



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

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

May 2, 2019

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 18S34 – Supplement #2**
Certain 2010 Milan and 2010-2012 Fusion and MKZ Vehicles
Passenger Airbag Module Replacement

New! REASON FOR THIS SUPPLEMENT

- *Parts are now on open order for all vehicle lines. See the Parts Ordering Information section for details.*

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.

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

Vehicle	Model Year	Assembly Plant	Build Dates
Milan	2010	Hermosillo	October 24, 2009 through May 7, 2010
Fusion	2010-2012	Hermosillo	March 25, 2009 through April 29, 2012
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.

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.

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

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: 2010 Milan and 2010-2012 Fusion Technical Information
Attachment IV: 2010-2012 MKZ Technical Information
Attachment V: Airbag Module Core Return Process
Attachment VI: Deployed, Missing, Incompatible, or Salvage Airbag Handling
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 #2
Certain 2010 Milan and 2010-2012 Fusion and MKZ Vehicles
Passenger Airbag Module Replacement

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.

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.

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 #2
Certain 2010 Milan and 2010-2012 Fusion and MKZ Vehicles
Passenger Airbag Module Replacement

\$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

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.

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.

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 #2
Certain 2010 Milan and 2010-2012 Fusion and MKZ Vehicles
Passenger Airbag Module Replacement

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 #2
 Certain 2010 Milan and 2010-2012 Fusion and MKZ Vehicles
 Passenger Airbag Module Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Lower glove compartment and inspect Passenger Airbag Module – INSPECTION <u>PASSES</u> ONLY – All Vehicles NOTE: Claim only if inspection passes and no repair is performed. Cannot be combined with other labor operations.	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
Deployed, Missing, or Incompatible Airbag Handling*	Contact the SSSC	
Salvage Airbag Handling*	Contact the SSSC	

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

New! PARTS REQUIREMENTS / ORDERING INFORMATION

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 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.

2010 Milan and 2010-2012 Fusion

Part Number	Description	Order Quantity	Claim Quantity
AE5Z-54044A74-D	Passenger Airbag Module	1	1
W711044-S403	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.

2010-2012 MKZ

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

Safety Recall 18S34 – Supplement #2
Certain 2010 Milan and 2010-2012 Fusion and MKZ Vehicles
Passenger Airbag Module Replacement

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.