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February 22, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Safety Recall 18S34 – Supplement #1
Certain 2010 Milan and 2010-2012 Fusion and MKZ Vehicles
Passenger Airbag Module Replacement

NOTE: If a vehicle has both FSA 18S34 and FSA 19S01 open, ONLY FSA 19S01 should be performed.

New! REASON FOR THIS SUPPLEMENT

- Additional vehicles have been added to this program.
- The Technical Information attachments have been updated with an inspection that must be performed to determine if a repair is required. If a repair is required, dealers are encouraged to offer customers a loaner or rental vehicle if parts are not available for a same-day repair.
- A \$200 Vehicle Special Handling Allowance has been added to offer customers unique services such as towing, pick-up and delivery, etc. to accommodate customers and assist with completing repairs on all affected vehicles.
- Deployed, Missing, Incompatible, or Salvage Airbag Handling processes have been added as Attachment VII.

New! AFFECTED VEHICLES

All affected vehicles had a passenger airbag module with a part number of AE5Z-54044A74-C or AH6Z-54044A74-C previously installed while completing FSA 16S26, 17S01, or 18S01. Dealers should review their FSA VIN lists and repair records **immediately** to identify and contact any affected customers and arrange a repair.

Vehicle	Model Year	Assembly Plant	Build Dates
<i>Milan</i>	<i>2010</i>	<i>Hermosillo</i>	<i>October 24, 2009 through May 7, 2010</i>
<i>Fusion</i>	<i>2010-2012</i>	<i>Hermosillo</i>	<i>March 25, 2009 through April 29, 2012</i>
MKZ	2010-2012	Hermosillo	March 10, 2009 through July 16, 2012

This safety recall affects fewer than 300 vehicles listed above. Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

In all of the affected vehicles, a passenger airbag module with a part number of AE5Z-54044A74-C or AH6Z-54044A74-C was previously installed while completing FSA 16S26, 17S01, or 18S01. The inflator in the passenger airbag module may not remain fully supported during airbag deployment in the event of a crash. This could result in incomplete airbag inflation and may increase the risk of an injury.

New! SERVICE ACTION

Dealers are to inspect the passenger airbag module, and replace if necessary. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: All replaced passenger airbag modules must be returned for analysis.

In addition, dealers are to identify any vehicles serviced at your dealership that had affected part number AE5Z-54044A74-C or AH6Z-54044A74-C installed as part of FSA 16S26, 17S01, or 18S01. It is important that all affected vehicles are identified and receive this service action. If dealership records indicate that an affected part was installed, and the vehicle is not identified in OASIS as being affected under this FSA, dealers should:

- Submit a VIN-specific web contact to the Special Service Support Center (SSSC) under 18S34 and contact type 'Non-Involved'. Submit documentation showing use of the part on the vehicle.
- Contact the owner **immediately** and arrange a service date.
- When the vehicle arrives, provide the customer with a copy of the Owner Notification Letter.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of November 12, 2018. *For vehicles that were added to this program, owner letters will be mailed the week of March 11, 2019.* 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

<i>Attachment I:</i>	<i>Administrative Information</i>
<i>Attachment II:</i>	<i>Labor Allowances and Parts Ordering Information</i>
<i>Attachment III:</i>	<i>2010 Milan and 2010-2012 Fusion Technical Information</i>
<i>Attachment IV:</i>	<i>2010-2012 MKZ Technical Information</i>
Attachment V:	Airbag Module Core Return Process
<i>Attachment VI:</i>	<i>Deployed, Missing, Incompatible, or Salvage Airbag Handling (NEW!)</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 18S34 – Supplement #1
Certain 2010 Milan and 2010-2012 Fusion and MKZ Vehicles
Passenger Airbag Module Replacement

New! OASIS ACTIVATION

OASIS was originally activated on November 1, 2018. *For vehicles that were added to this program, OASIS will be activated on February 22, 2019.*

New! FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on November 1, 2018. *FSA VIN Lists will be available for the vehicles that were added to the program on February 22, 2019.*

Owner names and addresses were made available on November 23, 2018. *Owner names and addresses will be activated for the vehicles that were added to the program by March 22, 2019.*

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

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles if they follow all instructions and warnings contained in the recall notice.
- 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

- 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.

OWNER REFUNDS

Refunds are not approved for this program.

New! RENTAL VEHICLES

Because the service procedure now requires an inspection, if an inspection is performed and a repair is required, dealers are encouraged to offer customers a loaner or rental vehicle if parts are not available for a same-day repair. Dealers are pre-approved for up to 4 days for a comparable rental vehicle. Rentals will be reimbursed at a dollar rate of up to \$44 per day for Ford owners and \$55 per day for Lincoln owners.

Approval for more than 4 rental days is required from the SSSC via the SSSC Web Contact Site, and can be requested post-repair. The SSSC must be provided total rental and repair costs, including parts and labor, to approve the full RO line amount.

Safety Recall 18S34 – Supplement #1
Certain 2010 Milan and 2010-2012 Fusion and MKZ Vehicles
Passenger Airbag Module Replacement

New! \$200 VEHICLE SPECIAL HANDLING ALLOWANCE

Dealers are authorized to claim up to a maximum combined value of \$200 to provide unique services to vehicle owners under this recall. Examples of potential services include:

- *Towing the customer's vehicle to and from the dealership*
- *Vehicle pick-up and delivery*

New! DEPLOYED, MISSING, INCOMPATIBLE, AND SALVAGE AIRBAG HANDLING

For vehicles that have deployed, missing, incompatible, or modified airbags, these situations need to be reviewed by the Special Service Support Center (SSSC). Dealers are eligible for compensation to inspect these vehicles and contact the SSSC. Refer to the Deployed, Missing, Incompatible, or Salvage Airbag Handling attachment for details prior to attempting a repair.

New! ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- *For vehicles with deployed, missing, incompatible, or salvage airbags refer to the Deployed, Missing, Incompatible, or Salvage Airbag Handling attachment prior to attempting a repair.*
- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- Submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

New! CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** 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 (18S34) 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.

NOTE: The serial number of the new passenger airbag module 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 Module on the repair order. The passenger airbag module serial number is 13 characters. Enter the serial number of the new airbag Module or module 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 serial number in the CODE field without spaces or dashes.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above. **IMPORTANT:** Click the Related Damage Indicator radio button.

