiting on parts since they have been provided alternate transportation. The customer can drive the recalled vehicle to a storage location and to the dealer for the recall repair to be completed. This form was recently updated but previous completed versions of this form are sufficient to fulfill this requirement. Completion of this document is not required if the dealer decides to store the customer's vehicle or for short-term rental scenarios since the vehicle will not be leaving the dealership until the recall repair has been completed.

New! Administrative Allowance

Dealers are authorized to claim an administrative allowance of \$25 for every *long-term* rental vehicle warranty claim submitted. This administrative allowance can be claimed every 30 days, at which time a new approval code needs to be requested. Reference the dealer bulletin claims preparation and submission section for further details.

Because short-term rentals are pre-approved for up to 4 days, short-term rental claims are not eligible for the \$25 administrative allowance.

New! Rental Vehicle Reimbursement Process:

1. *Customer contacts the dealer and requests a rental vehicle*
2. Check OASIS to confirm the vehicle is involved in one of the Takata airbag recalls: 15S21, 16S26, 17S01, 17S42, 18S01, or 18S02.
3. *Refer to the dealer bulletin to determine the parts availability status.*
Is the parts status “Available” or “Limited” for the recalled vehicle?
Yes: *Proceed to the Short-Term rental process*
No: *Proceed to the Long-Term rental process*

New! Short-Term Rental Process

1. *In the FSA dealer bulletin is the parts status “Available” for the recalled vehicle?*
Yes – Proceed to step 2.
No – For a “Limited” parts status submit a contact to the SSSC under the FSA program number (i.e. 15S21, 16S26, 17S01, 17S42, 18S01, 18S02). The SSSC will place a part order for the vehicle and provide an approval code for the number of expected rental days required to receive the part and complete the repair. Proceed to step 3.
2. *Dealers are pre-approved for up to 4 rental days to complete the repair when the parts status is “Available”.*
3. *Arrange for a rental vehicle for the customer through either the dealership’s rental vehicle fleet or an outside rental vehicle agency. If using Enterprise, it is recommended that the reservation be made through ARMS®.*
4. *Customer completes all required rental vehicle paperwork and leaves with the rental vehicle.*
 - *Rental vehicle agencies may offer pick-up and delivery.*
5. *Dealer retains the customer’s vehicle so the repair can be completed as soon as parts arrive.*
6. *If additional rental days are required, submit a VIN specific approval contact to the SSSC under the FSA program number (i.e. 15S21, 16S26, 17S01, 17S42, 18S01, 18S02).*
7. *Dealer completes the repair the same day the part arrives.*
8. *Dealers must notify the customer the same day the repair is completed.*
9. *Customer promptly returns the rental vehicle. Rental days in excess of 7 days from the time the customer is notified that their vehicle is repaired will not be reimbursed.*

New! Long-Term Rental Process

1. Arrange for a rental vehicle for the customer through either the dealership's rental vehicle fleet or an outside rental vehicle agency. If using Enterprise, it is recommended that the reservation be made through ARMS®.
2. Customer completes the Restricted Vehicle Use Agreement.
3. *Customer drives their vehicle to their home or another storage location of their choice.*
4. Customer completes all required rental vehicle paperwork.
5. *Customer picks up the rental vehicle from the rental vehicle provider.*
 - *Rental vehicle agencies may offer pick-up and delivery.*
6. Submit a VIN specific web contact to the Special Service Support Center (SSSC) under the appropriate rental program as listed below:
 - 18A01 for 16S26
 - 18A02 for 17S01
 - 18A03 for 18S01
 - 18A04 for 17S42

(long-term rentals do not apply to 18S02 and 15S21 because parts are readily available)

