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

March 28, 2022

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

**SUBJECT:** **Quality Inspection Program 22B05**

Certain 2005-2014 Mustang, 2005-2006 GT, 2004-2011 Ranger, 2006-2012 Fusion & MKZ/Zephyr, 2006-2011 Milan, and 2007-2010 Edge & MKX Vehicles  
Driver & Passenger Airbag Module Quality Control Inspection

**REF:** **Safety Recall 15S21** - Driver Airbag Inflator or Driver Airbag Module Replacement  
**Safety Recall 17S42** - Driver and Passenger Airbag Inflator Replacement  
**Safety Recall 18S02** - Driver and Passenger Airbag Inflator Replacement High Risk Vehicles  
**Safety Recall 19S01** - Passenger Airbag Inflator Replacement  
**Safety Recall 21S12** - Driver Airbag Inflator Replacement

**PROGRAM TERMS**

This program will be in effect through March 31, 2027. There is no mileage limit for this program.

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant
Mustang	2005-2014	Flat Rock
GT	2005-2006	Wixom
Ranger	2004	Edison
	2004-2011	Twin Cities
Fusion	2006-2012	Hermosillo
MKZ/Zephyr	2006-2012	Hermosillo
Milan	2006-2011	Hermosillo
Edge	2007-2010	Oakville
MKX	2007-2010	Oakville

Affected vehicles are identified in OASIS and FSA VIN Lists. Additional affected VINs may be identified and added to this program without notice.

## **REASON FOR THIS PROGRAM**

Ford Motor Company has determined that some vehicles claimed by dealers as repaired under Takata Airbag Safety Recalls 15S21, 17S42, 18S02, 19S01, and 21S12 may not have received the claimed repairs. The propellant in certain Takata airbag inflators can experience an alteration over time with exposure to certain climate conditions. A combination of time, high temperature fluctuations, and humidity contribute to the degradation of the propellant in the inflators. This degradation can cause the propellant to burn too quickly, creating high pressure inside the inflator, and in extreme cases causing the inflator to rupture in the event of a crash necessitating airbag deployment. A ruptured inflator can send inflator parts toward vehicle occupants resulting in serious injury or death. Additional information regarding Takata recalls can be found at [www.nhtsa.gov](http://www.nhtsa.gov) and [www.safercar.gov](http://www.safercar.gov).

## **SERVICE ACTION**

For vehicles that have been added to this program, dealers are to inspect and capture an image of the driver and/or passenger airbag inflators installed in the vehicle. If the original recall repair has been completed correctly, dealers will submit photos demonstrating the repair was properly completed via Concern Reports using the "Report a Vehicle Concern" process. If a previously claimed Takata airbag recall repair is found to be incomplete, dealers are to submit photos to the SSSC and request additional claiming directions as well as the specific repair instructions.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Initial owner notification letters are expected to be mailed the week of April 4<sup>th</sup>, 2022. Additional owner notification letters will be sent out as incremental VIN's are added to this program. Dealers should perform this quality control inspection on any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

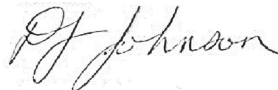
## **ATTACHMENTS**

Attachment I:	Administrative Information
Attachment II:	Labor Allowances and Parts Ordering Information
Attachment III:	Mustang Technical Information
Attachment IV:	Ford GT Technical Information
Attachment V:	Ranger Technical Information
Attachment VI:	Fusion & Milan Technical Information
Attachment VII:	Lincoln MKZ/Zephyr Technical Information
Attachment VIII:	Edge Technical Information
Attachment IX:	Lincoln MKX Technical Information
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 System (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

**Quality Inspection Program 22B05**

Certain 2005-2014 Mustang, 2005-2006 GT, 2004-2011 Ranger, 2006-2012 Fusion & MKZ/Zephyr, 2006-2011 Milan, and 2007-2010 Edge & MKX Vehicles  
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**OASIS ACTIVATION**

OASIS will be activated on all affected VIN's as they are identified starting on March 28, 2022.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 28, 2022. Owner names and addresses will be available by April 4<sup>th</sup>, 2022.

**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.

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance which may require a rental vehicle, please contact the SSSC via the SSSC Web Contact Site.

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**REPAIR PHOTO SUBMISSION**

Ford has requested photo evidence of inspection completion for this FSA, even if the inspection has passed. For claim reimbursement please submit photos that clearly show the vehicle VIN and the currently installed airbag inflator(s) as described in the technical instructions.

- Photos can be submitted using the Mobile PTS “Report a Vehicle Concern”. You can access Mobile PTS using your mobile device at:

<https://m.fordtechservice.dealerconnection.com/>.

**Note:** If you have never used the Web-Based report a vehicle concern- you will need to create your User Profile prior to accessing “Report a Vehicle Concern” on Mobile PTS. Instructions on how to create a user profile and submit photos can be found in [EFC08860](#).

**Note:** Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile directly at:

<https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>;

- After completing the report entry form you can upload a maximum of 5 attachments at once.
  - If submitting more than one attachment (photo), the files must be saved to the mobile device you’re using, PRIOR to submitting the report.
  - If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.
- If an inspection DOES NOT PASS, please be sure to include photos in the SSSC web contact form. There is a 2+ hour delay for the SSSC to be able to view any photo’s submitted using Mobile PTS “Report a Vehicle Concern”, and failure to include the images in the SSSC web contact form could result in a delayed response.

**ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)**

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

- 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.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
  - Ford vehicles – 3 years or 36,000 miles
  - Lincoln vehicles – 4 years or 50,000 miles
- 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.

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Driver & Passenger Airbag Module Quality Control Inspection

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online. When entering claims:
  - Claim type 31: Field Service Action. The FSA number 22B05 is the sub code.
  - Customer Concern Code (CCC): S38
  - Condition Code (CC): 79
  - Causal Part Number: 54044A74

**IMPORTANT:** If an airbag recall repair is required after performing an inspection, the serial number of the new driver airbag module must be provided for the claim to be processed. The Technical Information advises technicians to document the serial number on the repair order. The serial number is between 11 and 15 characters.

- If a serial number was not recorded or not readable, contact the SSSC for direction.
- For claims submitted using DMS or OWS on-line, enter the serial number in the Test Results Section.
- Select DTC REQUIRED MEASUREMENT OR RESULTS from the drop-down menu.
- Enter the serial number in the CODE field without spaces or dashes.

For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.

- **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.

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Driver & Passenger Airbag Module Quality Control Inspection

**LABOR ALLOWANCES****2005-2014 Mustang**

Description	Labor Operation	Labor Time
Inspect Driver Airbag Inflator Only & Submit Photo <i>Inspection Passes</i>	22B05B	0.5 Hour
Inspect Passenger Airbag Inflator Only & Submit Photo <i>Inspection Passes</i>	22B05E	0.4 Hour
Inspect Both Driver & Passenger Inflators & Submit Photos <i>Inspection Passes</i>	22B05H	0.6 Hour
Inspect Driver and/or Passenger Airbag Inflator <i>One or Both Inspections FAIL</i>	Contact SSSC	

**2005-2006 Ford GT**

Description	Labor Operation	Labor Time
Inspect Driver Airbag Inflator Only & Submit Photo <i>Inspection Passes</i>	22B05C	0.6 Hour
Inspect Passenger Airbag Inflator Only & Submit Photo <i>Inspection Passes</i>	22B05G	0.6 Hour
Inspect Both Driver & Passenger Inflators & Submit Photos <i>Inspection Passes</i>	22B05J	0.7 Hour
Inspect Driver and/or Passenger Airbag Inflator <i>One or Both Inspections FAIL</i>	Contact SSSC	

**2004-2006 Ranger**

Description	Labor Operation	Labor Time
Inspect Both Driver & Passenger Inflators & Submit Photos <i>Inspection Passes</i>	22B05H	0.6 Hour
Inspect Driver and/or Passenger Airbag Inflator <i>One or Both Inspections FAIL</i>	Contact SSSC	

**Quality Inspection Program 22B05**

Certain 2005-2014 Mustang, 2005-2006 GT, 2004-2011 Ranger, 2006-2012 Fusion & MKZ/Zephyr,  
2006-2011 Milan, and 2007-2010 Edge & MKX Vehicles  
Driver & Passenger Airbag Module Quality Control Inspection

**LABOR ALLOWANCES (continued)****2007-2011 Ranger**

Description	Labor Operation	Labor Time
Inspect Driver Airbag Inflator Only & Submit Photo Inspection Passes	22B05B	0.5 Hour
Inspect Passenger Airbag Inflator Only & Submit Photo Inspection Passes	22B05F	0.5 Hour
Inspect Both Driver & Passenger Inflators & Submit Photos Inspection Passes	22B05H	0.6 Hour
Inspect Driver and/or Passenger Airbag Inflator One or Both Inspections FAIL	Contact SSSC	

**2006-2009 Fusion & Milan**

Description	Labor Operation	Labor Time
Inspect Driver Airbag Inflator Only & Submit Photo Inspection Passes	22B05B	0.5 Hour
Inspect Passenger Airbag Inflator Only & Submit Photo Inspection Passes	22B05E	0.4 Hour
Inspect Both Driver & Passenger Inflators & Submit Photos Inspection Passes	22B05H	0.6 Hour
Inspect Driver and/or Passenger Airbag Inflator One or Both Inspections FAIL	Contact SSSC	