Safety Recall 18S34 – Supplement #1
Certain 2010 Milan and 2010-2012 Fusion and MKZ Vehicles
Passenger Airbag Module Replacement

New! CLAIMS PREPARATION AND SUBMISSION (continued)

- **Deployed, Missing, Incompatible, or Salvage Airbag Handling**
 - For vehicles with deployed, missing, or incompatible airbags or vehicles located in a salvage yard, the SSSC must be contacted. Refer to the Deployed, Missing, Incompatible, or Salvage Airbag Handling attachment for documentation and process details.
 - For inspection of vehicles with deployed, missing, or incompatible airbags, or vehicles located in a salvage yard, contact the SSSC for claiming information.
 - For reimbursement of purchased non-deployed salvage airbags, claim actual cost up to \$60.
 - Use Misc. Expense code “FSACOMP”.
- **Vehicle Special Handling Allowance**
 - For vehicle special handling such as towing or pick-up and delivery, claim actual cost up to a maximum of \$200. Claim on the same RO line as the repair.
 - Use Misc. Expense Code “OTHER.”
- **Rental Vehicle Reimbursement**
 - Dealers are pre-approved for up to 4 days of rental vehicle reimbursement. Approval for more than 4 rental days under FSA 18S34 is required from the Special Service Support Center (SSSC) and can be requested after repairs are completed. *The SSSC must be provided total rental and repair costs, including parts and labor, and special allowances (if applicable) to approve the full line amount.*
 - Rental expenses must be claimed on the same claim, and the same line as the repair. Enter the total amount of the rental expense under Misc. Expense Code “RENTAL”.
 - A \$25 administrative fee can be claimed on any short-term rental claims that exceed 4 days of rental. Claim the administrative fee on the same RO line under Misc. Expense Code “FSAEXP”. The \$25 must be included in the SSSC approval amount.

Safety Recall 18S34 – Supplement #1
 Certain 2010 Milan and 2010-2012 Fusion and MKZ Vehicles
 Passenger Airbag Module Replacement

New! LABOR ALLOWANCES

Description	Labor Operation	Labor Time
<i>Lower glove compartment and inspect Passenger Airbag Module – INSPECTION PASSES ONLY – All Vehicles</i> <i>NOTE: Claim only if inspection passes and no repair is performed. Cannot be combined with other labor operations.</i>	18S34A	0.3 Hours
Inspect and replace Passenger Airbag Module – Fusion and Milan vehicles	18S34B	2.8 Hours
Inspect and replace Passenger Airbag Module – MKZ vehicles	18S34C	3.0 Hours
<i>Deployed, Missing, or Incompatible Airbag Handling*</i>	<i>Contact the SSSC</i>	
<i>Salvage Airbag Handling*</i>	<i>Contact the SSSC</i>	

**Refer to the 'Claims Preparation and Submission' section in this bulletin for additional claiming details*

New! PARTS REQUIREMENTS / ORDERING INFORMATION

Due to varying levels of part inventories, parts ordering procedures for this recall will vary by part number and vehicle line. Refer to the information on the next page for part ordering procedures. Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy.

NOTE: *This recall affects fewer than 300 vehicles and excess stock returns are not currently being accepted.*

FUSION AND MILAN PASSENGER AIRBAG MODULE

Dealers will receive a weekly seed stock of 2010-2012 Fusion and 2010 Milan parts starting in February 2019 to help meet repair demands while managing part inventories. If seed stock orders are not received, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

ALL OTHER PARTS

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

Safety Recall 18S34 – Supplement #1
 Certain 2010 Milan and 2010-2012 Fusion and MKZ Vehicles
 Passenger Airbag Module Replacement

PARTS REQUIREMENTS / ORDERING INFORMATION (continued)

2010 Milan and 2010-2012 Fusion

Part Number	Description	Order Quantity	Claim Quantity
AE5Z-54044A74-D	Passenger Airbag Module	1	1
W711044-S403 <u>or</u> W711044-S439	A-Pillar Trim Clip	1	2
W712961-S439	Steering Column Shaft-to-Steering Gear Bolt	1	1

2010-2012 MKZ

Part Number	Description	Order Quantity	Claim Quantity
AH6Z-54044A74-D	Passenger Airbag Module	1	1
W711044-S403 <u>or</u> W711044-S439	A-Pillar Trim Clip	1	2
W712961-S439	Steering Column Shaft-to-Steering Gear Bolt	1	1

NOTE: Passenger airbag module part number AE5Z-54044A74-D includes a white airbag cushion sheet in the packaging. This sheet is not used during this service procedure and can be discarded.

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 Recovery Center (RCRC) will pick up these airbag inflators along with all other core returns during your normal core retrieval visit. This includes dealers in Alaska and Hawaii. For details, refer to the [Airbag Inflator Core Return](#) attachment.

IMPORTANT: Any new, unused stock of part numbers AE5Z-54044A74-C or AH6Z-54044A74-C (previously utilized under FSAs 16S26, 17S01, and 18S01) must no longer be installed in vehicles, and must be returned following the instructions in EFC07026, published November 1, 2018 on FMCDealer.

DEALER PRICE

For latest prices, refer to DOES II.

EXCESS STOCK RETURN

To support NHTSA-assigned completion mandates for the Takata airbag recalls, and the millions of Ford, Mercury, and Lincoln vehicles that require repairs under the Takata airbag recalls, excess stock returns will not be accepted for unused new recall remedy parts until 85% of all affected vehicles have been repaired. Dealers should utilize their FSA VIN list and DMS information to contact their affected customers and repair all vehicles that are brought to your dealership with an open Takata airbag recall.

CERTAIN 2010 MILAN AND 2010 – 2012 FUSION VEHICLES — PASSENGER AIRBAG MODULE REPLACEMENT

OVERVIEW

In all of the affected vehicles, a passenger airbag module was previously installed while completing FSA 16S26, 17S01, or 18S01. The inflator in the passenger airbag module may not remain fully supported during airbag deployment in the event of a crash. This could result in incomplete airbag inflation and may increase the risk of an injury. Dealers are to inspect the passenger airbag module and replace if necessary. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NEW ! INSPECTION PROCEDURE

1. Fully lower the glove compartment door. See Figure 1.

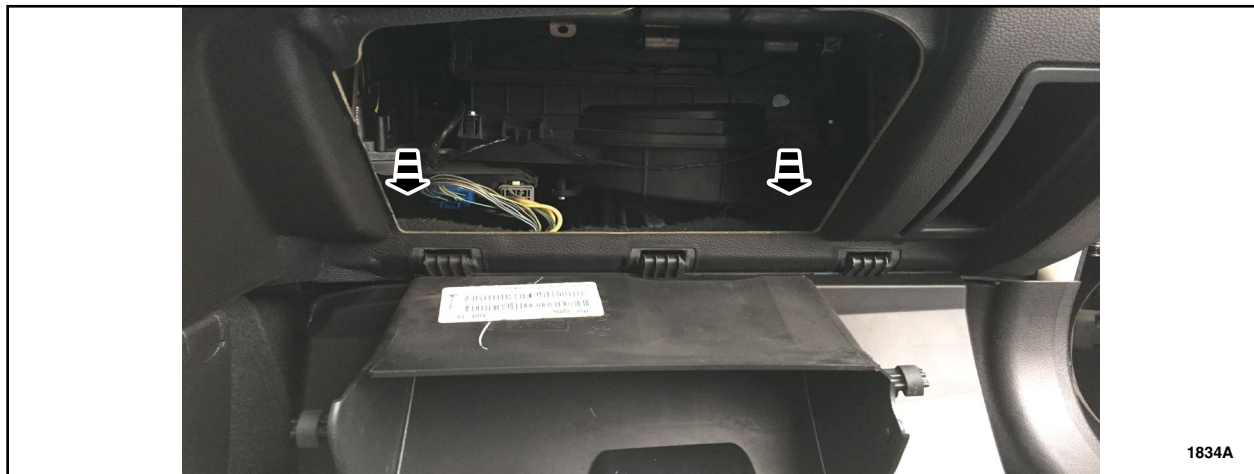


FIGURE 1



2. Locate the passenger airbag module above the glove compartment. See Figure 2.



FIGURE 2

3. Inspect the passenger airbag module part number located on the white label. See Figure 3.

- For Fusion and Milan vehicles, if the passenger airbag module part number is AE5Z-54044A74-D, the inspection is complete. Close the glove compartment door.
- If the passenger airbag module is not AE5Z-54044A74-D, or the part number is not readable, proceed with the repair procedure.