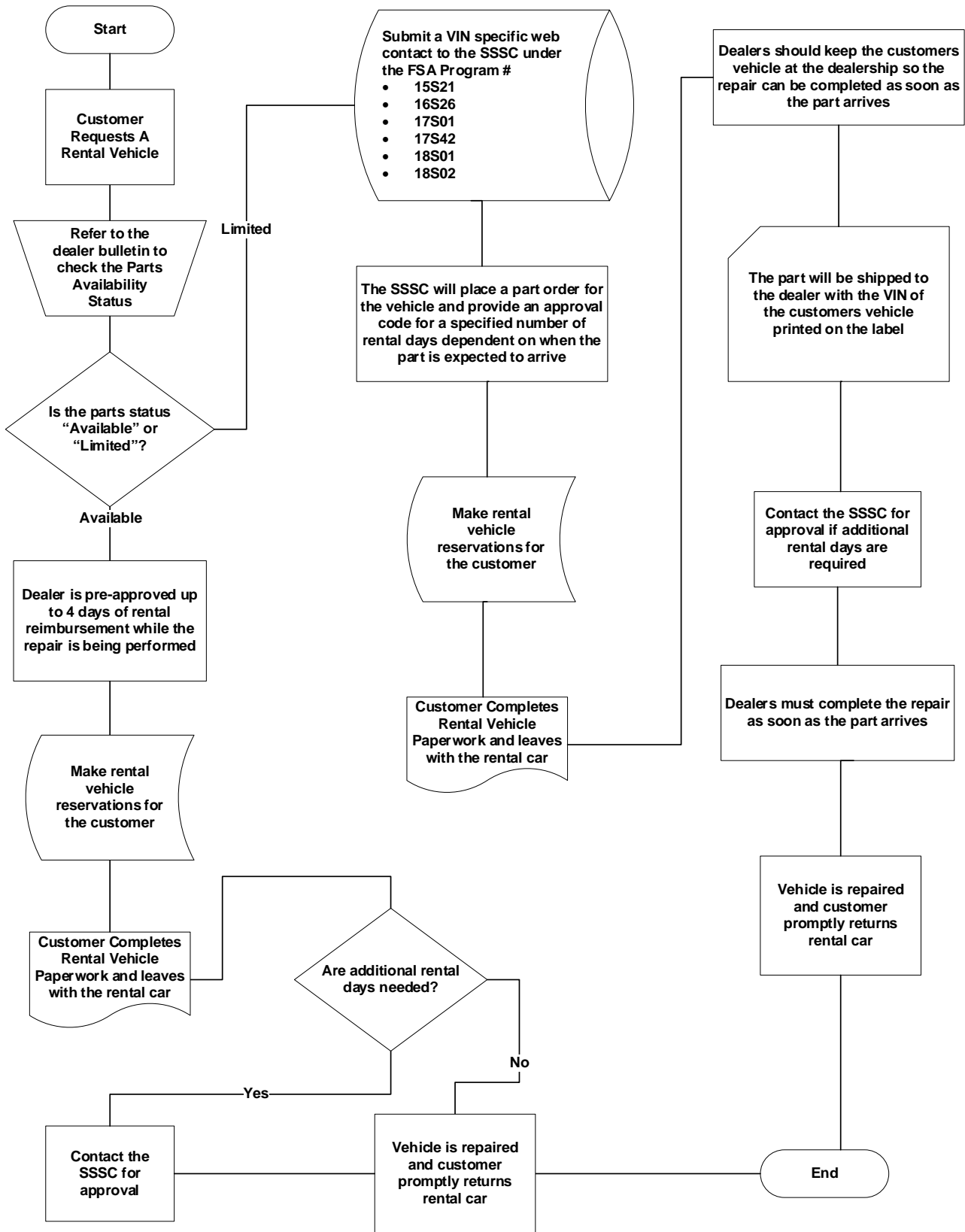
The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

7. Attach the completed Restricted Vehicle Use Agreement to the SSSC contact.
8. If the vehicle is involved in the recall and does not have parts available, the SSSC will provide an approval code to use on the warranty claim for the long-term rental.
9. For warranty payment purposes and to continue long-term rental vehicle reimbursement dealers will need to re-contact the SSSC under a new contact every 30 days to receive a new approval code. This can be managed two different ways depending on dealership preference:
 - **Option 1:** Close out the R.O. every 30 days and open a new R.O. prior to contacting the SSSC under a new contact.
 - **Option 2:** Leave the current R.O. open and add another line to the R.O. for the next month's rental prior to contacting the SSSC under a new contact.