**2006-2009 MKZ/Zephyr**

Description	Labor Operation	Labor Time
Inspect Driver Airbag Inflator Only & Submit Photo Inspection Passes	22B05B	0.5 Hour
Inspect Passenger Airbag Inflator Only & Submit Photo Inspection Passes	22B05E	0.4 Hour
Inspect Both Driver & Passenger Inflators & Submit Photos Inspection Passes	22B05H	0.6 Hour
Inspect Driver and/or Passenger Airbag Inflator One or Both Inspections FAIL	Contact SSSC	

**Quality Inspection Program 22B05**

Certain 2005-2014 Mustang, 2005-2006 GT, 2004-2011 Ranger, 2006-2012 Fusion & MKZ/Zephyr,  
2006-2011 Milan, and 2007-2010 Edge & MKX Vehicles  
Driver & Passenger Airbag Module Quality Control Inspection

**2010-2012 Fusion, 2010-2011 Milan, and 2010-2012 Lincoln MKZ**

Description	Labor Operation	Labor Time
Inspect Driver Airbag Inflator Only & Submit Photo Inspection Passes	22B05B	0.5 Hour
Inspect Passenger Airbag Inflator Only & Submit Photo Inspection Passes	22B05F	0.5 Hour
Inspect Both Driver & Passenger Inflators & Submit Photos Inspection Passes	22B05H	0.6 Hour
Inspect Driver and/or Passenger Airbag Inflator One or Both Inspections FAIL	Contact SSSC	

**2007-2010 Edge**

Description	Labor Operation	Labor Time
Inspect Driver Airbag Inflator Only & Submit Photo Inspection Passes	22B05B	0.5 Hour
Inspect Passenger Airbag Inflator Only & Submit Photo Inspection Passes	22B05F	0.5 Hour
Inspect Both Driver & Passenger Inflators & Submit Photos Inspection Passes	22B05H	0.6 Hour
Inspect Driver and/or Passenger Airbag Inflator One or Both Inspections FAIL	Contact SSSC	

**2007-2010 MKX**

Description	Labor Operation	Labor Time
Inspect Driver Airbag Inflator Only & Submit Photo Inspection Passes	22B05B	0.5 Hour
Inspect Passenger Airbag Inflator Only & Submit Photo Inspection Passes	22B05G	0.6 Hour
Inspect Both Driver & Passenger Inflators & Submit Photos Inspection Passes	22B05K	0.8 Hour
Inspect Driver and/or Passenger Airbag Inflator One or Both Inspections FAIL	Contact SSSC	



**Quality Inspection Program 22B05**

Certain 2005-2014 Mustang, 2005-2006 GT, 2004-2011 Ranger, 2006-2012 Fusion & MKZ/Zephyr, 2006-2011 Milan, and 2007-2010 Edge & MKX Vehicles  
Driver & Passenger Airbag Module Quality Control Inspection

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Parts are not required to complete this inspection. If an inspection fails and an airbag recall repair is needed, then the SSSC will provide a list of required parts. Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

**REPLACED FSA PARTS INSPECTION AND SIGN OFF**

Effective March 1<sup>st</sup> 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1<sup>st</sup> 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1<sup>st</sup> 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

**NOTE:** Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.



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

April 2022

Quality Inspection Program 22B05

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

Your vehicle was previously serviced at a Ford or Lincoln dealership to replace one or more defective airbag inflators under Safety Recall 15S21, 17S42, 18S02, 19S01, and/or 21S12. A Ford Motor Company quality audit found that it is possible that the dealership technician who serviced your vehicle did not complete some of the repairs that the dealership submitted claims for. The airbag inflators in your vehicle need to be inspected to ensure your vehicle received the proper airbag recall repair.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition at no cost to you. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**Why are you receiving this notice?** You previously brought your vehicle to a Ford or Lincoln dealership for repair under Safety Recall 15S21, 17S42, 18S02, 19S01, and/or 21S12. During that repair, your vehicle's airbag inflator(s) were to be replaced, but it is possible that the dealership technician who performed the recall repair did not replace them.

**What is the effect?** If your airbag inflator(s) was not replaced as claimed by your dealer, and you are involved in a crash that causes airbag deployment, then the airbag inflator(s) can explode and send sharp metal parts toward vehicle occupants. This can result in serious injury or death.

**More information about the Takata airbag recalls** As described in the original safety recall letter, certain Takata airbag inflators can rupture because the propellant that was used can experience an alteration over time with exposure to certain climate conditions. A combination of time, high temperature fluctuations, and humidity contribute to the degradation of the propellant in the inflators. This degradation can cause the propellant to burn too quickly, creating high pressure inside the inflator, and in extreme cases causing the inflator to rupture in the event of a crash necessitating airbag deployment. Additional information regarding Takata recalls can be found at [www.nhtsa.gov](http://www.nhtsa.gov) and [www.safercar.gov](http://www.safercar.gov).

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

Dealers are to inspect and capture an image of the driver and/or passenger airbag installed in the vehicle. This will involve lowering the glove compartment door or removing the airbag module for passenger side inspections. For driver side inspections, it will involve removing the airbag module from the steering wheel. If the airbag recall repair is found to have been completed correctly, then no further action is required. If the airbag recall repair is found to be incomplete, then the recall repair will be performed again to correct the condition.

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to perform this inspection, and if needed the recall repair, free of charge (parts and labor) under the terms of this program. This Quality Inspection Program will be in effect until March 31, 2027 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

The time needed for this inspection is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additionally, if the inspection reveals that the airbag recall repair was not previously performed correctly, then additional time to perform the repair will be needed.

**What should you do?**

Please call your dealer without delay to schedule a service appointment for Quality Inspection Program 22B05. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

**COVID-19 (CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit [ford.com/support](https://ford.com/support).

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please 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 your vehicle repaired 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: [ford.com/support](https://ford.com/support)

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: [fleet.ford.com](https://fleet.ford.com).

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division



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

April 2022

Quality Inspection Program 22B05

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

Your vehicle was previously serviced at a Lincoln or Ford dealership to replace one or more defective airbag inflators under Safety Recall 15S21, 17S42, 18S02, 19S01, and/or 21S12. A Lincoln Motor Company quality audit found that it is possible that the dealership technician who serviced your vehicle did not complete some of the repairs that the dealership submitted claims for. The airbag inflators in your vehicle need to be inspected to ensure your vehicle received the proper airbag recall repair.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition at no cost to you. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**Why are you receiving this notice?** Your vehicle was previously repaired under Safety Recall 15S21, 17S42, 18S02, 19S01, and/or 21S12. During that repair, your vehicle's airbag(s) were to be replaced to help reduce the risk of them exploding in the event of a crash that caused deployment. It is possible that the airbag(s) were not replaced or may not have been replaced correctly.

**What is the effect?** If your airbag inflator(s) was not replaced as claimed by your dealer, and you are involved in a crash that causes airbag deployment, then the airbag inflator(s) can explode and send sharp metal parts toward vehicle occupants. This can result in serious injury or death.

**More information about the Takata airbag recalls** As described in the original safety recall letter, certain Takata airbag inflators can rupture because the propellant that was used can experience an alteration over time with exposure to certain climate conditions. A combination of time, high temperature fluctuations, and humidity contribute to the degradation of the propellant in the inflators. This degradation can cause the propellant to burn too quickly, creating high pressure inside the inflator, and in extreme cases causing the inflator to rupture in the event of a crash necessitating airbag deployment. Additional information regarding Takata recalls can be found at [www.nhtsa.gov](http://www.nhtsa.gov) and [www.safercar.gov](http://www.safercar.gov).

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

Dealers are to inspect and capture an image of the driver and/or passenger airbag installed in the vehicle. This will involve lowering the glove compartment door or removing the airbag module for passenger side inspections. For driver side inspections, it will involve removing the airbag module from the steering wheel. If the airbag recall repair is found to have been completed correctly, then no further action is required. If the airbag recall repair is found to be incomplete, then the recall repair will be performed again to correct the condition.

In the interest of customer satisfaction, the Lincoln Motor Company has authorized your dealer to perform this inspection, and if needed the recall repair, free of charge (parts and labor) under the terms of this program. This Quality Inspection Program will be in effect until March 31, 2027 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

The time needed for this inspection is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additionally, if the inspection reveals that the airbag recall repair was not previously performed correctly, then additional time to perform the repair will be needed.

**What should you do?**

Please call your dealer without delay to schedule a service appointment for Quality Inspection Program 22B05. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access [lincoln.com/support](https://lincoln.com/support) for dealer addresses, maps, and driving instructions.

The Lincoln Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

**COVID-19 (CORONAVIRUS)**

Lincoln dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting client vehicles and vehicles used for Pickup & Delivery\* both before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Lincoln and your local dealer are working hard to keep you on the road during these challenging times, please visit [lincoln.com/support](https://lincoln.com/support).

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please 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 your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

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: [lincoln.com/support](https://lincoln.com/support).

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: [fleet.ford.com](https://fleet.ford.com).

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

The Lincoln Motor Company

## CERTAIN 2007 – 2010 MKX VEHICLES – DRIVER AND PASSENGER AIRBAG MODULE INSPECTION

**NOTE:** The following quality control inspection only applies to 2007 – 2010 Model Year (MY) MKX vehicles. Inspection procedures are published in separate attachments for the other vehicle lines included in this recall.

**NOTE:** This quality control inspection is **NOT** required for any airbag that is deployed, missing, incompatible, or modified. If any of the above scenarios applies to just one side (driver or passenger airbag), then an inspection may be needed on the opposite side. If any of the above scenarios applies to both the driver AND passenger airbag, then no action is required

**REASON FOR THIS PROGRAM:** It is possible that a small percentage of Takata airbag recall claims were submitted by some dealerships on vehicles that did not actually receive the recall repair. The purpose of this Field Service Action (FSA) is to inspect the currently installed driver and passenger airbag inflators, and determine if any additional repair is needed.