FIGURE 3



SERVICE PROCEDURE

NOTE: The following repair instructions only apply to 2010 – 2012 Fusion and 2010 Milan vehicles. Repair instructions are published in separate attachments for other vehicle lines included in this recall as parts become available for those vehicles.

NOTE: 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.



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. Record the 13 character serial number of the new airbag module on the repair order. See Figure 4.

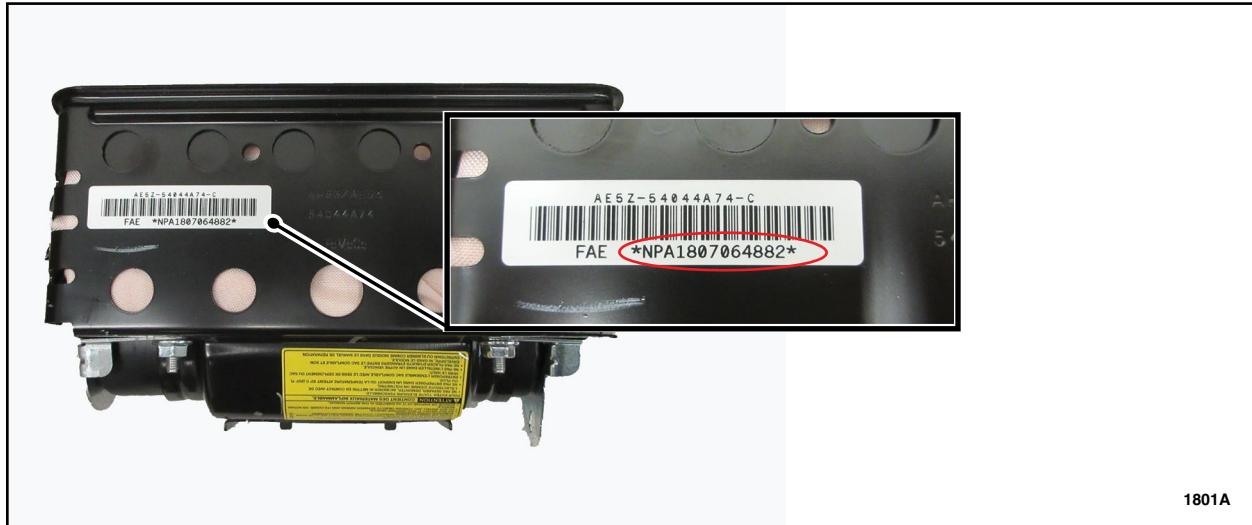


FIGURE 4

2. Remove the left hand and right hand A-Pillar trim panels. Reuse the LH and RH trim panels for this repair. See Figure 5.

- To prevent damage to the trim panel, grasp the trim panel approximately 5 inches from the top and pull downward toward the door, then rotate the panel inward toward the windshield to slide it off of the a-pillar clip.

NOTE: Do not bend or flex the trim panels during removal to avoid stress marks from occurring.


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



FIGURE 5



3. Remove and discard the top A-Pillar clip from the body. Retain the screw for re-use. See Figure 6.

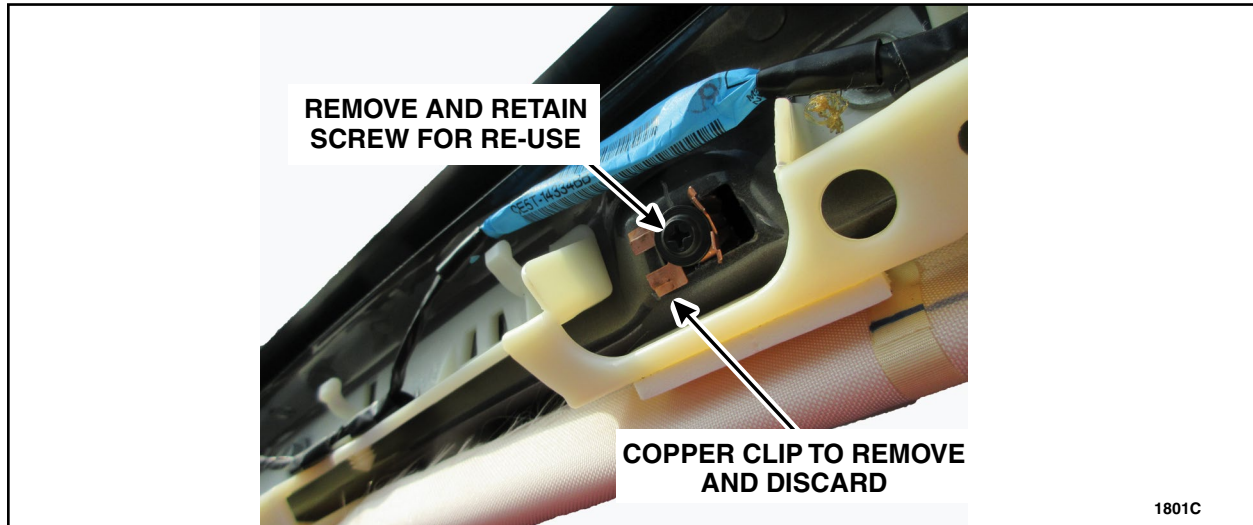


FIGURE 6

4. Remove the passenger airbag module. Please refer to Workshop Manual (WSM) procedures in section 501-20B.

- Remove the instrument panel crossmember-to-airbag module bracket. See Figure 7.
- Torque to 80 lb. in.

