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Ford Customer Service Division

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

September 7, 2016

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

**SUBJECT:** **Customer Satisfaction Program 16B15**  
Certain 2007-2008 Model Year Ranger Vehicles  
Driver Airbag Inflator Replacement

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant	Build Dates
Ranger	2007-2008	Twin Cities	January 9, 2006 through August 18, 2008

Affected vehicles are identified in OASIS and FSA VIN Lists.

**REASON FOR THIS PROGRAM**

This program is a proactive effort to gather parts for a joint 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 always registered and always residing in Arizona, Florida, or Michigan. The replacement inflators being installed contain no enhancements and are identical to the inflators being removed. The purpose of this program is to obtain field parts for testing being administered by Takata.

A defect determination has not been made.

**SERVICE ACTION**

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

**NOTE:** All original replaced airbag inflators must be returned to Takata Corporation. **Do NOT return parts replaced under this program through the Regional Core Recovery Center.** Refer to Attachment IV – Inflator Return Shipping Instructions.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to be mailed the week of September 12, 2016. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**ATTACHMENTS**

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Attachment IV: Inflator Return Shipping Instructions
- Owner Notification Letter

**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,



Michael A. Berardi

**Customer Satisfaction Program 16B15**  
Certain 2007-2008 Model Year Ranger Vehicles  
Driver Airbag Inflator Replacement

**OASIS ACTIVATION**

OASIS will be activated on September 7, 2016.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 7, 2016. Owner names and addresses will be available by September 23, 2016.

**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 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 driver airbag inflator replacement.
- 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.
- Service 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 REPAIR (LABOR TIME AND/OR PARTS)**

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

- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**RENTAL VEHICLES**

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

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
  - DWE: refer to ACESII manual for claims preparation and submission information.
  - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (16B15) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.
- PROGRAM TERMS: This program will expire when a sufficient number of field parts have been returned for testing. There is no mileage limit for this program. An updated dealer bulletin will be posted and OASIS and FSA VIN lists will be turned off when this program expires.

**Customer Satisfaction Program 16B15**  
 Certain 2007-2008 Model Year Ranger Vehicles  
 Driver Airbag Inflator Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Driver Airbag Inflator	16B15B	0.4 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity
7L5Z-10044A74-A	Driver Airbag Inflator Kit	1

**NOTE: All original replaced airbag inflators must be returned to Takata Corporation.**

The DOR/COR number for this program is 51052.

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

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

All original replaced airbag inflators must be returned to Takata Corporation. **Do NOT return parts replaced under this program through the Regional Core Recovery Center.** Each airbag inflator kit includes a return shipping label. Refer to Attachment IV – Inflator Return Shipping Instructions.

**EXCESS STOCK RETURN**

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

## CERTAIN 2007-2008 RANGER VEHICLES — DRIVER AIRBAG INFLATOR REPLACEMENT

### OVERVIEW

This program is a proactive effort to gather parts for a joint 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 always registered and always residing in Arizona, Florida, or Michigan. The replacement inflators being installed contain no enhancements and are identical to the inflators being removed. The purpose of this program is to obtain field parts for testing being administered by Takata. A defect determination has not been made. Dealers 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 Corporation using the included return shipping label.

