

David J. Johnson Director Service Engineering Operations Ford Customer Service Division Ford Motor Company P. O. Box 1904 Dearborn, Michigan 48121

March 28, 2018

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

## SUBJECT: Advance Notice Safety Recall 18S01 – Supplement #1 Certain 2009-2010 and 2013 Mustang, 2009-2010 Ranger, Fusion, Milan, MKZ, Edge and MKX Vehicles Passenger Airbag Inflator Replacement

#### REF: Awareness Communication - Upcoming Safety Recall 18S01 Dated: January 17, 2018

# New! <u>REASON FOR THIS SUPPLEMENT</u>

#### • Rental vehicle provisions have been added to this program.

## **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 <u>www.nhtsa.gov</u> and <u>www.safercar.gov</u>.

#### AFFECTED VEHICLES

Vehicles identified below that were originally sold in or ever registered in certain geographic locations. **Zone A:** Alabama, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Puerto Rico, U.S. Virgin Islands, American Samoa, Guam, Northern Mariana Islands (Saipan).

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

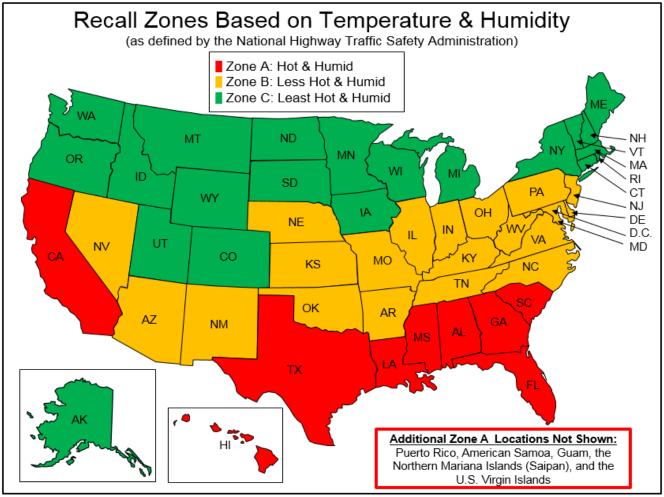
**Zone C:** Alaska, Colorado, Connecticut, Iowa, Idaho, Massachusetts, Maine, Michigan, Minnesota, Montana, North Dakota, New Hampshire, New York, Oregon, Rhode Island, South Dakota, Utah, Vermont, Washington, Wisconsin, Wyoming.

Vehicle	Zone A Model Year	Zone B Model Year	Zone C Model Year	Assembly Plant
Mustang	2013	2010	2009	Flat Rock
Ranger	N/A	2010	2009	Twin Cities
Fusion	N/A	2010	2009	Hermosillo
Milan				
MKZ				
Edge	N/A	2010	2000	Ookville
МКХ	IN/A	2010	2009	Oakville

# **AFFECTED VEHICLES (continued)**

Affected vehicles are identified in OASIS and FSA VIN Lists.

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



**FIGURE 1** 

# SERVICE ACTION

A complete bulletin will be provided to dealers once repairs become available. Repairs for most vehicles affected by this safety recall are expected to become available throughout the second and third quarters of 2018.

# **CUSTOMER NOTIFICATION**

Owners of record will be notified via first-class mail after repair instructions and parts ordering information have been provided to dealers.

# New! <u>RENTAL VEHICLES</u>

Parts are not currently available to complete this recall. If the customer requests a rental vehicle, dealers should contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site for rental vehicle approval.

- Submit the SSSC web contact under rental program 18A03.
- 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.
- Dealers are not authorized to store customer vehicles. Customers are to retain their recalled vehicle and drive the rental vehicle until recall repairs are completed.
- Rental vehicles provided can be from either dealer owned rental inventory or local rental agencies.
- Ford and Lincoln dealers are to assist customers with requests to obtain a rental vehicle.

## **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