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

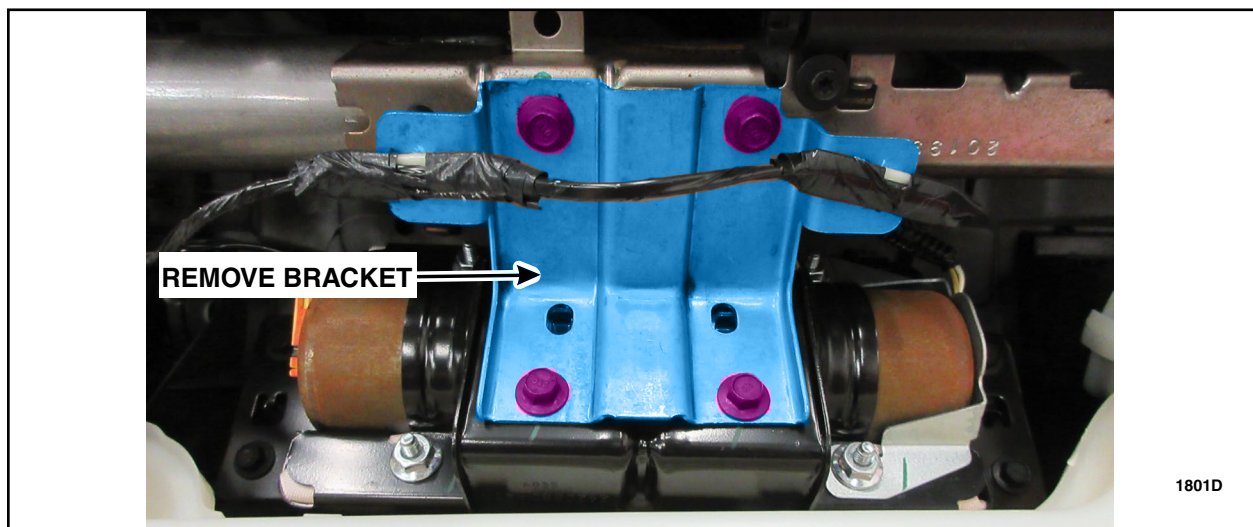


FIGURE 7

5. Install the new airbag module and instrument panel. Please follow WSM procedures in section 501-20B.

- Install the instrument panel crossmember-to-airbag module bracket. See Figure 7.



6. Install the new A-Pillar trim panel clip onto the trim panel. See Figure 8.

NOTE: If the new A-Pillar trim panel clips are not equipped with a screw installed, re-use the screw from the original clip from step 3. Install the screw into the new clip by hand.

- Torque to 9 lb.in.

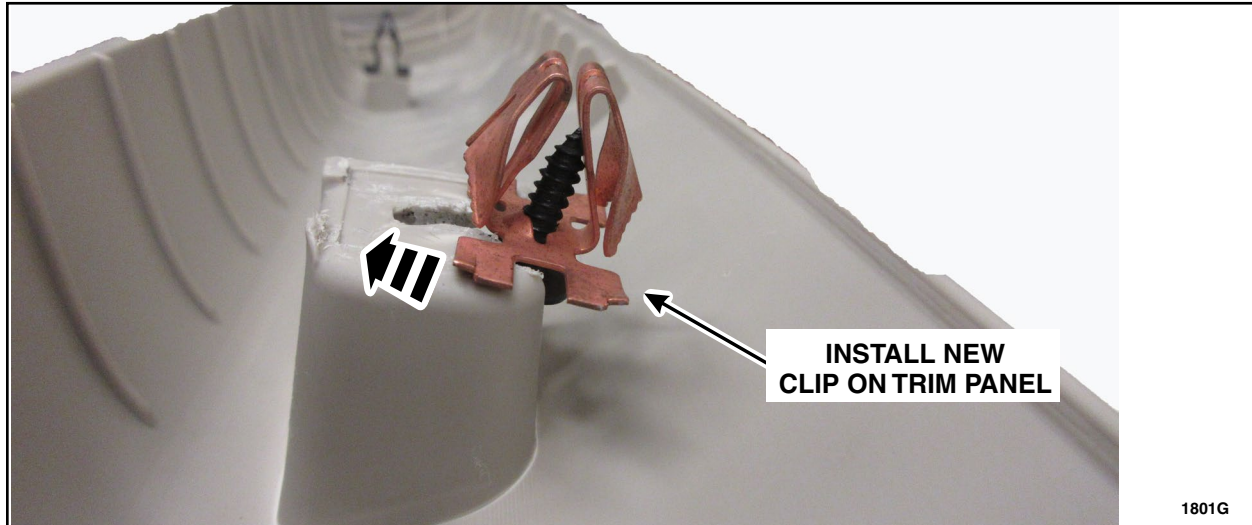


FIGURE 8

7. Install the LH and RH A-Pillar trim panels by aligning the attachment clips to the holes and snapping the new trim panel in place.

8. Package the replaced airbag module in the new part box and provide to the appropriate dealership personnel for part returns.

NOTE: The new passenger airbag module includes a white airbag cushion sheet in the packaging. This sheet is not used during this service procedure and can be discarded.



CERTAIN 2010 – 2012 MKZ VEHICLES — PASSENGER AIRBAG MODULE REPLACEMENT

OVERVIEW

In all of the affected vehicles, a passenger airbag module was previously installed while completing FSA 16S26, 17S01, or 18S01. The inflator in the passenger airbag module may not remain fully supported during airbag deployment in the event of a crash. This could result in incomplete airbag inflation and may increase the risk of an injury. Dealers are to inspect the passenger airbag module and replace if necessary. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NEW ! INSPECTION PROCEDURE

1. Fully lower the glove compartment door. See Figure 1.

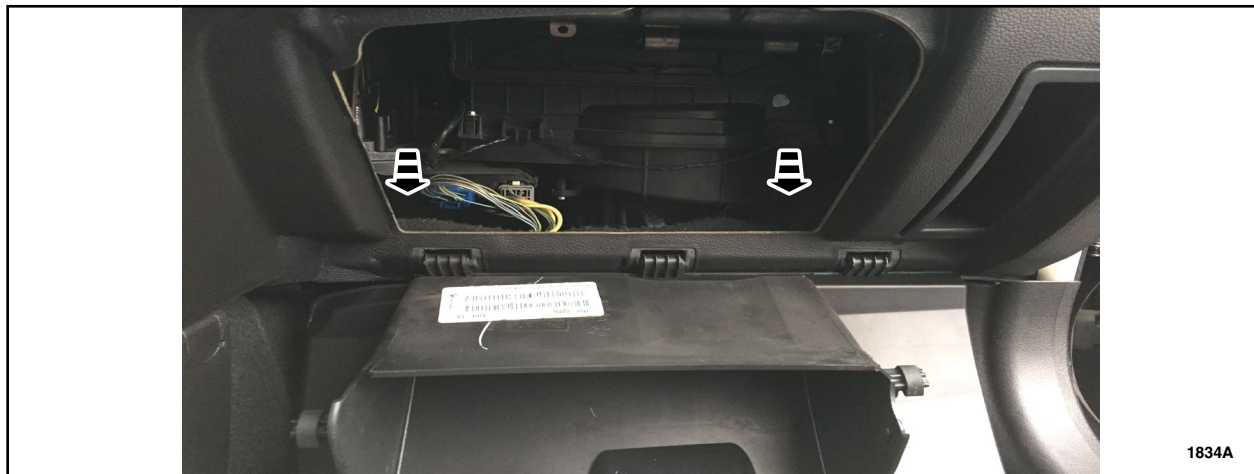


FIGURE 1



2. Locate the passenger airbag module above the glove compartment. See Figure 2.



FIGURE 2

3. Inspect the passenger airbag module part number located on the white label. See Figure 3.

- For MKZ vehicles, if the passenger airbag module part number is AH6Z-54044A74-D, the inspection is complete. Close the glove compartment door.
- If the passenger airbag module is not AH6Z-54044A74-D, or the part number is not readable, proceed with the repair procedure.



FIGURE 3



SERVICE PROCEDURE

NOTE: The following repair instructions only apply to 2010 – 2012 MKZ vehicles. Repair instructions are published in separate attachments for other vehicle lines included in this recall as parts become available for those vehicles.

NOTE: 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.



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. Record the 13 character serial number of the new airbag module on the repair order. See Figure 4.