### SERVICE PROCEDURE

**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 airbag once the inflator is removed.



3. Remove and discard the four airbag inflator retaining nuts from the driver side airbag. See Figure 1.

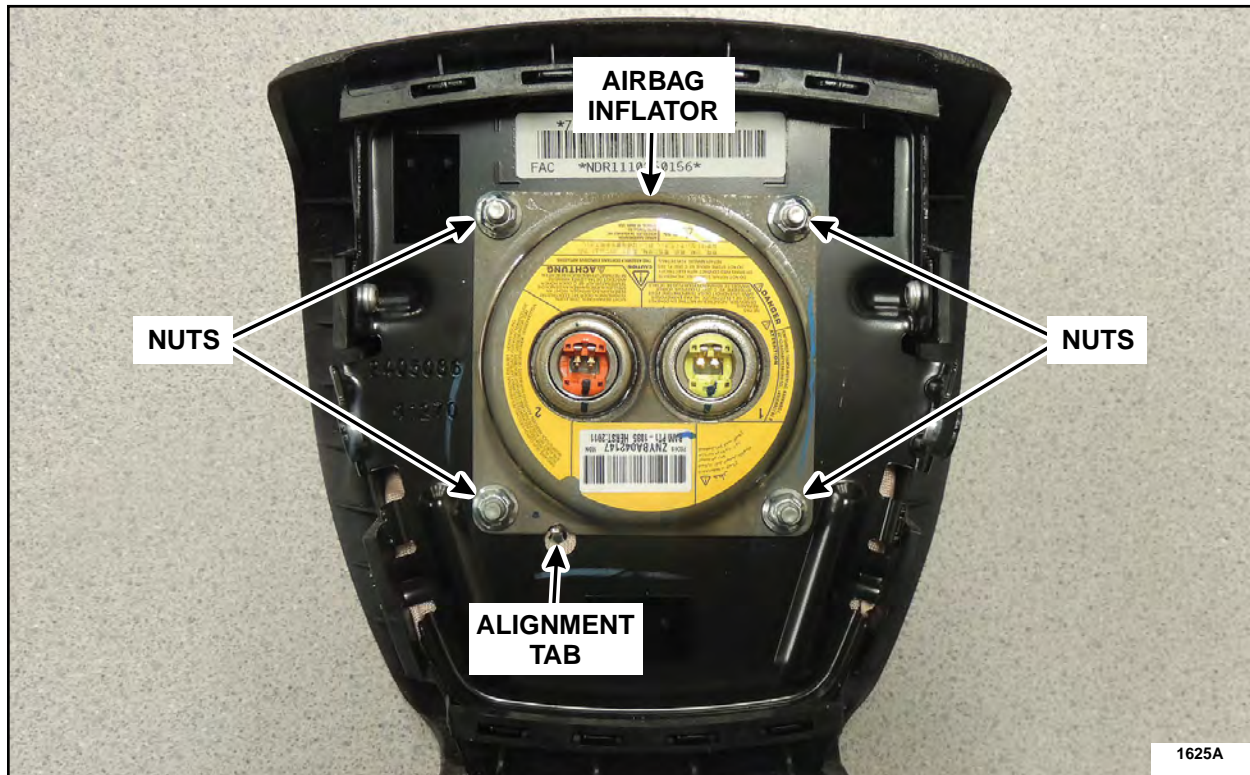


FIGURE 1

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.

5. **NOTE:** The *new* airbag inflator must be installed in the same orientation as the original part.

Install the *new* inflator into the driver airbag. Verify the alignment tab on the airbag housing is aligned with the cut-out on the inflator. See Figure 1.

6. Install four *new* airbag inflator nuts onto the driver airbag. See Figure 1.

- Tighten to 6.5 Nm (57 lb-in).

7. Re-install the driver airbag. Please follow the WSM procedures in Section 501-20B.

**NOTE:** Confirm that the Airbag Readiness light still indicates no SRS faults are present.

8. Provide the part and packaging to the appropriate dealership personnel for return shipment to Takata.

**NOTE:** 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 have been posted as Attachment IV for your convenience.



# 48 STATE FEDEX GROUND SHIPMENT PREPARATION

As the shipper, you are responsible for proper packing and document completion. The person packaging the inflator must have received hazardous material training per 49CFR 172.702, and the training records must be on file at your dealership. The US Department of Transportation will impose substantial fines and/or penalties on the shipper if either packaging, labeling or documentation is not properly prepared and Customer Copy of OP 900PRP form is not kept on file for a minimum of 2 years.

**IMPORTANT:** Do not deploy any inflator. Return the used inflator within 1-2 business days. The person packing the used inflator must read and follow the provided instructions.