If either the driver or passenger airbag recall is still OPEN on the vehicle, then the inspection described in this FSA is ONLY required on the opposite side.

1. Check OASIS for OPEN Takata FSAs 21S12 or 19S01.

- If the driver airbag FSA 21S12 is open – perform ONLY the Passenger Airbag Inflator Inspection on Page 2.

**IMPORTANT:** The service action outlined in FSA 21S12 must also be completed. Refer to the 21S12 FSA Dealer Bulletin for repair and claiming instructions

- If the passenger airbag FSA 19S01 is open – perform ONLY the Driver Airbag Inflator Inspection on Page 4.

**IMPORTANT:** The service action outlined in FSA 19S01 must also be completed. Refer to the 19S01 FSA bulletin for repair and claiming instructions

- If neither FSA is open – Perform BOTH Passenger Airbag Inflator Inspection on Page 2 AND Driver Airbag Inflator Inspection on Page 4.





## SERVICE PROCEDURE

### PASSENGER AIRBAG INFLATOR INSPECTION

1. Fully lower the glove compartment door. Through the glove compartment opening, look up at the passenger airbag module. Inspect the passenger airbag inflator end for the presence of a plastic end cap as shown. See Figure 1. Are the plastic end caps present on the airbag inflator?

Yes: Inspection **PASS** See Figure 1. - No Repair Is Needed

- Capture a photo of the passenger airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g., tablets, smart phones). Please see Page 6 for additional details.
- Passenger airbag inflator inspection complete. Raise and close the glove compartment door, and continue to the driver airbag inflator inspection on Page 4 if required (reference Step 1 on Page 1 to determine which airbag inflator inspections are needed)

No: Inspection **DOES NOT PASS** See Figure 2. – **REPAIR IS REQUIRED**

- Capture a photo of the passenger airbag module showing the missing end caps
- If needed, continue to the Driver Airbag Inflator Inspection on Page 4 before moving to the next step below (reference Step 1 on Page 1 to determine which airbag inflator inspections are required).
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
  - Was a passenger airbag inspection performed? Yes/No?
  - Does the passenger airbag require a repair? Yes/No?
  - Was a driver airbag inspection performed? Yes/No?
  - Does the driver airbag require a repair? Yes/No?



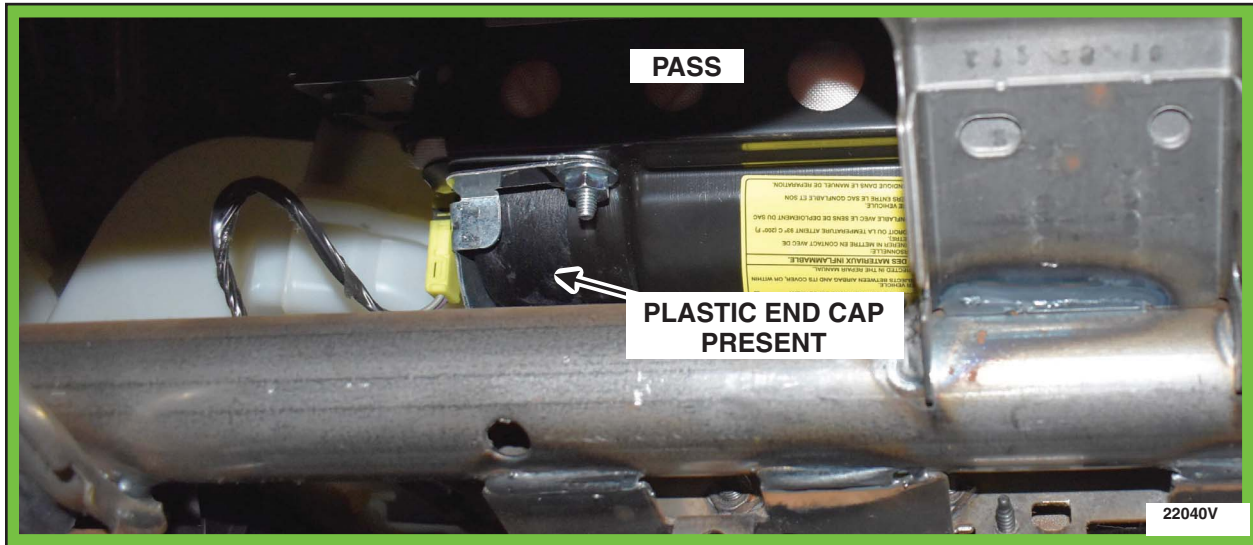


FIGURE 1

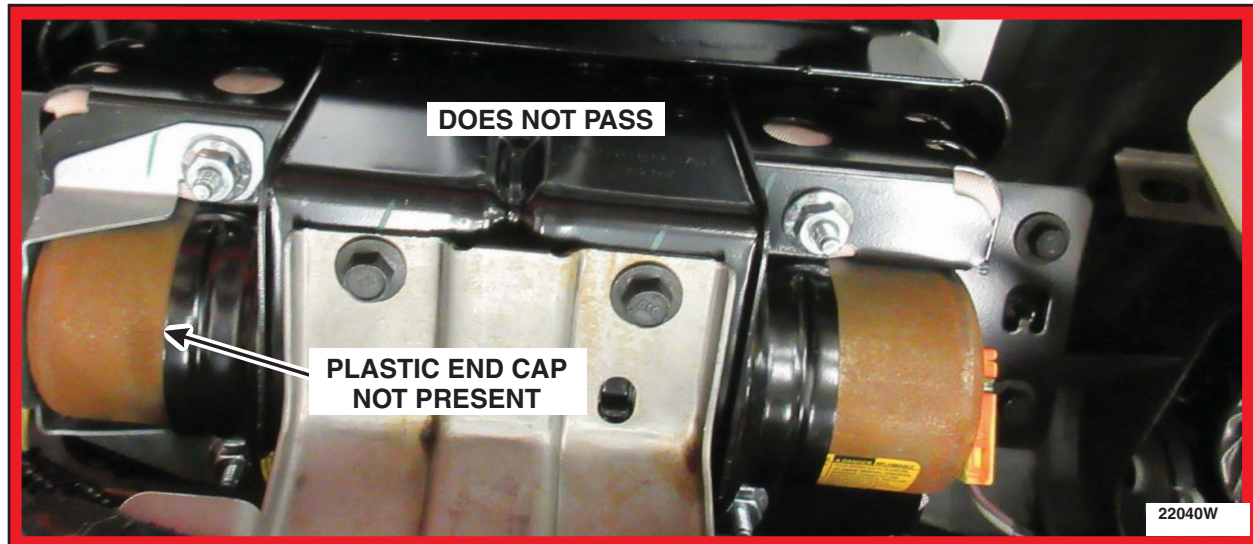


FIGURE 2



## **DRIVER AIRBAG INFLATOR INSPECTION**

 **WARNING:** Failure to follow the instructions and warnings in the WSM may result in injury.

**NOTE:** The ignition must remain OFF until this service procedure is completed.

1. Remove the driver airbag module. 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.



3. Inspect the label on the Driver Airbag inflator as shown in Figure 3. Is the label white in color?

Yes: Inspection **PASS** - No Repair Is Needed.

- Capture a photo of the driver airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g. , tablets, smart phones). Please see Page 6 for additional details.
- Driver airbag inflator inspection complete. Reinstall the driver airbag module. Please follow the WSM procedures in Section 501-20B.

**NOTE:** If the label cannot be inspected or is missing entirely, the inspection has failed.

No: Inspection **DOES NOT PASS. – REPAIR IS REQUIRED**

- Capture a photo of the driver airbag module showing the yellow label.
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
  - Was a passenger airbag inspection performed? Yes/No?
  - Does the passenger airbag require a repair? Yes/No?
  - Was a driver airbag inspection performed? Yes/No?
  - Does the driver airbag require a repair? Yes/No?



FIGURE 3



### Using Web Based “Report a Vehicle Concern”

- Access report entry form from link in PTS (Report a Vehicle Concern) or directly at: <https://www.gcr.dealerconnection.com/asp/FordDealerMenu.asp>
- Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile from the Global Concern Reporting Main Menu or directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>
- After completing the report entry form and submitting your report, you can upload a maximum of 5 attachments at once. The attachments must be saved to the drive on the Personal Computer (PC) you are using.

### Using Mobile PTS “Report a Vehicle Concern”

**IMPORTANT** - If you have never used the Web-Based report a vehicle concern you will need to create your User Profile prior to accessing “Report a Vehicle Concern” on Mobile PTS.

Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp> ; You can access Mobile PTS using your mobile device at: <https://m.fordtechservice.dealerconnection.com/> or the following QR code:



After completing the report entry form you can upload a maximum of 5 attachments at once.

- If submitting more than one attachment (photo), the files must be saved to the mobile device you’re using, PRIOR to submitting the report.
- If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.

**IMPORTANT NOTE:** Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



## CERTAIN 2006 – 2012 MODEL YEAR (MY) FUSION AND 2006 – 2011 MY MILAN VEHICLES – DRIVER AND PASSENGER AIRBAG MODULE INSPECTION

**NOTE:** The following quality control inspection only applies to 2006 – 2011 Model Year (MY) Fusion/Milan vehicles. Inspection procedures are published in separate attachments for the other vehicle lines included in this recall.