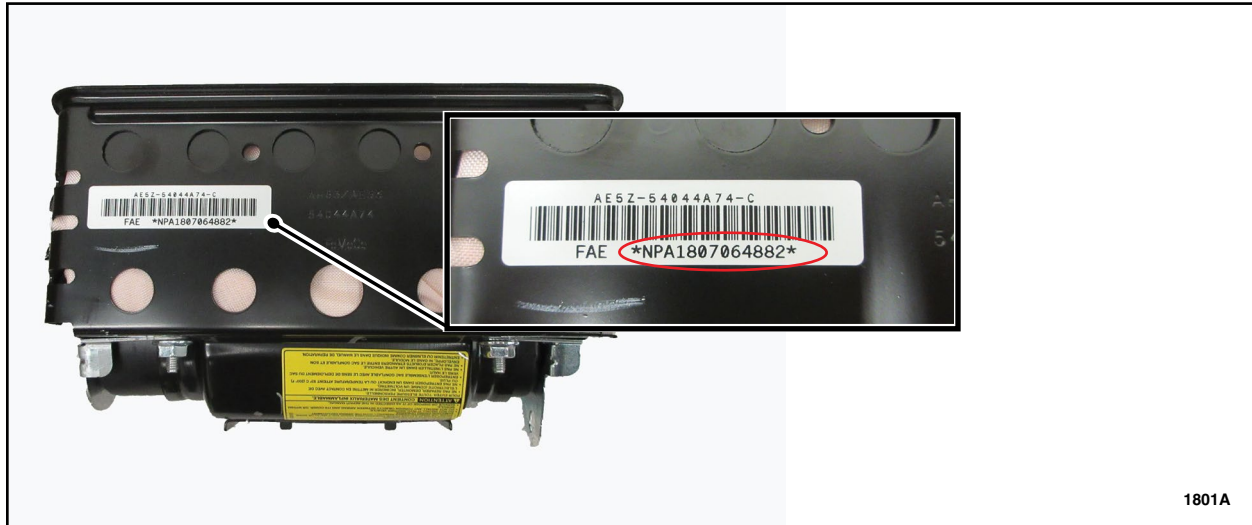



FIGURE 4

2. Remove the left hand and right hand A-Pillar trim panels. Reuse the LH and RH trim panels for this repair. See Figure 5.
 - To prevent damage to the trim panel, grasp the trim panel approximately 5 inches from the top and pull downward toward the door, then rotate the panel inward toward the windshield to slide it off of the a-pillar clip.

NOTE: Do not bend or flex the trim panels during removal to avoid stress marks from occurring.

NOTE: MKZ A-Pillar trim is wrapped in fabric, be sure to protect the fabric from stains when removing.

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

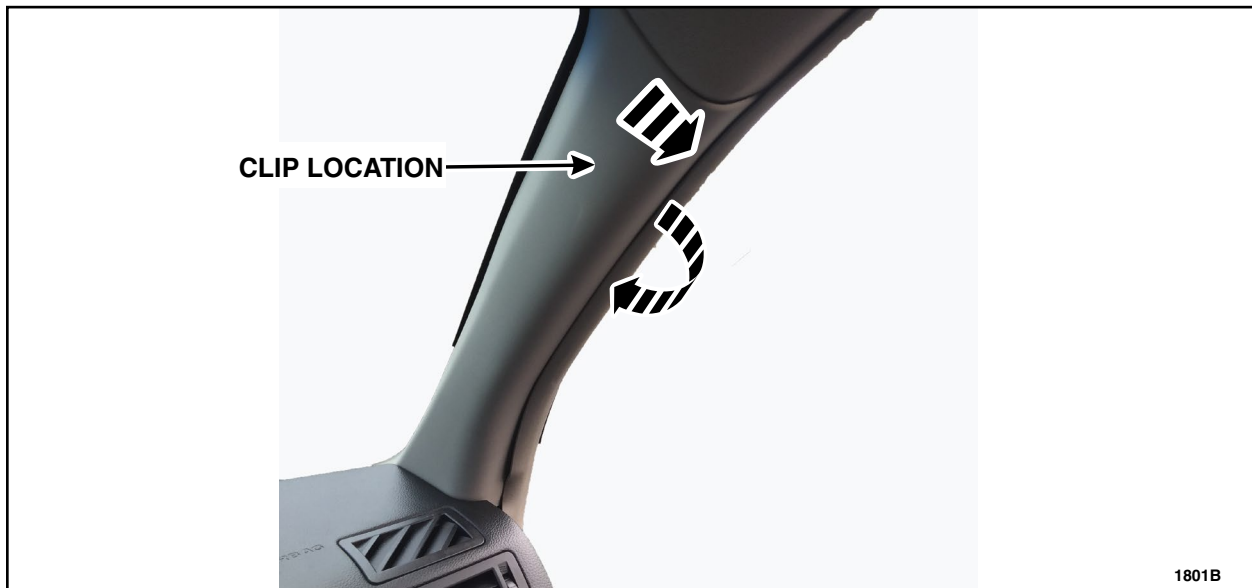


FIGURE 5



3. Remove and discard the top A-Pillar clip from the body. Retain the screw for re-use. See Figure 6.

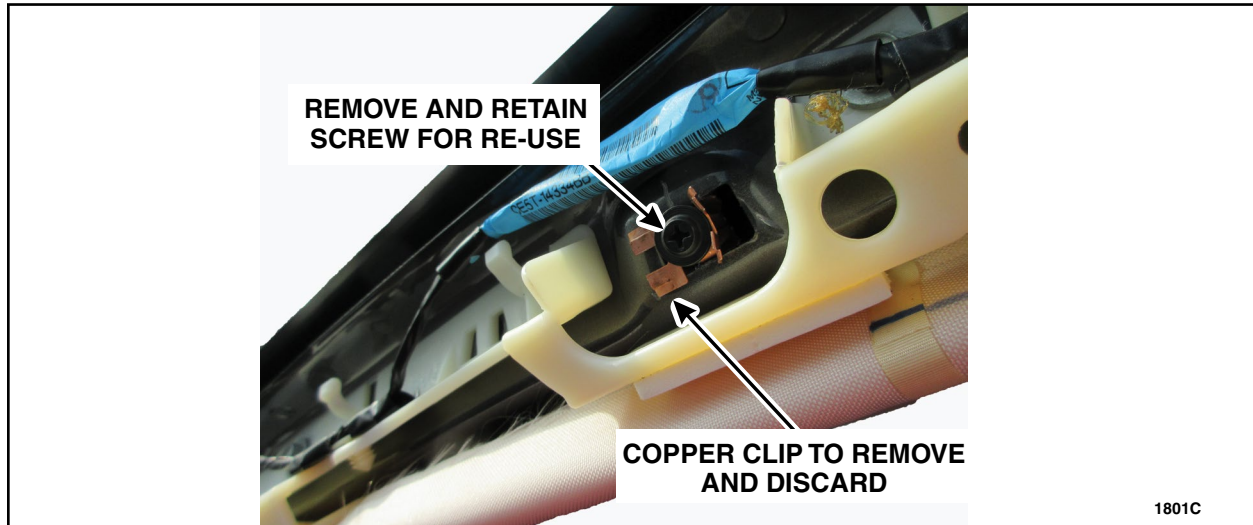


FIGURE 6

4. Remove the passenger airbag module. Please refer to Workshop Manual (WSM) procedures in section 501-20B.

- Remove the instrument panel crossmember-to-airbag module bracket. See Figure 7.
- Torque to 80 lb. in.