**NOTE:** Dealers in **Hawaii, Puerto Rico, and US Virgin Islands CANNOT** follow these shipping instructions. The dealer **MUST** contact the following Takata USA representative directly for shipping instructions: Miguel Prigadaa – Tel #: 210-250-5078 or Email: MLGTakataRestrains\_International@menloworldwide.com

## 1. Shipping Documents

OP 900PRP Hazardous Materials Certification Form



FedEx Ground Shipping Label



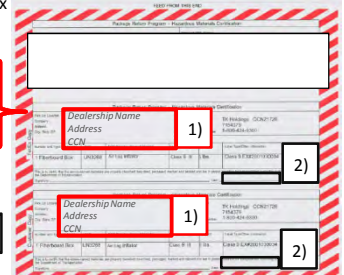
FedEx Ground Shipping Envelope



## 5. Shipping Documentation Instructions (Cont.)

a) Fill in the following on the FedEx Copy and the customer copy:

- Shipper Name (dealer)
- Address
- CCN



b) Date the FedEx Copy and Customer copy (MM/DD/YY)

## 2. Packing Instructions

a) Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located on the next page.

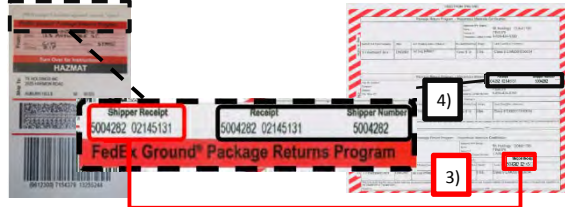
b) Place the un-deployed air bag inflator in the "cradle" of the box insert.



## 6. Shipping Documentation Instructions (Cont.)

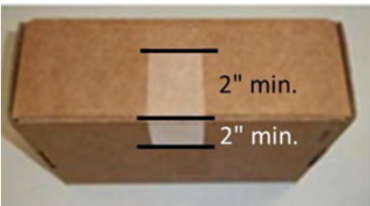
a) Peel off the SHIPPER RECEIPT from the top of the FedEx Ground PRP Shipping label, place it in the Tracking ID box on the Customer Copy of the OP 900PRP form.

b) Peel off the RECEIPT & SHIPPER NUMBER from the top of the FedEx Ground PRP Shipping label, and place it in the Tracking ID box on the FedEx copy.



## 3. Closure Instructions

a) Close the top box flap, per box closure instructions located on front panel of box.

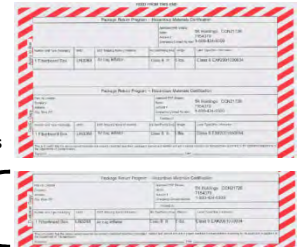


## 7. Shipping Documentation Instructions (Cont.)

a) Separate the FedEx Copy and Customer Copy of the OP 900PRP form. Keep the FedEx copy with the box. Attach the Customer Copy to the Repair Order.

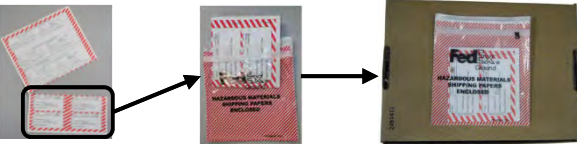
**Note:** Dealers must retain the Customer Copy of OP 900PRP form in their records for 2 years.

Dealership Copy

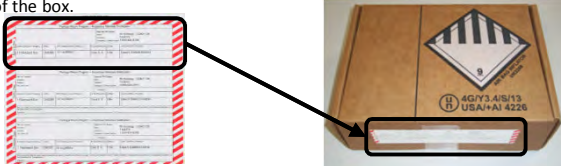


## 4. Shipping Documentation Instructions

a) Separate the bottom 4 labels (OP 900PRP form), place them in the FedEx Ground envelope, remove the backing and firmly place on bottom side of box.



b) Peel off the Box Copy of the OP 900PRP form and firmly apply to the front side of the box.



## 8. FedEx Ground PRP Shipping label

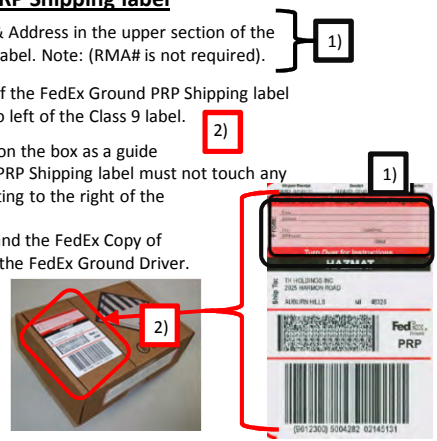
a) Fill in Shipper Name & Address in the upper section of the FedEx Ground Shipping label. Note: (RMA# is not required).

b) Peel off the backing of the FedEx Ground PRP Shipping label and affix to top of box to left of the Class 9 label.