**NOTE:** This quality control inspection is **NOT** required for any airbag that is deployed, missing, incompatible, or modified. If any of the above scenarios applies to just one side (driver or passenger airbag), then an inspection may be needed on the opposite side. If any of the above scenarios applies to both the driver AND passenger airbag, then no action is required

**REASON FOR THIS PROGRAM:** It is possible that a small percentage of Takata airbag recall claims were submitted by some dealerships on vehicles that did not actually receive the recall repair. The purpose of this Field Service Action (FSA) is to inspect the currently installed driver and passenger airbag inflators, and determine if any additional repair is needed.

If either the driver or passenger airbag recall is still OPEN on the vehicle, then the inspection described in this FSA is ONLY required on the opposite side.

1. Check OASIS for OPEN Takata FSAs 21S12 or 19S01.

- If the driver airbag FSA 21S12 is open – perform ONLY the Passenger Airbag Inflator Inspection on Page 2.

**IMPORTANT:** The service action outlined in FSA 21S12 must also be completed. Refer to the 21S12 FSA Dealer Bulletin for repair and claiming instructions

- If the passenger airbag FSA 19S01 is open – perform ONLY the Driver Airbag Inflator Inspection on Page 4.

**IMPORTANT:** The service action outlined in FSA 19S01 must also be completed. Refer to the 19S01 FSA bulletin for repair and claiming instructions

- If neither FSA is open – Perform BOTH Passenger Airbag Inflator Inspection on Page 2 AND Driver Airbag Inflator Inspection on Page 4.



## SERVICE PROCEDURE

### PASSENGER AIRBAG INFLATOR INSPECTION

1. Fully lower the glove compartment door. Through the glove compartment opening, look up at the passenger airbag module. Inspect the passenger airbag inflator end for the presence of a plastic end cap as shown. For 2006-2009 MY Fusion/ Milan vehicles see Figure 1. For 2010-2012 MY Fusion/ Milan vehicles see Figure 2. Are the plastic end caps present on the airbag inflator?

Yes: Inspection **PASS** See Figures 1 and 2. - No Repair Is Needed

- Capture a photo of the passenger airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g., tablets, smart phones). Please see Page 6 for additional details.
- Passenger airbag inflator inspection complete. Raise and close the glove compartment door, and continue to the driver airbag inflator inspection on Page 3 if required (reference Step 1 on Page 1 to determine which airbag inflator inspections are needed)

No: Inspection **DOES NOT PASS** See Figure 3. – **REPAIR IS REQUIRED**

- Capture a photo of the passenger airbag module showing the missing end caps.
- If needed, continue to the Driver Airbag Inflator Inspection on Page 3 before moving to the next step below (reference Step 1 on Page 1 to determine which airbag inflator inspections are required).
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
  - Was a passenger airbag inspection performed? Yes/No?
  - Does the passenger airbag require a repair? Yes/No?
  - Was a driver airbag inspection performed? Yes/No?
  - Does the driver airbag require a repair? Yes/No?





FIGURE 1

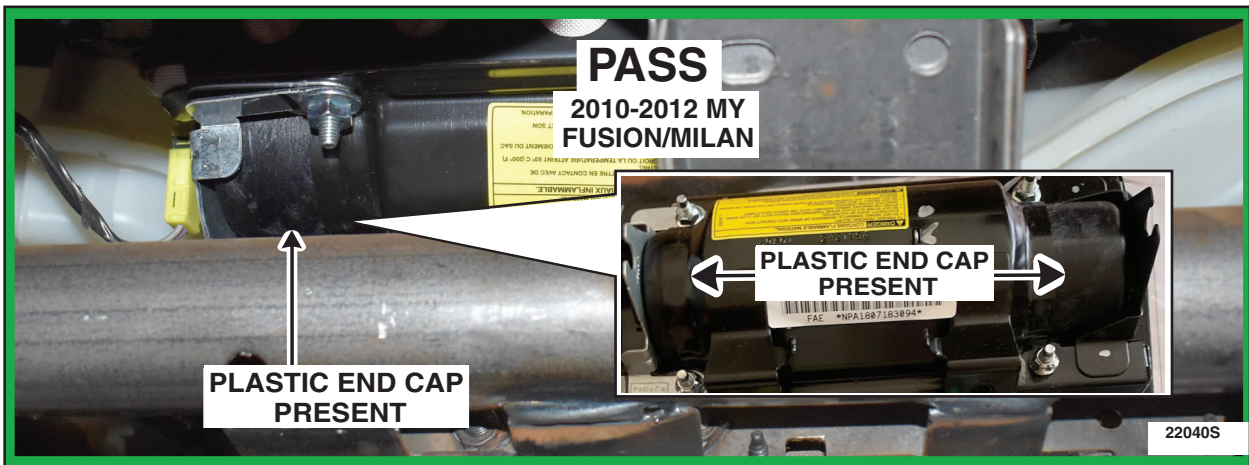


FIGURE 2




FIGURE 3





## DRIVER AIRBAG INFLATOR INSPECTION

 **WARNING:** Failure to follow the instructions and warnings in the WSM may result in injury.

**NOTE:** The ignition must remain OFF until this service procedure is completed.

1. Remove the driver airbag module. 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.



3. Inspect the label on the Driver Airbag inflator as shown in Figure 4. Is the label white in color?

Yes: Inspection **PASS** - No Repair Is Needed.

- Capture a photo of the driver airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g. , tablets, smart phones). Please see Page 6 for additional details.
- Driver airbag inflator inspection complete. Reinstall the driver airbag module. Please follow the WSM procedures in Section 501-20B.

**NOTE:** If the label cannot be inspected or is missing entirely, the inspection has failed.

No: Inspection **DOES NOT PASS**. – REPAIR IS REQUIRED

- Capture a photo of the driver airbag module showing the yellow label.
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
  - Was a passenger airbag inspection performed? Yes/No?
  - Does the passenger airbag require a repair? Yes/No?
  - Was a driver airbag inspection performed? Yes/No?
  - Does the driver airbag require a repair? Yes/No?

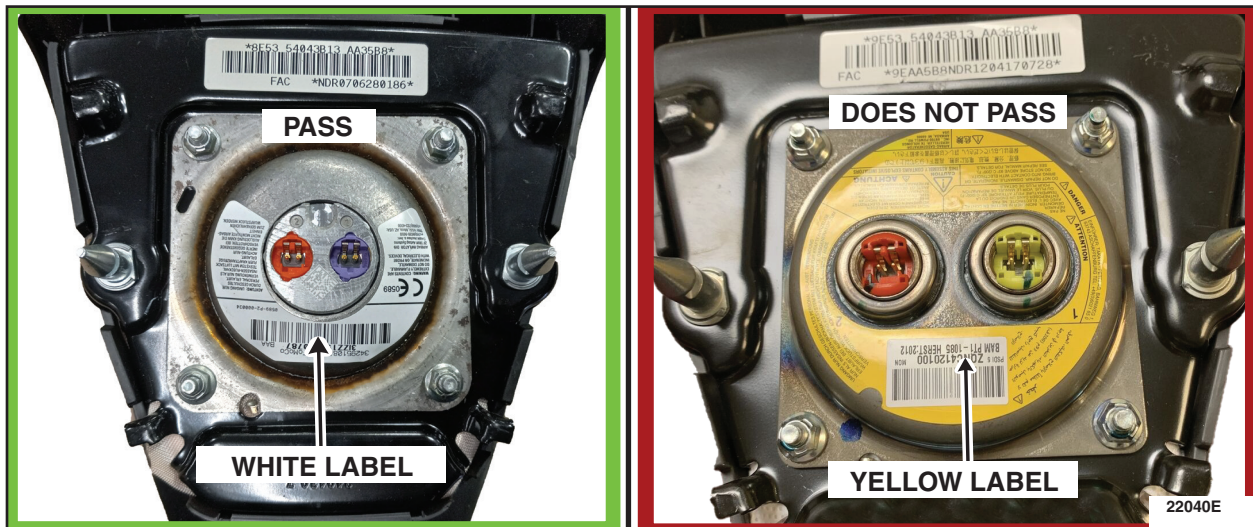


FIGURE 4



### Using Web Based “Report a Vehicle Concern”

- Access report entry form from link in PTS (Report a Vehicle Concern) or directly at: <https://www.gcr.dealerconnection.com/asp/FordDealerMenu.asp>
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- After completing the report entry form and submitting your report, you can upload a maximum of 5 attachments at once. The attachments must be saved to the drive on the Personal Computer (PC) you are using.

### Using Mobile PTS “Report a Vehicle Concern”

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- If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.

**IMPORTANT NOTE:** Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



## CERTAIN 2005 – 2006 FORD GT VEHICLES – DRIVER AND PASSENGER AIRBAG MODULE INSPECTION

**NOTE:** The following quality control inspection only applies to 2005 – 2006 Model Year (MY) Ford GT vehicles. Inspection procedures are published in separate attachments for the other vehicle lines included in this recall.

**NOTE:** This quality control inspection is **NOT** required for any airbag that is deployed, missing, incompatible, or modified. If any of the above scenarios applies to just one side (driver or passenger airbag), then an inspection may be needed on the opposite side. If any of the above scenarios applies to both the driver AND passenger airbag, then no action is required

**REASON FOR THIS PROGRAM:** It is possible that a small percentage of Takata airbag recall claims were submitted by some dealerships on vehicles that did not actually receive the recall repair. The purpose of this Field Service Action (FSA) is to inspect the currently installed driver and passenger airbag inflators, and determine if any additional repair is needed.

If either the driver or passenger airbag recall is still OPEN on the vehicle, then the inspection described in this FSA is ONLY required on the opposite side.

