



Michael A. Berardi
Director
Service Engineering Operations
Ford Customer Service Division

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

October 11, 2017

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: Customer Satisfaction Program 17B23

Certain 2006-2008 Model Year Fusion and Milan, 2006 Zephyr, 2007-2008 MKZ and 2007-2008 Edge, MKX and Ranger Vehicles
Driver Airbag Inflator Replacement

PROGRAM TERMS

This program will expire without notice once sufficient parts have been gathered to complete the required research.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Fusion	2006-2008	Hermosillo	June 28, 2005 through May 31, 2008
Milan			
Zephyr/MKZ			
Edge	2007-2008	Oakville	October 5, 2006 through September 22, 2008
MKX			
Ranger	2007-2008	Twin Cities	March 27, 2006 through August 14, 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 investigation. Ford is voluntarily conducting this program to replace certain airbag inflators manufactured by Takata Corporation on vehicles always registered and always residing in Alabama, Florida, Georgia, Louisiana, Mississippi, and South Carolina. 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 and evaluation.

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 replaced driver airbag inflators and driver airbag modules must be returned for analysis.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of October 16, 2017. 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: Regional Core Recovery Center (RCRC) Airbag Inflator Return Process
Owner Notification

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,

A handwritten signature in black ink, appearing to read "Michael A. Berardi".

Michael A. Berardi

Customer Satisfaction Program 17B23
Certain 2006-2008 Model Year Fusion and Milan, 2006 Zephyr, 2007-2008 MKZ and
2007-2008 Edge, MKX and Ranger Vehicles
Driver Airbag Inflator Replacement

OASIS ACTIVATION

OASIS will be activated on October 11, 2017.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on October 11, 2017. Owner names and addresses will be available by October 27, 2017.

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.

SOLD VEHICLES

- 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.

TITLE BRANDED / SALVAGED VEHICLES

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

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are 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 (17B23) is the sub code.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.

Customer Satisfaction Program 17B23

Certain 2006-2008 Model Year Fusion and Milan, 2006 Zephyr, 2007-2008 MKZ and
2007-2008 Edge, MKX and Ranger Vehicles
Driver Airbag Inflator Replacement

LABOR ALLOWANCES

Description		Labor Operation	Labor Time
Replace Driver Airbag Inflator	Fusion, Milan, Zephyr/MKZ, Edge, MKX	17B23B	0.3 Hours
	Ranger	17B23C	0.4 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Vehicle	Description	Order Qty.	Claim Qty.
8E5Z-54043B13-B	Fusion, Milan, Zephyr/MKZ, Edge, MKX	Driver Airbag Inflator Kit	1	1
7L5Z-10044A74-A	Ranger			

The DOR/COR number for this program is 51098.

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

NOTE: All replaced driver airbag inflators and driver airbag modules must be returned in the new part box. If the new part box is damaged or lost, contact Miguel Prigadaa at 210-250-5078 or SCTakataRestrains_International@xpo.com for a replacement box.

NOTE: RCRC will only pick-up parts that have a corresponding FCS-700 Tag.

- Part return instructions:
 - Dealers must monitor their PEARS register. A FCS-700 tag will be generated for each driver airbag inflator. Parts will be picked up by the RCRCs.
 - The RCRC will not pick up parts that are not properly packaged in the new part box.
 - Refer to Attachment IV for specific part return instructions and documentation.
 - Disregard prepaid FedEx shipping instructions that may be included in new part boxes.

IMPORTANT: If a FCS-700 Tag is not issued, or the PEARS register directs to "Scrap" a part replaced under this safety recall, please submit a General Request to the SSSC Web Contact Site stating that you were directed to scrap a part.

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 2006-2008 MODEL YEAR FUSION AND MILAN, 2006 ZEPHYR, 2007-2008 MKZ AND 2007-2008 EDGE, MKX AND RANGER VEHICLES

OVERVIEW

This program is a proactive effort to gather parts for investigation. Ford is voluntarily conducting this program to replace certain airbag inflators manufactured by Takata Corporation on vehicles always registered and always residing in Alabama, Florida, Georgia, Louisiana, Mississippi, and South Carolina. 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 and evaluation. Dealers are to replace the driver airbag inflator. The replaced inflator will be placed into the packaging from the new part to be returned to Takata Corporation.


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.