- Use the scribe line on the box as a guide
- The FedEx Ground PRP Shipping label must not touch any portion of the printing to the right of the scribe line.

c) Provide the package and the FedEx Copy of The OP 900PRP form to the FedEx Ground Driver.

**Note:** If you don't receive regular pickups from Fed-Ex, call 800-463-3339 to schedule a pickup of the package.



## Requesting a New Box / Shipping Labels

If a new box or replacement shipping labels are needed, please contact a Takata USA representative listed below by phone or email to request replacement materials.

Primary Contact: **Miguel Prigadaa - Tel #: 210-250-5078**

E-Mail: [MLGTakataRestraints\\_International@menlowworldwide.com](mailto:MLGTakataRestraints_International@menlowworldwide.com)

To help expedite your request, please be prepared to provide the following information:

- a) Serial number on the original box
- b) What Type of shipping material needed
  - OP-900prp Hazardous Materials Certification Form
  - FedEx Ground Shipping Label
  - FedEx Ground Shipping Envelope
- c) Dealer Shipping Information
  - Contact name
  - Dealer address
  - Phone Number







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

September 2016

Customer Satisfaction Program 16B15  
Programa de satisfacción del cliente 16B15

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed to building high quality, safe and dependable products. To demonstrate that commitment, we have pre-selected your vehicle to replace the Takata driver airbag inflator free of charge for a limited time as part of an important safety research study being conducted in conjunction with the National Highway Traffic Safety Administration. Ford understands that supporting this effort can be an inconvenience, but asks that you contribute to this important effort at your earliest convenience. Your participation will help ensure your safety and the safety of others who may be involved in a crash.

This is not a safety recall. You should know that the Takata inflator in your vehicle is different from Takata inflators that have been recalled. We are collecting these parts to confirm their performance after being in service in your vehicle for many years.

**Why are you receiving this notice?**

This program is a proactive research effort by Ford Motor Company, in coordination with the National Highway Traffic Safety Administration (NHTSA), to gather certain airbag inflators manufactured by Takata for research. Ford Motor Company is voluntarily conducting this program to obtain field parts from certain geographic locations for testing and evaluation. No defect or safety concern has been identified on these airbag inflators.

**What will Ford and your dealer do?**

For the purposes of this research program, Ford Motor Company has authorized your dealer to remove the driver airbag inflator from your vehicle and replace it with a new airbag inflator free of charge. The new replacement inflators being installed contain no enhancements and are identical in design and construction to the inflators being removed. Because the replacement inflator is new, the principal difference between the two parts is that your present inflator has been in your vehicle for many years.

**How long will it take?**

The time needed to exchange your old inflator for a new one is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. You can minimize any inconvenience by contacting your dealer and making specific arrangements in advance.

- What should you do?** Please call your dealer without delay and request a service date for Customer Satisfaction Program 16B15. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.
- If you do not already have a servicing dealer, you can access [www.Fordowner.com](http://www.Fordowner.com) for dealer addresses, maps, and driving instructions. Ford Motor Company wants you to have this service action completed on your vehicle.
- What if you no longer own this vehicle?** If you no longer own this vehicle, and have an address for the current owner, please feel free to forward this letter to the new owner.
- You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.
- Can we assist you further?** If you have difficulties getting this service performed promptly and without charge, please contact your dealership's Service Manager for assistance.
- RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.Fordowner.com](http://www.Fordowner.com).
- For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).
- FLEET OWNERS:** If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: [www.fleet.ford.com](http://www.fleet.ford.com).
- Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).
- Para asistencia en Español** Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/recall>.
- Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

Thank you in advance for your support of this important research matter.

Ford Customer Service Division