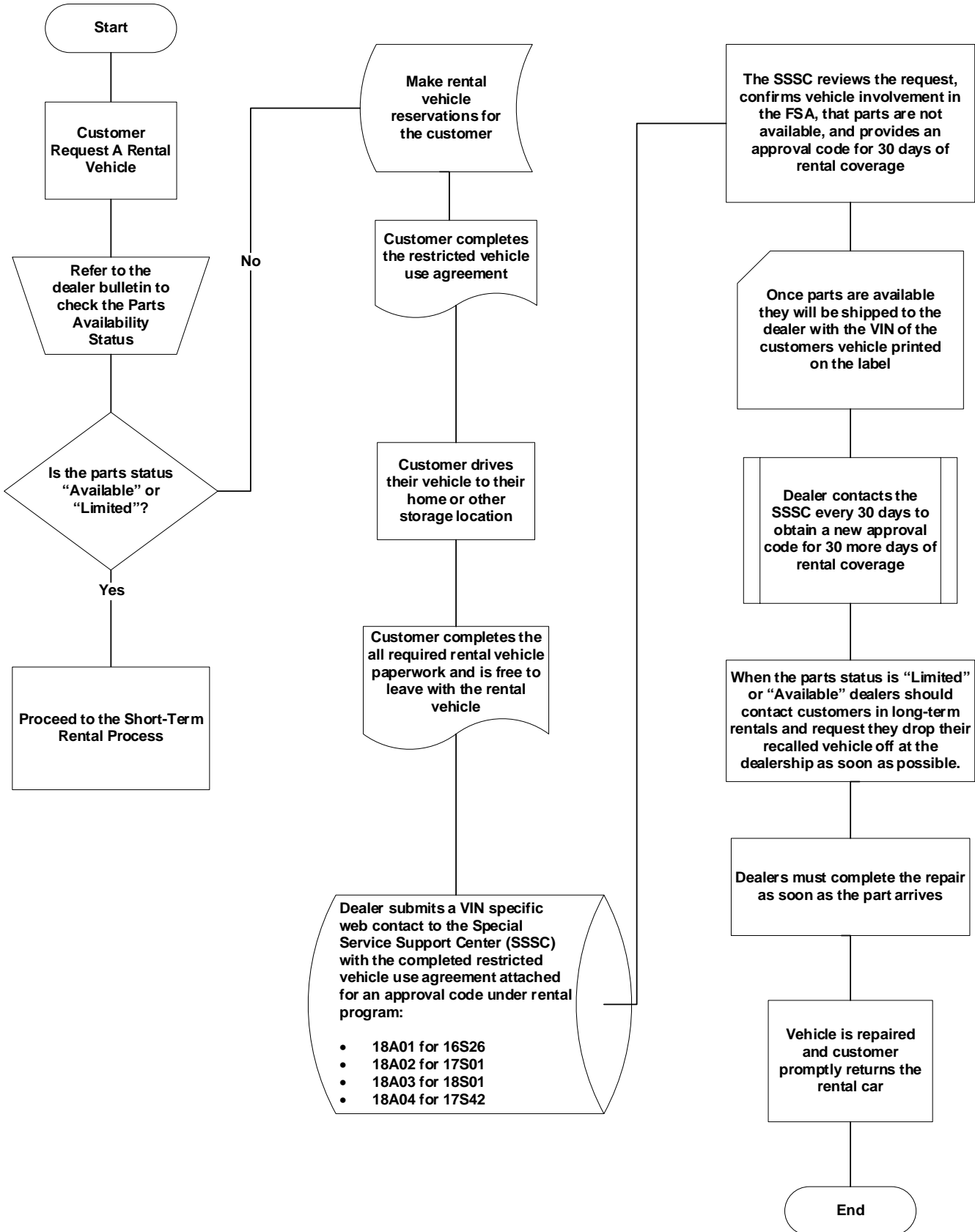
NOTE: A new function to the SSSC web tracker has been added so contacts approaching a long-term rental renewal date (30 days old) will turn red.

10. *As parts become available they will automatically be shipped to dealers with customers in long-term rental vehicles starting with vehicles in the highest risk zones first. The vehicle's VIN will be printed on the part to identify which vehicle the part should be used to repair.*
11. *Dealers should contact customers currently in a long-term rental vehicle if the parts status for their affected vehicle is listed as "Limited" or "Available" in the Parts Availability Matrix. Request the vehicle owner drop off their recalled vehicle at the dealership as soon as possible. This will enable dealers to complete the repair as soon as the parts arrive.*
12. *Dealers must complete the recall repair as soon as parts are available and the customer has brought their vehicle to the dealership.*
13. *Dealers must notify the customer that their vehicle is ready for pick-up the same-day that the recall repair is completed. Customers should pick up their repaired vehicle and return the rental vehicle promptly. Rental days in excess of 7 days from the time the customer is notified that their vehicle is repaired will not be reimbursed.*

TAKATA AIRBAG RECALL SHORT-TERM RENTAL PROCESS



TAKATA AIRBAG RECALL LONG-TERM RENTAL PROCESS



Restricted Vehicle Use Agreement

I _____ am the owner or lessee of a _____
Vehicle Owners Name *Model Year* *Make and Model*

VIN *Current Odometer*

I am aware that my vehicle is subject to an airbag safety recall and that parts are not currently available to complete this safety recall repair on my vehicle. An authorized Ford or Lincoln dealer is providing me with a rental vehicle until parts are available to complete the recall repair on my vehicle.

I understand that the dealership is not responsible for storage of my vehicle. Therefore, I am maintaining possession and responsibility of my vehicle and will store it at my home or other secure location.

As soon as parts become available to complete the recall repair, the dealer will contact me to request that I promptly bring my vehicle in for the repair. The rental vehicle will need to be returned *within 7 days once I have been notified* once the recall repair has been completed.

I agree to the following:

- Because Ford is providing a rental vehicle, I agree not to use, or allow anyone else to use my vehicle until the recall repair has been completed other than driving my vehicle to the location where it will be stored until parts are available and subsequently to the dealer to have the recall repair completed.
- My vehicle will be driven directly home or to a secure storage location of my choice.
- I will ensure that my vehicle's keys are secure and inaccessible to others.
- While my vehicle is in storage, I am responsible for all vehicle upkeep and security.
- *I will promptly drop my affected vehicle off at the dealership for the recall repair upon notification from Ford or my dealership that parts are available.*
- *I will return the rental vehicle immediately, but not later than 7 days after being notified that the recall repair has been completed on my vehicle or I will be responsible for any additional rental charges incurred for not returning the rental car within this timeline.*

By signing below, I expressly agree to all of the terms and conditions set forth herein.

<i>Name (print)</i>	<i>Signature</i>	<i>Date</i>
<i>Street Address</i>	<i>City</i>	<i>State</i>
		<i>Zip</i>