1. Check OASIS for OPEN Takata FSAs 15S21 or 19S01.

- If the driver airbag FSA 15S21 is open – perform ONLY the Passenger Airbag Inflator Inspection on Page 2.

**IMPORTANT:** The service action outlined in FSA 15S21 must also be completed. Refer to the 15S21 FSA Dealer Bulletin for repair and claiming instructions

- If the passenger airbag FSA 19S01 is open – perform ONLY the Driver Airbag Inflator Inspection on Page 4.


**IMPORTANT:** The service action outlined in FSA 19S01 must also be completed. Refer to the 19S01 FSA bulletin for repair and claiming instructions

- If neither FSA is open – Perform BOTH Passenger Airbag Inflator Inspection on Page 2 AND Driver Airbag Inflator Inspection on Page 4.



## SERVICE PROCEDURE

### PASSENGER AIRBAG INFLATOR INSPECTION

 **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.

**NOTE:** Mustang airbag shown in this procedure, Ford GT similar.

1. Remove the passenger airbag from the vehicle. Please follow the WSM procedures in Section 501-20.
2. Set the airbag face down onto a surface that will not scratch or damage the airbag face.



3. Inspect the passenger airbag inflator end for the presence of a plastic end cap as shown in Figure 1.  
Is the plastic end cap present on the airbag inflator?

Yes: Inspection **PASS** See Figure 1. - No Repair Is Needed

- Capture a photo of the passenger airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g., tablets, smart phones). Please see Page 6 for additional details.
- Passenger airbag inflator inspection complete. Reinstall the Passenger Airbag. Please follow the WSM procedures in Section 501-20, and continue to the driver airbag inflator inspection on Page 4 if required (reference Step 1 on Page 1 to determine which airbag inflator inspections are needed)

No: Inspection **DOES NOT PASS** See Figure 1. – **REPAIR IS REQUIRED**

- Capture a photo of the passenger airbag module showing the missing end caps
- If needed, continue to the Driver Airbag Inflator Inspection on Page 4 before moving to the next step below (reference Step 1 on Page 1 to determine which airbag inflator inspections are required).
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
  - Was a passenger airbag inspection performed? Yes/No?
  - Does the passenger airbag require a repair? Yes/No?
  - Was a driver airbag inspection performed? Yes/No?
  - Does the driver airbag require a repair? Yes/No?

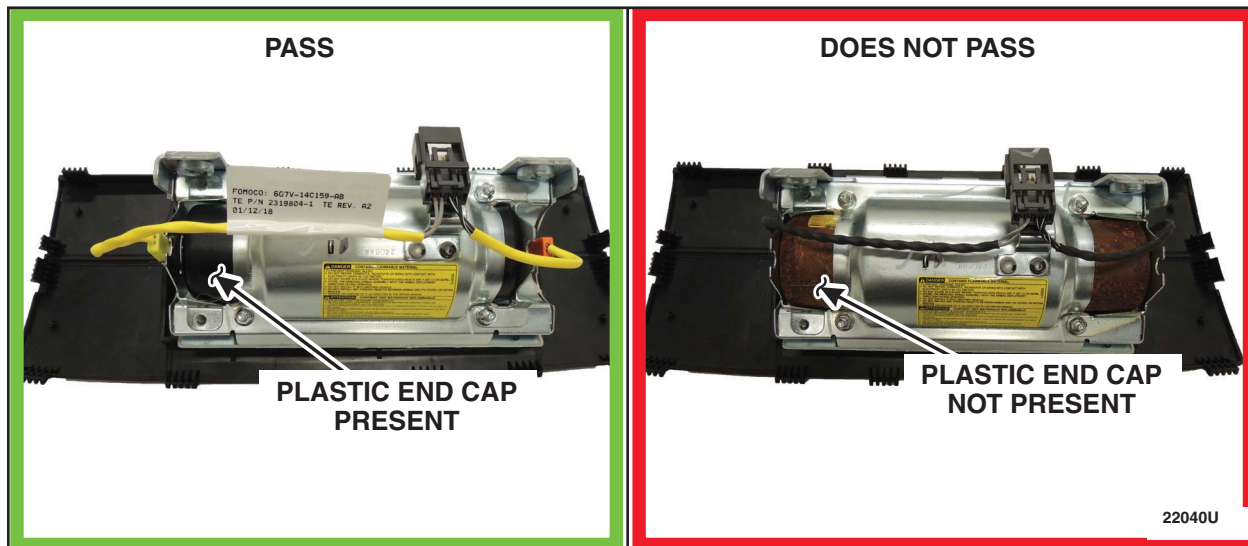


FIGURE 1



## **DRIVER AIRBAG INFLATOR INSPECTION**

**⚠ WARNING:** Failure to follow the instructions and warnings in the WSM may result in injury.

**NOTE:** The ignition must remain OFF until this service procedure is completed.

1. Remove the driver airbag module. 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.



3. Inspect the label on the Driver Airbag inflator as shown in Figure 2. Is the label white in color?

Yes: Inspection **PASS** - No Repair Is Needed.

- Capture a photo of the driver airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g. , tablets, smart phones). Please see Page 6 for additional details.
- Driver airbag inflator inspection complete. Reinstall the driver airbag module. Please follow the WSM procedures in Section 501-20B.

**NOTE:** If the label cannot be inspected or is missing entirely, the inspection has failed.

No: Inspection **DOES NOT PASS. – REPAIR IS REQUIRED**

- Capture a photo of the driver airbag module showing the yellow label.
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
  - Was a passenger airbag inspection performed? Yes/No?
  - Does the passenger airbag require a repair? Yes/No?
  - Was a driver airbag inspection performed? Yes/No?
  - Does the driver airbag require a repair? Yes/No?

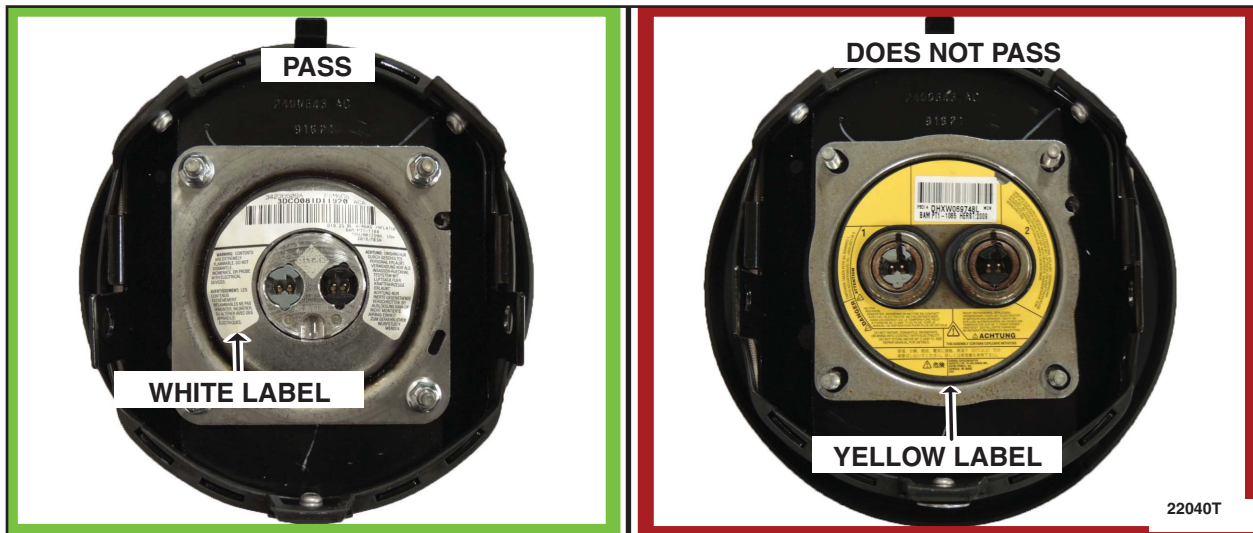


FIGURE 2





### Using Web Based “Report a Vehicle Concern”

- Access report entry form from link in PTS (Report a Vehicle Concern) or directly at: <https://www.gcr.dealerconnection.com/asp/FordDealerMenu.asp>
- Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile from the Global Concern Reporting Main Menu or directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>
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**IMPORTANT** - If you have never used the Web-Based report a vehicle concern you will need to create your User Profile prior to accessing “Report a Vehicle Concern” on Mobile PTS.

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**IMPORTANT NOTE:** Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



## CERTAIN 2005 – 2014 MUSTANG VEHICLES – DRIVER AND PASSENGER AIRBAG MODULE INSPECTION

**NOTE:** The following quality control inspection only applies to 2005 – 2014 Model Year (MY) Mustang vehicles. Inspection procedures are published in separate attachments for the other vehicle lines included in this recall.

**NOTE:** This quality control inspection is **NOT** required for any airbag that is deployed, missing, incompatible, or modified. If any of the above scenarios applies to just one side (driver or passenger airbag), then an inspection may be needed on the opposite side. If any of the above scenarios applies to both the driver AND passenger airbag, then no action is required

**REASON FOR THIS PROGRAM:** It is possible that a small percentage of Takata airbag recall claims were submitted by some dealerships on vehicles that did not actually receive the recall repair. The purpose of this Field Service Action (FSA) is to inspect the currently installed driver and passenger airbag inflators, and determine if any additional repair is needed.

If either the driver or passenger airbag recall is still OPEN on the vehicle, then the inspection described in this FSA is ONLY required on the opposite side.