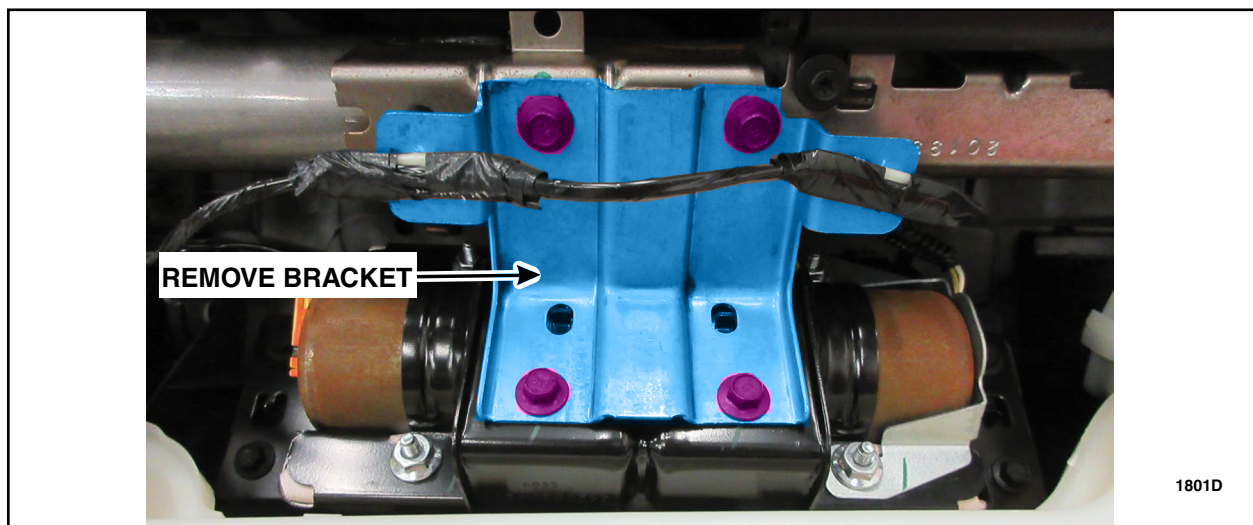


FIGURE 7

5. Install the new airbag module and instrument panel. Please follow WSM procedures in section 501-20B.



6. If a white airbag cushion sheet has been installed previously, remove the bracket from the instrument panel and discard the sheet. See Figure 8.

- Torque to 80 lb.in.

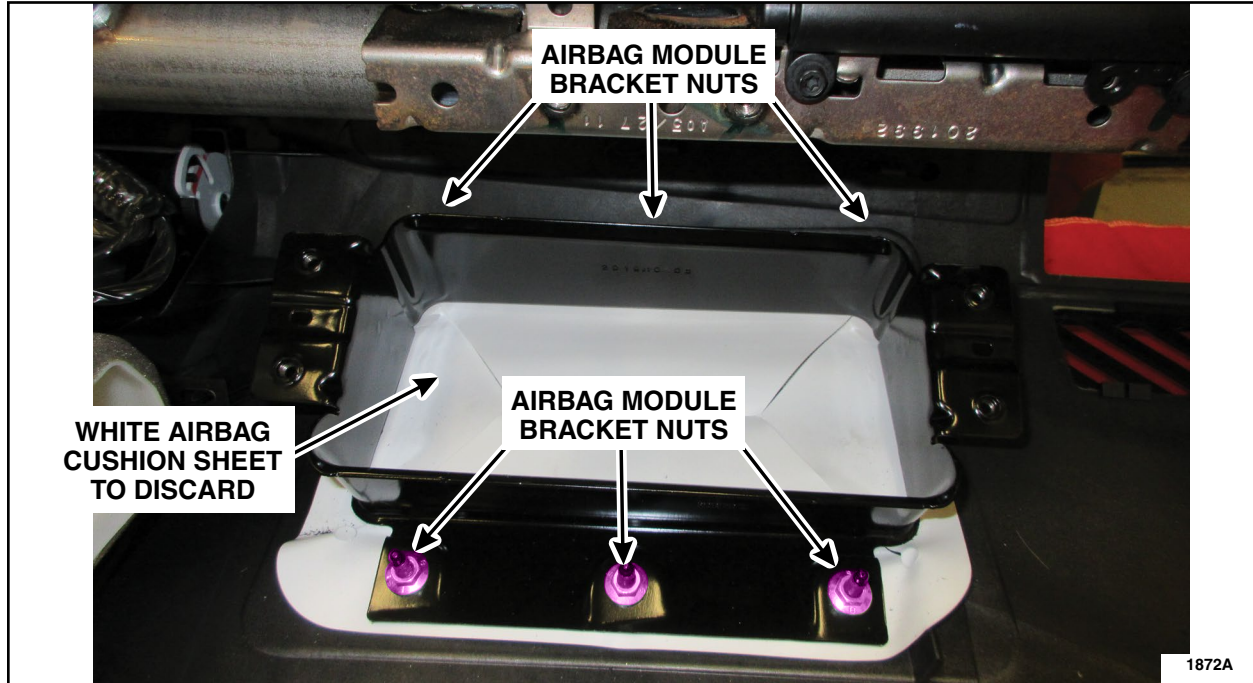


FIGURE 8

7. Reinstall the airbag module bracket onto the instrument panel. See Figure 8.
8. Install the new airbag module and instrument panel. Please follow WSM procedures in section 501-20B.
- Install the instrument panel crossmember-to-airbag module bracket. See Figure 7.



9. Install the new A-Pillar trim panel clip onto the trim panel. See Figure 9.

NOTE: If the new A-Pillar trim panel clips are not equipped with a screw installed, re-use the screw from the original clip from step 3. Install the screw into the new clip by hand.

- Torque to 9 lb.in.

