

Customer Satisfaction Program 14B09
Certain 2005-2006 Ford GT and 2005-2008 Mustang Vehicles
Driver Airbag Inflator Replacement

OASIS ACTIVATED?

Yes, OASIS will be activated on December 17, 2014.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on December 17, 2014. Owner names and addresses will be available by the first quarter 2015.

NOTE: Your FSA VIN list 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 program 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 service action.

STOCK VEHICLES

Use OASIS to identify any affected vehicles in your used vehicle inventory.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

ADDITIONAL LABOR TIME AND/OR PARTS

Contact the Special Service Support Center (SSSC) if you have any of the following:

- Damage that you believe was caused by the covered condition.
- A condition that requires additional labor and/or parts to complete the repair.
- Aftermarket equipment or non-Ford modifications to the vehicle which might prevent the repair of the covered condition.

Contact the SSSC **prior** to the repair. Please be prepared to provide your requested additional warranty part cost, estimated additional labor time, and dealer specific labor rate. Requests for approval after completion of the repair may not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this service action performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

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OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

The use of rental vehicles is not approved for this program.

FORD GT SPECIAL HANDLING

NOTE: Dealers should make every attempt to consolidate repair of the driver and passenger inflator replacements in one visit.

Dealers are authorized to claim up to a maximum combined value of \$200 to provide unique services to Ford GT owners under Customer Satisfaction Program 14B09. Examples of potential services include:

- Technician travel to vehicle location for repair
- Vehicle transportation (towing/flatbed) to and from dealership

Ford and Lincoln Dealerships are authorized to claim the special handling allowance. Owners will not be notified of this service in owner mailings.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from which the FSA is claimed. Additional labor and /or parts require prior approval from the Special Service Support Center.
- For Ford GT Special Handling, claim up to a maximum of \$200. All Special Handling must be on the same repair line the FSA is claimed. Claim Special Handling under Misc. Expense Code "OTHER."

NOTE: Maintain supporting documentation for all Miscellaneous Expenses according to procedure as identified in the Warranty and Policy Manual.

- A parts handling allowance is being provided to compensate for the time required to package and return the airbag inflators. To claim the allowance, enter \$20.00 as "HANDLG" in the "MISC EXPENSE" area of the claim form.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Driver Airbag Inflator	14B09B	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
5R3Z-63043B13-A	Driver Airbag Inflator Kit	1

The DOR/COR number for this program is 50576.

To manage part availability, at this time the driver airbag inflator kit is emergency order only.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: Ford@Renkim.com.

DEALER PRICE

For latest prices, refer to DOES II.

EXCESS STOCK RETURN

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

PART RETURN INSTRUCTIONS

All original replaced airbag inflators must be returned to Takata Corporation. Each airbag inflator kit includes a return shipping label. Refer to the special return shipping instructions located in the packaging with the new airbag inflator. A copy of these instructions has been posted as Attachment IV for your convenience.

CERTAIN 2005-2006 FORD GT AND 2005-2008 MUSTANG VEHICLES — DRIVER AIRBAG INFLATOR REPLACEMENT

OVERVIEW

In this procedure, you will remove the airbag from the vehicle and replace only the inflator portion of the airbag. The original (old) inflator will be placed into the packaging from the new inflator and shipped to Takata using the included return shipping label.

SERVICE PROCEDURE

WARNING: Failure to follow the instructions and warnings in the Workshop Manual may result in injury.

DRIVER AIRBAG INFLATOR REPLACEMENT - MUSTANG AND FORD GT

1. Remove the driver airbag from the vehicle. For additional information, refer to Workshop Manual (WSM) 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. Remove and discard the four airbag inflator retaining nuts from the driver side airbag. See Figure 1.

4. **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.