1. Check OASIS for OPEN Takata FSAs 15S21 or 19S01.

- If the driver airbag FSA 15S21 is open – perform ONLY the Passenger Airbag Inflator Inspection on Page 2.

**IMPORTANT:** The service action outlined in FSA 15S21 must also be completed. Refer to the 15S21 FSA Dealer Bulletin for repair and claiming instructions

- If the passenger airbag FSA 19S01 is open – perform ONLY the Driver Airbag Inflator Inspection on Page 4.


**IMPORTANT:** The service action outlined in FSA 19S01 must also be completed. Refer to the 19S01 FSA bulletin for repair and claiming instructions

- If neither FSA is open – Perform BOTH Passenger Airbag Inflator Inspection on Page 2 AND Driver Airbag Inflator Inspection on Page 4.



## SERVICE PROCEDURE

### PASSENGER AIRBAG INFLATOR INSPECTION

 **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.

**NOTE:** For Mustang vehicles equipped with SYNC, it is not necessary to remove the Accessory Protocol Interface Module (APIM) retainers to access the passenger airbag module. Unclip the APIM mounting bracket and position the APIM aside.

1. Remove the passenger airbag from the vehicle. Please follow the WSM procedures in Section 501-20.
2. Set the airbag face down onto a surface that will not scratch or damage the airbag face.



3. Inspect the passenger airbag inflator end for the presence of a plastic end cap as shown in Figure 1.  
Is the plastic end cap present on the airbag inflator?

Yes: Inspection **PASS** See Figure 1. - No Repair Is Needed.

- Capture a photo of the driver airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g. , tablets, smart phones). Please see Page 6 for additional details.
- Passenger airbag inflator inspection complete. Reinstall the Passenger Airbag. Please follow the WSM procedures in Section 501-20, and continue to the driver airbag inflator inspection on Page 4 if required (reference Step 1 on Page 1 to determine which airbag inflator inspections are needed)

No: Inspection **DOES NOT PASS** See Figure 1. – **REPAIR IS REQUIRED.**

- Capture a photo of the passenger airbag module showing the missing end caps.
- If needed, continue to the Driver Airbag Inflator Inspection on Page 4 before moving to the next step below (reference Step 1 on Page 1 to determine which airbag inflator inspections are required).
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
  - Was a passenger airbag inspection performed? Yes/No?
  - Does the passenger airbag require a repair? Yes/No?
  - Was a driver airbag inspection performed? Yes/No?
  - Does the driver airbag require a repair? Yes/No?

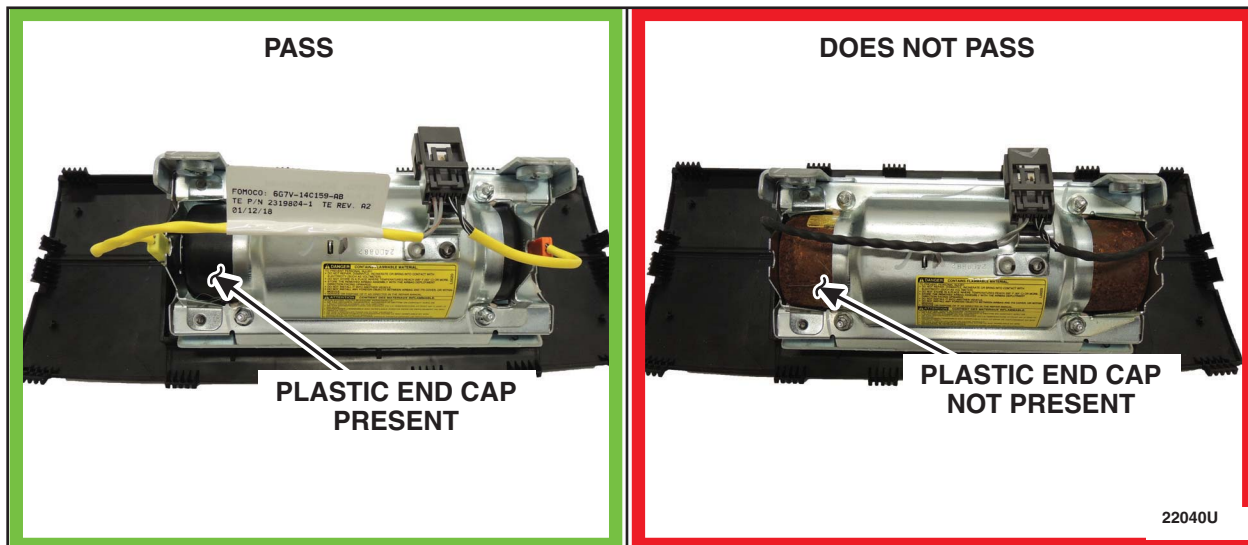


FIGURE 1



## **DRIVER AIRBAG INFLATOR INSPECTION**

**⚠ WARNING:** Failure to follow the instructions and warnings in the WSM may result in injury.

**NOTE:** The ignition must remain OFF until this service procedure is completed.

1. Remove the driver airbag module. 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.



3. Inspect the label on the Driver Airbag inflator as shown in Figure 2. Is the label white in color?

Yes: Inspection **PASS** - No Repair Is Needed.

- Capture a photo of the driver airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g. , tablets, smart phones). Please see Page 6 for additional details.
- Driver airbag inflator inspection complete. Reinstall the driver airbag module. Please follow the WSM procedures in Section 501-20B.

**NOTE:** If the label cannot be inspected or is missing entirely, the inspection has failed.

No: Inspection **DOES NOT PASS. – REPAIR IS REQUIRED**

- Capture a photo of the driver airbag module showing the yellow label.
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
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  - Was a driver airbag inspection performed? Yes/No?
  - Does the driver airbag require a repair? Yes/No?

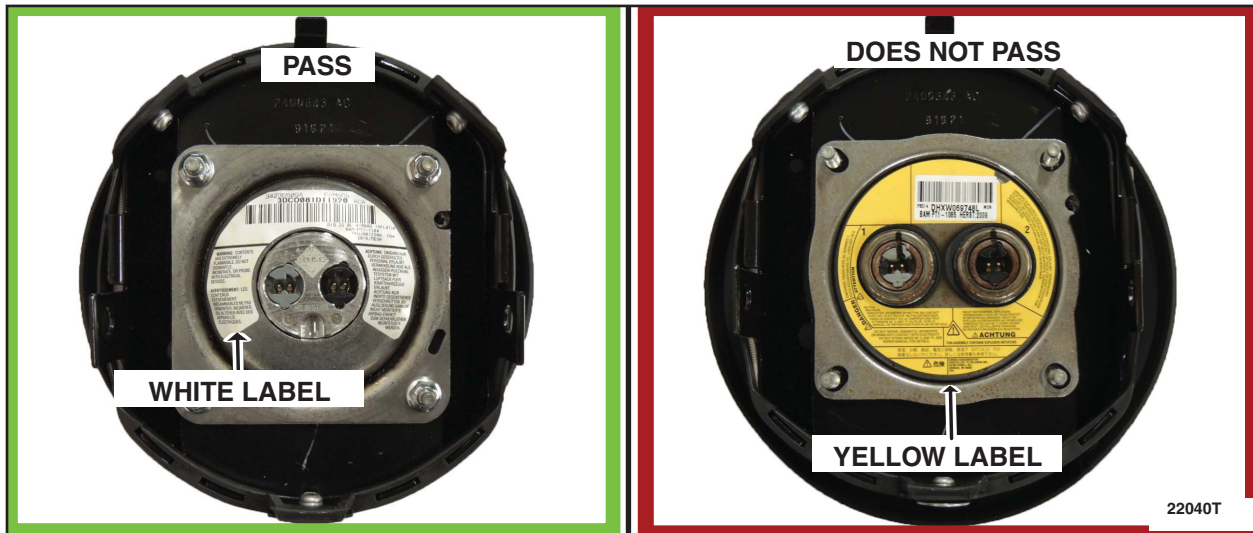


FIGURE 2



### Using Web Based “Report a Vehicle Concern”

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- If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.

**IMPORTANT NOTE:** Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



## CERTAIN 2004– 2011 RANGER VEHICLES – DRIVER AND PASSENGER AIRBAG MODULE INSPECTION

**NOTE:** The following quality control inspection only applies to 2004 – 2011 Model Year (MY) Ranger vehicles. Inspection procedures are published in separate attachments for the other vehicle lines included in this recall.

**NOTE:** This quality control inspection is **NOT** required for any airbag that is deployed, missing, incompatible, or modified. If any of the above scenarios applies to just one side (driver or passenger airbag), then an inspection may be needed on the opposite side. If any of the above scenarios applies to both the driver AND passenger airbag, then no action is required

**REASON FOR THIS PROGRAM:** It is possible that a small percentage of Takata airbag recall claims were submitted by some dealerships on vehicles that did not actually receive the recall repair. The purpose of this Field Service Action (FSA) is to inspect the currently installed driver and passenger airbag inflators, and determine if any additional repair is needed.

If either the driver or passenger airbag recall is still OPEN on the vehicle, then the inspection described in this FSA is ONLY required on the opposite side.

1. If this is a 2004-2006 Ranger then both the Passenger and Driver Air Bag Inflator Inspections are required. Please proceed to Passenger Air Bag Inflator Inspection on Page 2.
2. If this is a 2007-2011 Ranger check OASIS for OPEN Takata FSAs 21S12 or 19S01.

- If the driver airbag FSA 21S12 is open – perform ONLY the Passenger Airbag Inflator Inspection on Page 2.