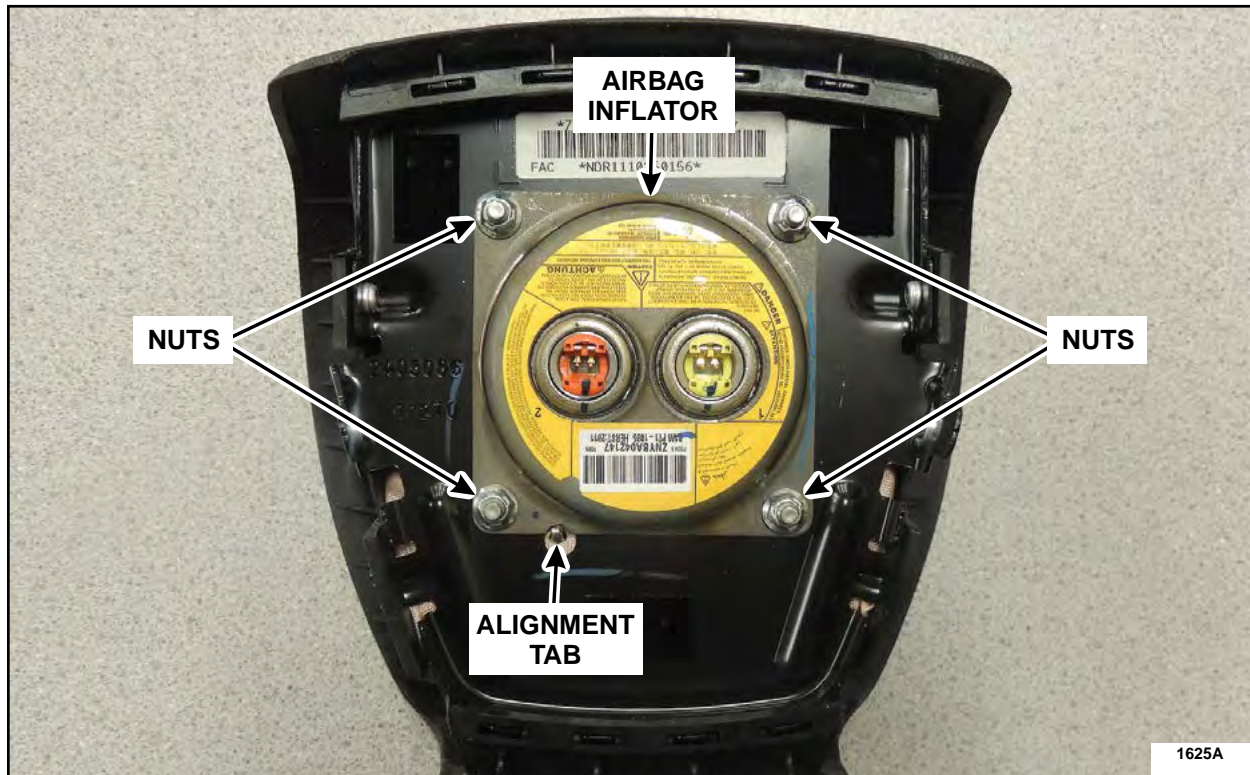


FIGURE 1

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





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

October 2017

Customer Satisfaction Program 17B23
Programa de satisfacción del cliente 17B23

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. 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. 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 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. This program will expire without notice once sufficient parts have been gathered to complete the required research.

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?	<p>Please call your dealer without delay and request a service date for Customer Satisfaction Program 17B23. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.</p> <p>If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.</p>
What if you no longer own this vehicle?	<p>If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.</p> <p>You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.</p>
Can we assist you further?	<p>If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.</p> <p>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.</p> <p>For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM – 8:00PM (Eastern Time).</p> <p>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.</p> <p>Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).</p>
Para asistencia en Español	<p>Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: https://es.owner.ford.com/recall.</p> <p>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.</p>

Thank you for your attention to this important matter.

Ford Customer Service Division



THE LINCOLN MOTOR COMPANY

The Lincoln Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

October 2017

Customer Satisfaction Program 17B23
Programa de satisfacción del cliente 17B23

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At the Lincoln 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. The Lincoln Motor Company 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. 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 to gather certain airbag inflators manufactured by Takata for research. The Lincoln Motor Company is voluntarily conducting this program to obtain field parts from certain geographic locations for testing and evaluation. This program will expire without notice once sufficient parts have been gathered to complete the required research.

What will Lincoln and your dealer do?

For the purposes of this research program, the Lincoln 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?	<p>Please call your dealer without delay and request a service date for Customer Satisfaction Program 17B23. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.</p> <p>If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.</p>
What if you no longer own this vehicle?	<p>If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.</p> <p>You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.</p>
Can we assist you further?	<p>If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.</p> <p>RETAIL OWNERS: If you have questions or concerns, please contact our 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.Lincolnowner.com.</p> <p>For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).</p> <p>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.</p> <p>Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).</p>
Para asistencia en Español	<p>Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: https://es.owner.lincoln.com/recall.</p> <p>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.</p>

Thank you for your attention to this important matter.

The Lincoln Motor Company