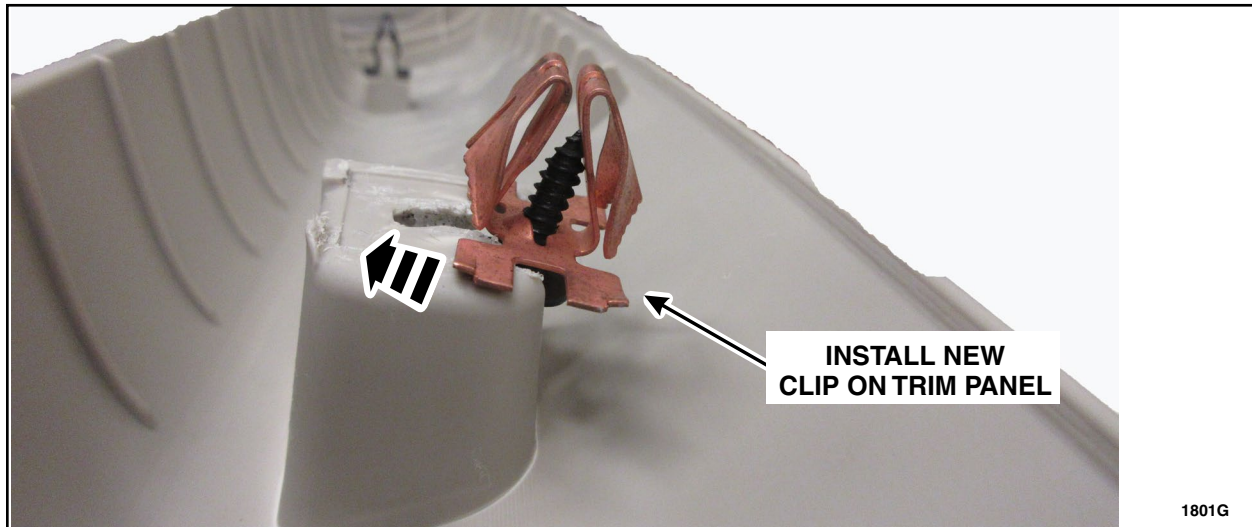


FIGURE 9

10. Install the LH and RH A-Pillar trim panels by aligning the attachment clips to the holes and snapping the new trim panel in place.
11. Package the replaced airbag module in the new part box and provide to the appropriate dealership personnel for part returns.



AIRBAG MODULE CORE RETURN PROCESS

DEALER PART RETURN INSTRUCTIONS AND SHIPPING DOCUMENTATION

Parts used under safety recall 18S34 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.
- RCRCs 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.
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:** _____

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.**
- **Slav upwind.**

PROTECTIVE CLOTHING

- Wear positive pressure self-contained breathing apparatus (SCBA).
- Structural firefighters' 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, rail car or tank truck is involved in a fire, ISOLATE for 800 meters (1/2 mile) in all directions; also, consider initial evacuation for 800 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 spilled 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 powder 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.

RCRC Locations					
RCRC CODE	Parent	Address	City	State	Zip
00708	HPD	2511 Lovi Rd B/L 3/3A	FREEDOM	PA	15042
01183	HPD	20501 PENNSYLVANIA ROAD STE 140	BROWNSTOWN	MI	48192
01326	HPD	9040 BURROUGH DOVER LANE	PENNSAUKEN	NJ	08110
01615	AER	144 MAKALA ST	HILO	HI	96720
01728	AER	1123 Buffalo Run	Missouri City	TX	77489
01729	AER	5915 CORRIDOR PARKWAY	SCHERTZ	TX	78154
02276	AER	4300 Round Lake Rd. W. Unit 200	ARDEN HILLS	MN	55112
02454	AER	1605 SURVEYOR BLVD.	CARROLLTON	TX	75006
03001	AER	8333 WASHINGTON PL NE Suite E	ALBUQUERQUE	NM	87113
03199	AER	7103 E. 47TH AVE. Dr.	DENVER	CO	80216
03956	FMP	300 Calais Dr STE #1	ANCHORAGE	AK	99503
04861	AER	5503 F ST	OMAHA	NE	68117
05399	FJ	1002 South 56th Ave	PHOENIX	AZ	85043
05495	AER	4161 DIXON AVE	DES MONIES	IA	50313
05514	HPD	3645 DEVELOPERS RD.	INDIANAPOLIS	IN	46227
06201	FJ	1040 S Rockefeller	Ontario	CA	91761
06583	AER	600 South Theresa Ave.	ST LOUIS	MO	63103
06586	FJ	11515 Granite St	CHARLOTTE	NC	28273
06615	HPD	8242 SANDY COURT	JESSUP	MD	20794
06952	FJ	7145 INDUSTRIAL	EL PASO	TX	79915
06953	FJ	550 Gills Drive	ORLANDO	FL	32824
06954	FJ	5286 Georgia Hwy 85, Suite 200	FOREST PARK	GA	30297
06955	FJ	545 Ford Avenue	JACKSON	MS	39209
06959	FJ	6200 SW 29th Ste A	OKLAHOMA CITY	OK	73179
07089	FJ	4304 Eubank Road	RICHMOND	VA	23231
07748	AER	1049 KIKOWAENA PLACE	HONOLULU	HI	96819
07953	AER	231 PAPA ST.	KAHULUI	HI	96732
08263	AER	11 Chapin Road, Unit A	PINE BROOK	NJ	07058
08453	AER	18637 72nd Ave S	KENT	WA	98032
08454	AER	5220 N. E. 152ND PLACE	PORTLAND	OR	97230
08587	AER	2999 MILLER STREET	SAN LEANDRO	CA	94577
08731	AER	8250 NE Underground Dr. Pillar 153	KANSAS CITY	MO	64161
08858	AER	2233 S. 1800 WEST	WEST VALLEY	UT	84119
09001	AER	3311 CORPORATE DR	JOLIET	IL	60431
09121	HPD	444 WHITNEY ST	NORTHBOROUGH	MA	01532
09252	HPD	1901 LEMOYNE AVE.	SYRACUSE	NY	13208

Safety Recall 18S34 – Supplement #1
Certain 2010 Milan and 2010-2012 Fusion and MKZ Vehicles
Passenger Airbag Module Replacement

DEPLOYED, MISSING, INCOMPATIBLE, AND SALVAGE AIRBAG HANDLING

NON-SALVAGE VEHICLES / VEHICLES THAT ARE OPERATIONAL

Ford Motor Company is required by the National Highway Traffic Safety Administration to account for all vehicles affected by this recall. This includes vehicles with deployed, incompatible, or missing airbags.

If a customer's vehicle is found to have deployed, incompatible, or missing airbag components please refer to the processes below for handling these vehicles and customers. Dealers are eligible for compensation for time spent gathering and reporting information on these vehicles.

NOTE: The Field Service Action covers costs to replace the airbag module, however it does not cover the costs associated with replacing/installing additional components due to deployment, being incompatible, or missing. If the customer is willing to pay to restore the airbag system so the recall repair can be performed, then a new airbag module will be covered under this recall if still required. If repairs are unable to be performed, the letter at the end of this document can be provided to the customer.

AIRBAG DEPLOYED

1. Access the deployed airbag module.
 - If the airbag module or inflator is found to be missing, refer to the 'Missing or Incompatible Components' section below.
 - **NOTE:** On 2010-2012 Fusion, Milan, and MKZ vehicles, the airbag module can be inspected by lowering the glove compartment door. The airbag module is located just above the glove compartment area. ***The FSA technical instructions do not need to be followed for inspecting the airbag module on these vehicles.***
2. Document the deployed airbag inflator serial number on the repair order (see Airbag Inflator Serial Number Locations later in this document).
3. Photograph the airbag module, deployed airbag inflator serial number, the vehicle's VIN plate, and the deployed airbag (instrument panel/deployment door area).
4. Submit a VIN-specific web contact to the SSSC (contact type "Claiming Concern") and attach the photos to the request. The SSSC will provide a special labor operation code for warranty claiming and special instructions on how to handle the vehicle.