**IMPORTANT:** The service action outlined in FSA 21S12 must also be completed. Refer to the 21S12 FSA Dealer Bulletin for repair and claiming instructions.

- If the passenger airbag FSA 19S01 is open – perform ONLY the Driver Airbag Inflator Inspection on Page 4.

**IMPORTANT:** The service action outlined in FSA 19S01 must also be completed. Refer to the 19S01 FSA bulletin for repair and claiming instructions.


- If neither FSA is open – Perform BOTH Passenger Airbag Inflator Inspection on Page 2 AND Driver Airbag Inflator Inspection on Page 4.





## SERVICE PROCEDURE

### PASSENGER AIRBAG INFLATOR INSPECTION

 **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 passenger 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.



3. Inspect the passenger airbag inflator end for the presence of a plastic end cap as shown in Figure 1.  
Is the plastic end cap present on the airbag inflator?

Yes: Inspection **PASS** See Figure 1 - No Repair Is Needed

- Capture a photo of the passenger airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g., tablets, smart phones). Please see Page 6 for additional details.
- Passenger airbag inflator inspection complete. Reinstall the Passenger Airbag. Please follow the WSM procedures in Section 501-20B, and continue to the driver airbag inflator inspection on Page 4 if required (reference Step 1 on Page 1 to determine which airbag inflator inspections are needed)

No: Inspection **DOES NOT PASS** See Figure 1 – **REPAIR IS REQUIRED**

- Capture a photo of the passenger airbag inflator showing the missing end caps.
- If needed, continue to the Driver Airbag Inflator Inspection on Page 4 before moving to the next step below (reference Step 1 on Page 1 to determine which airbag inflator inspections are required).
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
  - Was a passenger airbag inspection performed? Yes/No?
  - Does the passenger airbag require a repair? Yes/No?
  - Was a driver airbag inspection performed? Yes/No?
  - Does the driver airbag require a repair? Yes/No?

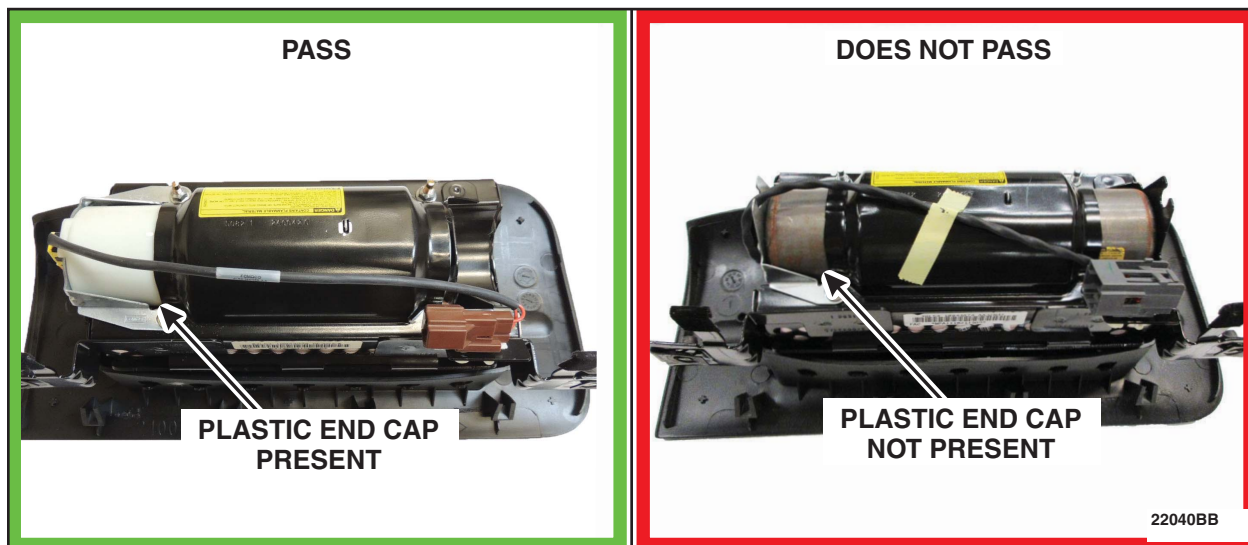


FIGURE 1



## **DRIVER AIRBAG INFLATOR INSPECTION**

**⚠ WARNING:** Failure to follow the instructions and warnings in the WSM may result in injury.

**NOTE:** The ignition must remain OFF until this service procedure is completed.

1. Remove the driver airbag module. Please follow the WSM procedures in Section 501-20.
2. Set the airbag face down onto a surface that will not scratch or damage the airbag face.



3. Inspect the label on the Driver Airbag inflator as shown in Figure 2. Is the label white in color?

Yes: Inspection **PASS** - REPAIR IS REQUIRED.

- Capture a photo of the driver airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g. , tablets, smart phones). Please see Page 6 for additional details.
- Driver airbag inflator inspection complete. Reinstall the driver airbag module. Please follow the WSM procedures in Section 501-20B.

**NOTE:** If the label cannot be inspected or is missing entirely, the inspection has failed.

No: Inspection **DOES NOT PASS – REPAIR IS REQUIRED**

- Capture a photo of the driver airbag module showing the yellow label.
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
  - Was a passenger airbag inspection performed? Yes/No?
  - Does the passenger airbag require a repair? Yes/No?
  - Was a driver airbag inspection performed? Yes/No?
  - Does the driver airbag require a repair? Yes/No?

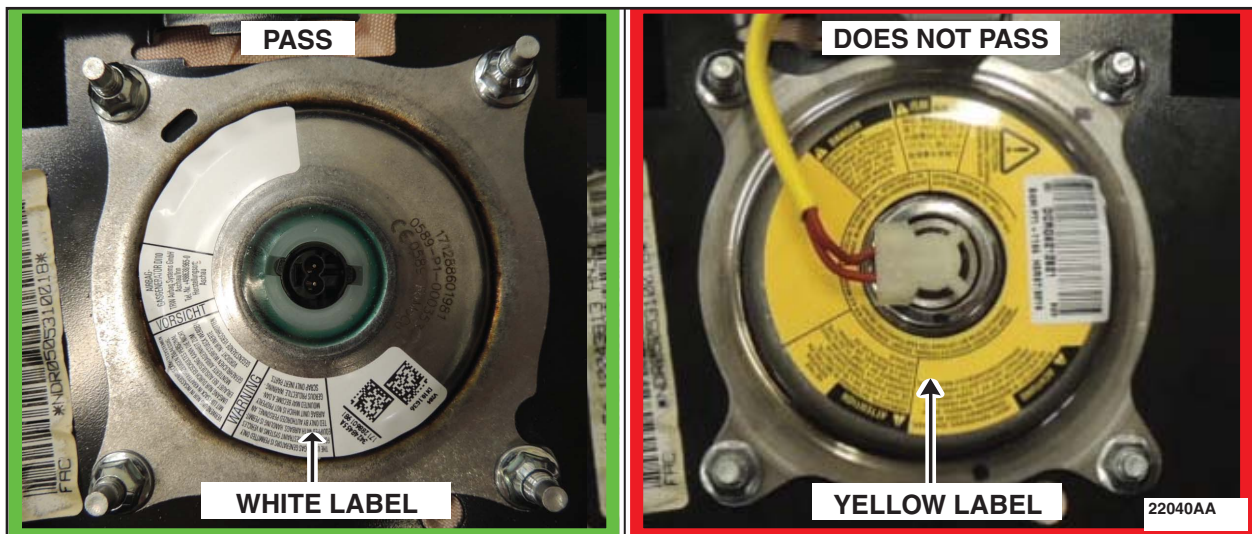


FIGURE 2



### Using Web Based “Report a Vehicle Concern”

- Access report entry form from link in PTS (Report a Vehicle Concern) or directly at: <https://www.gcr.dealerconnection.com/asp/FordDealerMenu.asp>
- Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile from the Global Concern Reporting Main Menu or directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>
- After completing the report entry form and submitting your report, you can upload a maximum of 5 attachments at once. The attachments must be saved to the drive on the Personal Computer (PC) you are using.

### Using Mobile PTS “Report a Vehicle Concern”

**IMPORTANT** - If you have never used the Web-Based report a vehicle concern you will need to create your User Profile prior to accessing “Report a Vehicle Concern” on Mobile PTS.

Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp> ; You can access Mobile PTS using your mobile device at: <https://m.fordtechservice.dealerconnection.com/> or the following QR code:



After completing the report entry form you can upload a maximum of 5 attachments at once.

- If submitting more than one attachment (photo), the files must be saved to the mobile device you’re using, PRIOR to submitting the report.
- If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.

**IMPORTANT NOTE:** Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



## CERTAIN 2006 – 2012 MKZ/ZEPHYR VEHICLES – DRIVER AND PASSENGER AIRBAG MODULE INSPECTION

**NOTE:** The following quality control inspection only applies to 2006 – 2012 Model Year (MY) MKZ/Zephyr vehicles. Inspection procedures are published in separate attachments for the other vehicle lines included in this recall.

**NOTE:** This quality control inspection is **NOT** required for any airbag that is deployed, missing, incompatible, or modified. If any of the above scenarios applies to just one side (driver or passenger airbag), then an inspection may be needed on the opposite side. If any of the above scenarios applies to both the driver AND passenger airbag, then no action is required

**REASON FOR THIS PROGRAM:** It is possible that a small percentage of Takata airbag recall claims were submitted by some dealerships on vehicles that did not actually receive the recall repair. The purpose of this Field Service Action (FSA) is to inspect the currently installed driver and passenger airbag inflators, and determine if any additional repair is needed.