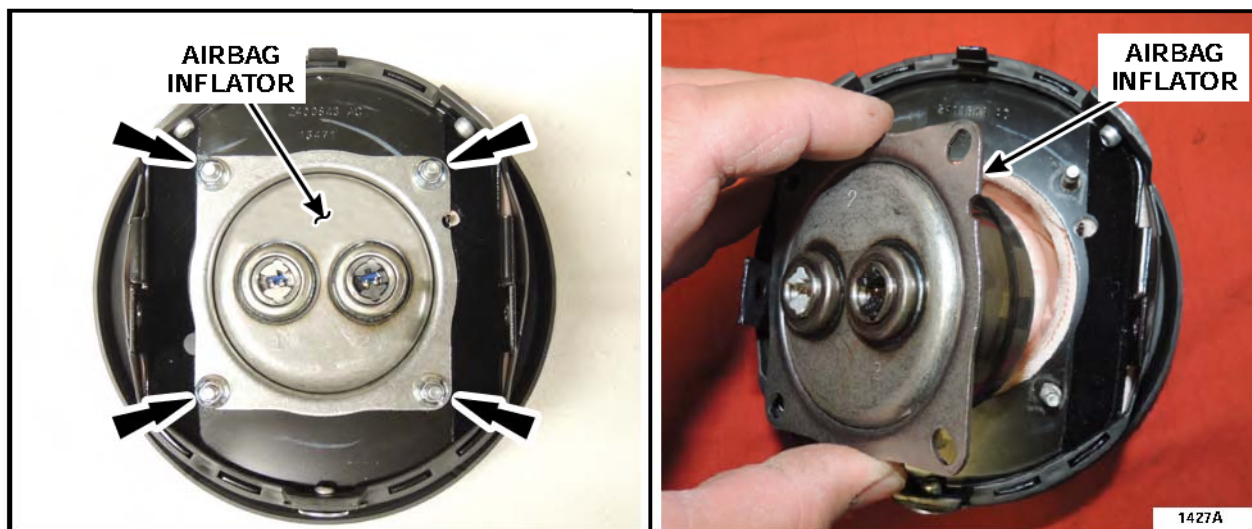


FIGURE 1



5. Align the key on the driver airbag with the slot on the *new* inflator. Install the *new* inflator into the driver airbag. See Figure 2.

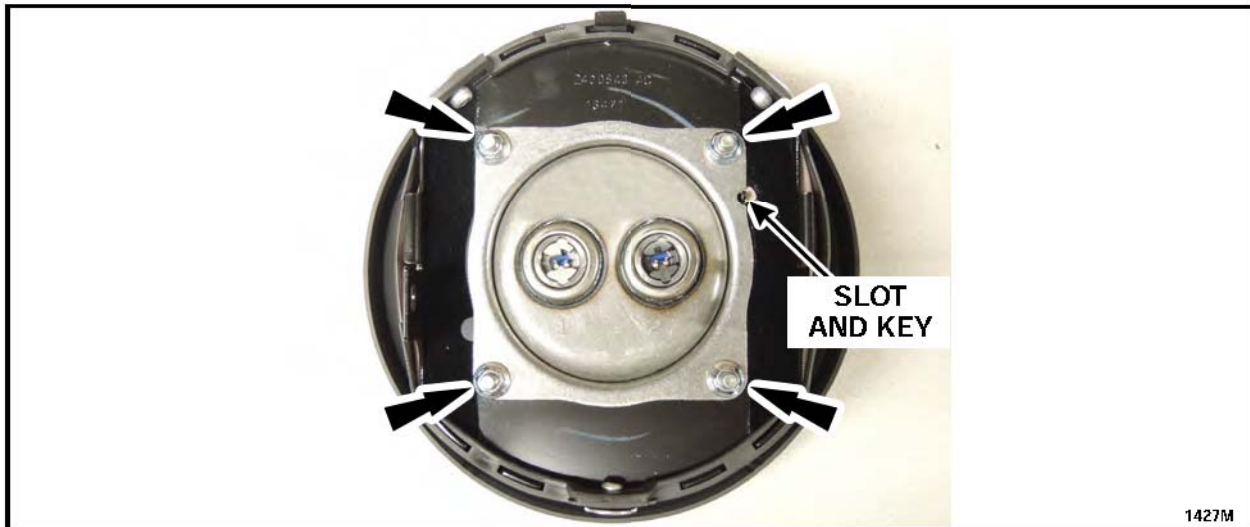


FIGURE 2

6. Install four *new* airbag inflator nuts onto the driver airbag. See Figure 2.
 - Tighten to 6.5 Nm (57 lb-in).
7. Re-install the driver airbag. For additional information, refer to WSM Section 501-20B.
8. Provide the part and packaging to the appropriate dealership personnel for return shipment to TK Holdings Inc. Reference Attachment IV.





Michael A. Berardi
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 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
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December 17, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 14B04 - Supplement #2**
 Certain 2004-2005 Ranger Vehicles Operated in Florida, Hawaii, Puerto Rico, or the
 U.S. Virgin Islands
Driver Airbag Inflator Replacement

REF : **Customer Satisfaction Program 14B09**
 Dated December 17, 2014
Safety Recall 14S28
 Dated December 17, 2014

New! REASON FOR THIS SUPPLEMENT

In cooperation with the National Highway Traffic Safety Administration investigation, Customer Satisfaction Program 14B04 has been modified to include only the driver airbag inflator on 2004-2005 Ranger vehicles. Refer to the application chart below for information related to airbag inflators and affected vehicles previously covered in 14B04.