MISSING OR INCOMPATIBLE COMPONENTS

1. Photograph the missing or incompatible airbag parts/areas that demonstrate why the FSA repair is unable to be performed. Also take a photo of the vehicle's VIN plate.
 - **NOTE:** On 2010-2012 Fusion, Milan, and MKZ vehicles, the airbag module can be inspected by lowering the glove compartment door. The airbag module is located just above the glove compartment area. ***The FSA technical instructions do not need to be followed for inspecting the airbag module on these vehicles.***
2. Submit a VIN-specific web contact to the SSSC (contact type "Claiming Concern") and attach the photos to the request. The SSSC will provide a special labor operation code for warranty claiming and special instructions on how to handle the vehicle.

Safety Recall 18S34 – Supplement #1
Certain 2010 Milan and 2010-2012 Fusion and MKZ Vehicles
Passenger Airbag Module Replacement

DEPLOYED, MISSING, INCOMPATIBLE, AND SALVAGE AIRBAG HANDLING

SALVAGE VEHICLES / VEHICLES THAT ARE NOT OPERATIONAL

Ford Motor Company is required by the National Highway Traffic Safety Administration to account for all vehicles affected by this recall, including vehicles in salvage yards.

Dealers are eligible to claim \$75, per vehicle (in addition to any applicable repair labor) to locate vehicles in salvage yards and capture the necessary information so these vehicles are properly accounted for. Dealers should confirm FSA 18S34 is open in OASIS on any suspect vehicle prior to taking action on them. Refer to the processes below for details handling these vehicles and requesting reimbursement.

NON-DEPLOYED SALVAGE VEHICLE AIRBAGS (except dealers in Alaska, Hawaii, and Puerto Rico)

Dealers in Alaska, Hawaii, and Puerto Rico should refer to the 'Salvage Yard Unwilling to Sell Non-Deployed Airbags' section in this attachment for directions on non-deployed airbag handling.

For non-deployed airbags, dealers should only recover (not replace) the non-deployed airbag module instead. If the salvage yard will not allow the airbag to be recovered, refer to the 'Salvage Yard Unwilling to Sell Non-Deployed Airbags' section in this attachment.

In addition to labor, dealers will be reimbursed up to \$60 (per vehicle) for purchase of passenger side airbags from salvage yards. Refer to the SSSC (as outlined below) and the 'Claims Preparation and Submission' section in the Dealer Bulletin for claiming instructions.

1. Remove the airbag module from the vehicle. **NOTE:** The entire airbag module should be recovered.
2. Document the deployed airbag inflator serial number on the repair order (see Airbag Inflator Serial Number Locations later in this document).
3. Photograph the airbag inflator serial number, the vehicle's VIN plate, and the airbag module.
4. Submit a VIN-specific web contact to the SSSC (contact type "Claiming Concern") and attach the photos to the request. **Specify that it is a non-deployed salvage vehicle and if the salvage yard is allowing the airbag to be recovered.** The SSSC will provide a special labor operation code for warranty claiming and special instructions on how to handle the vehicle.
5. Once an airbag module or modules are recovered, dealers should email Rebuilders Automotive Supply (RAS) at: DealerRecall@coresupply.com to arrange for return shipping of the part or parts. In the email, provide the total number of airbag modules to be returned, associated VIN numbers, and the dealership address from which the parts will be shipped. RAS will provide HazMat packaging supplies as needed. **NOTE:** Do not ship deployed airbags to RAS.

Dealers should be aware of local hazardous material handling regulations for airbags. Dealers can refer to www.hazmatu.org for further information.

Safety Recall 18S34 – *Supplement #1*
Certain 2010 Milan and 2010-2012 Fusion and MKZ Vehicles
Passenger Airbag Module Replacement

DEPLOYED, MISSING, INCOMPATIBLE, AND SALVAGE AIRBAG HANDLING

SALVAGE VEHICLES / VEHICLES THAT ARE NOT OPERATIONAL (continued)

DEPLOYED SALVAGE VEHICLE AIRBAGS

1. Access the deployed airbag module.
 - **NOTE:** On 2010-2012 Fusion, Milan, and MKZ vehicles, the airbag module can be inspected by lowering the glove compartment door. The airbag module is located just above the glove compartment area. ***The FSA technical instructions do not need to be followed for inspecting the airbag module on these vehicles.***
2. Document the airbag inflator serial number on the RO (see Airbag Inflator Serial Number Locations later in this document).
3. Photograph the airbag inflator serial number, the VIN plate, and the deployed airbag.
4. Submit a VIN-specific contact to the SSSC and attach the photos to the request. **Specify that it is a deployed salvage vehicle.** The SSSC will provide special claiming instructions. No further repairs are required and the deployed airbags can remain with the vehicle.

MISSING SALVAGE VEHICLE AIRBAGS

1. Capture photos of the missing airbag module or modules and the vehicle's VIN plate.
 - **NOTE:** On 2010-2012 Fusion, Milan, and MKZ vehicles, the airbag module can be inspected by lowering the glove compartment door. The airbag module is located just above the glove compartment area. ***The FSA technical instructions do not need to be followed for inspecting the airbag module on these vehicles.***
2. Submit a VIN specific contact to the SSSC and attach the photos to the request. **Specify that it is a salvage vehicle.** The SSSC will provide a special labor op for warranty claiming. No further repairs are required.

SALVAGE YARD UNWILLING TO SELL NON-DEPLOYED AIRBAGS (and non-deployed airbags in Alaska, Hawaii, and Puerto Rico)

If a salvage yard is unwilling to sell non-deployed airbags, dealers should offer to perform the recall repair on the non-deployed modules if possible. If the recall repair is performed:

1. Capture photos of two exterior angles of the vehicle, the instrument panel, and the vehicle's VIN plate.
2. Follow the FSA technical instructions to perform the recall repair.
3. Submit a VIN-specific contact to the SSSC for claiming instructions. **Specify that it is a salvage vehicle.** The SSSC will provide a special labor op for warranty claiming.

Safety Recall 18S34 – Supplement #1
Certain 2010 Milan and 2010-2012 Fusion and MKZ Vehicles
Passenger Airbag Module Replacement

DEPLOYED, MISSING, INCOMPATIBLE, AND SALVAGE AIRBAG HANDLING

ORIGINAL AIRBAG INFLATOR SERIAL NUMBER LOCATIONS

The photos below outline the location of serial numbers on original airbag inflators/modules for the purposes outlined in this document only. Serial number locations on new components will vary, refer to the FSA Technical Instructions for information on new components.

2010-2012 Fusion, Milan, and MKZ Vehicles





L I N C O L N

Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

Dear Customer,

Your dealer is unable to complete the Takata airbag recall repair on your vehicle because the airbag in your vehicle is either deployed, missing, or has incompatible parts installed from a preexisting condition. The Takata airbag recall covers the cost of parts and labor for replacing the defective airbag inflator or module, but not the entire airbag system.

Your dealer has verified that the safety risk associated with the airbag inflators, and the reason for this recall, is not currently present on your vehicle. However, because your vehicle's airbags are either deployed, missing, or have incompatible parts installed, your vehicle's airbags may not operate as designed in the event of a crash, increasing the risk of injury or death. You are responsible for the cost of restoring your vehicle's airbag system. If the recall condition is present once the airbag system is restored, your dealer will replace the airbag inflators free of charge.

Ford Customer Service Division