Updated Air Bag Inflator Field Service Actions – Program Application Chart

Vehicle	Driver Inflator	Passenger Inflator
Ranger	14B04	14S28
Mustang	14B09	NA
Ford GT	14B09	14S28

New! AFFECTED VEHICLES

NOTE: *Vehicles completed under 14B04 will automatically close 14B09 and/or 14S28 as applicable. Repairs previously completed under 14B04 do not need to be completed again under the new programs shown in the application chart above.*

Vehicle	Model Year	Assembly Plant	Build Date Range
Ranger	2004	Edison	August 12, 2003 through March 1, 2004
Ranger	2004-2005	Twin Cities	May 21, 2003 through May 4, 2005

Affected vehicles are identified in OASIS. *Ford GT and Mustang vehicles are no longer included in 14B04 and have been reassigned to the other field service actions as noted in the Program Application Chart above.* In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>.

REASON FOR THIS PROGRAM

This program is a proactive, preventative investigation by Ford and the National Highway Traffic Safety Administration (NHTSA). Ford is voluntarily conducting this program to replace certain airbag inflators manufactured by Takata Corporation on vehicles originally sold or currently registered in Florida, Hawaii, Puerto Rico, and the U.S. Virgin Islands. The purpose of this program is to obtain field parts for testing.

A defect determination has not yet been made. This collaborative investigation with NHTSA is a preventive action to help understand the scope of this potential issue.

New! SERVICE ACTION

NOTE: Parts and repair instructions are currently not available to support Ranger vehicles, but will be added prior to part availability. Parts and repair instructions are expected to be available first quarter 2015.

When parts are available, dealers are to replace the driver front airbag inflator and return the original inflator for analysis. This service must be performed on all affected vehicles at no charge to the vehicle owner.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owners of affected vehicles will be notified *when parts and procedures are available to support repairs in the first quarter of 2015*. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

New! ATTACHMENTS

Dealer Q & A
Owner Notification Letter

QUESTIONS & ASSISTANCE

Special Service Support Center (Dealer Assistance Only)1-800-325-5621

Sincerely,



Michael A. Berardi

Customer Satisfaction Program 14B04 - Supplement #2
Certain 2004-2005 Ranger Vehicles Operated in Florida, Hawaii, Puerto Rico,
or the U.S. Virgin Islands
Driver Airbag Inflator Replacement

DEALER Q & A**Q1. What exactly is the issue with this program?**

A. While neither NHTSA nor Ford has determined that a safety defect exists in these vehicles, Ford is cooperating with the Agency's request to conduct a field service action to gather airbag inflators to support its investigation into inflators produced by Takata during a specific build period.

Q2. Why is this recall limited to Florida, Hawaii, Puerto Rico, and the U.S. Virgin Islands?

A. NHTSA identified the areas from which airbag inflators should be collected. We approved a field service action at NHTSA's request to help the Agency gather and analyze certain airbag inflators. NHTSA believes that humidity is a contributing factor to this issue, so the Agency requested the action be limited to vehicles originally sold or currently registered in Florida, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

Q3. Why does the dealer communication refer to this as a Customer Satisfaction Program but the Owner Notification Letter reads as a Safety Recall?

A. Ford has not made a determination that a defect exists in the population of Ford vehicles that NHTSA has identified. Nevertheless, Ford and NHTSA are cooperating together using specific safety recall language in the Owner Notification Letter to encourage the customers to bring their vehicles in for the repair.

Q4. Are there any symptoms that the customer might notice that could indicate they may have an issue?

A. No.

Q5. Are parts available?

A. We are working closely with our supplier to expedite parts for Ranger vehicles. We apologize for any inconvenience this part shortage may cause you. We currently anticipate that Ranger parts will be available first quarter 2015.

Q6. How has the affected population changed since the June 20, 2014 Awareness Communication?

A. All inflator programs are now defined by the chart on the first page of this bulletin. Affected vehicles are identified in OASIS. Always check OASIS to determine if a Field Service Action applies.

Q7. Why does the owner letter refer to the program a "Safety Recall Notice" for this customer satisfaction program?

A. The owner letter language was developed in cooperation with NHTSA requirements.