If either the driver or passenger airbag recall is still OPEN on the vehicle, then the inspection described in this FSA is ONLY required on the opposite side.

1. Check OASIS for OPEN Takata FSAs 21S12 or 19S01.

- If the driver airbag FSA 21S12 is open – perform ONLY the Passenger Airbag Inflator Inspection on Page 2.

**IMPORTANT:** The service action outlined in FSA 21S12 must also be completed. Refer to the 21S12 FSA Dealer Bulletin for repair and claiming instructions

- If the passenger airbag FSA 19S01 is open – perform ONLY the Driver Airbag Inflator Inspection on Page 4.

**IMPORTANT:** The service action outlined in FSA 19S01 must also be completed. Refer to the 19S01 FSA bulletin for repair and claiming instructions

- If neither FSA is open – Perform BOTH Passenger Airbag Inflator Inspection on Page 2 AND Driver Airbag Inflator Inspection on Page 4.



## SERVICE PROCEDURE

### PASSENGER AIRBAG INFLATOR INSPECTION

1. Fully lower the glove compartment door. Through the glove compartment opening, look up at the passenger airbag module. Inspect the passenger airbag inflator end for the presence of a plastic end cap as shown. For 2006-2009 MY MKZ/Zephyr vehicles see Figure 1. For 2010-2012 MY MKZ vehicles see Figure 2. Are the plastic end caps present on the airbag inflator?

Yes: Inspection **PASS** See Figures 1 and 2. - No Repair Is Needed

- Capture a photo of the passenger airbag inflator or part number sticker and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g., tablets, smart phones). Please see Page 6 for additional details.
- Passenger airbag inflator inspection complete. Raise and close the glove compartment door, and continue to the driver airbag inflator inspection on Page 4 if required (reference Step 1 on Page 1 to determine which airbag inflator inspections are needed)

No: Inspection **DOES NOT PASS** See Figure 3. – **REPAIR IS REQUIRED**

- Capture a photo of the passenger airbag inflator showing the missing end caps or part number sticker.
- If needed, continue to the Driver Airbag Inflator Inspection on Page 4 before moving to the next step below (reference Step 1 on Page 1 to determine which airbag inflator inspections are required).
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
  - Was a passenger airbag inspection performed? Yes/No?
  - Does the passenger airbag require a repair? Yes/No?
  - Was a driver airbag inspection performed? Yes/No?
  - Does the driver airbag require a repair? Yes/No?





FIGURE 1

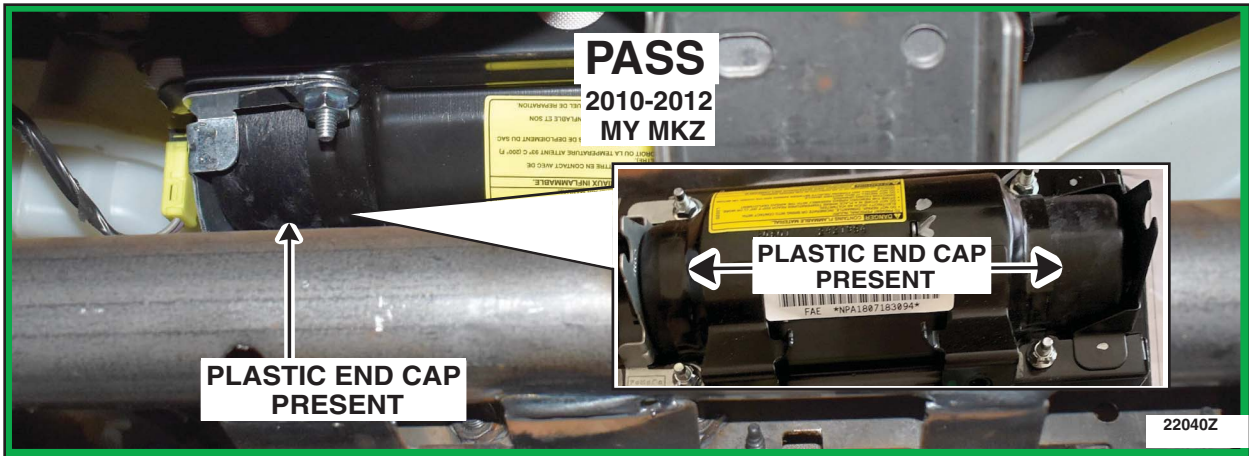


FIGURE 2



FIGURE 3





## **DRIVER AIRBAG INFLATOR INSPECTION**

**⚠ WARNING:** Failure to follow the instructions and warnings in the WSM may result in injury.

**NOTE:** The ignition must remain OFF until this service procedure is completed.

1. Remove the driver airbag module. 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.



3. Inspect the label on the Driver Airbag inflator as shown in Figure 4. Is the label white in color?

Yes: Inspection **PASS** - No Repair Is Needed.

- Capture a photo of the driver airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g. , tablets, smart phones). Please see Page 6 for additional details.
- Driver airbag inflator inspection complete. Reinstall the driver airbag module. Please follow the WSM procedures in Section 501-20B.

**NOTE:** If the label cannot be inspected or is missing entirely, the inspection has failed.

No: Inspection **DOES NOT PASS. – REPAIR IS REQUIRED**

- Capture a photo of the driver airbag module showing the yellow label.
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
  - Was a passenger airbag inspection performed? Yes/No?
  - Does the passenger airbag require a repair? Yes/No?
  - Was a driver airbag inspection performed? Yes/No?
  - Does the driver airbag require a repair? Yes/No?

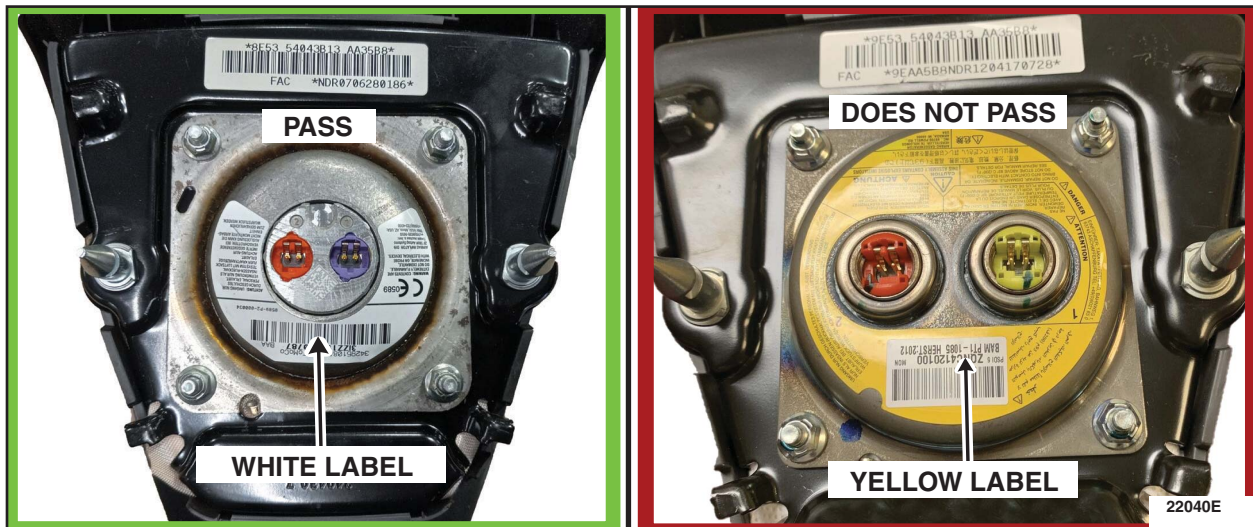


FIGURE 4



### Using Web Based “Report a Vehicle Concern”

- Access report entry form from link in PTS (Report a Vehicle Concern) or directly at: <https://www.gcr.dealerconnection.com/asp/FordDealerMenu.asp>
- Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile from the Global Concern Reporting Main Menu or directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>
- After completing the report entry form and submitting your report, you can upload a maximum of 5 attachments at once. The attachments must be saved to the drive on the Personal Computer (PC) you are using.

### Using Mobile PTS “Report a Vehicle Concern”

**IMPORTANT** - If you have never used the Web-Based report a vehicle concern you will need to create your User Profile prior to accessing “Report a Vehicle Concern” on Mobile PTS.

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**IMPORTANT NOTE:** Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



## CERTAIN 2007 – 2010 EDGE VEHICLES – DRIVER AND PASSENGER AIRBAG MODULE INSPECTION

**NOTE:** The following quality control inspection only applies to 2007 – 2010 Model Year (MY) Edge vehicles. Inspection procedures are published in separate attachments for the other vehicle lines included in this recall.

**NOTE:** This quality control inspection is **NOT** required for any airbag that is deployed, missing, incompatible, or modified. If any of the above scenarios applies to just one side (driver or passenger airbag), then an inspection may be needed on the opposite side. If any of the above scenarios applies to both the driver AND passenger airbag, then no action is required

**REASON FOR THIS PROGRAM:** It is possible that a small percentage of Takata airbag recall claims were submitted by some dealerships on vehicles that did not actually receive the recall repair. The purpose of this Field Service Action (FSA) is to inspect the currently installed driver and passenger airbag inflators, and determine if any additional repair is needed.

If either the driver or passenger airbag recall is still OPEN on the vehicle, then the inspection described in this FSA is ONLY required on the opposite side.

1. Check OASIS for OPEN Takata FSAs 21S12 or 19S01.

- If the driver airbag FSA 21S12 is open – perform ONLY the Passenger Airbag Inflator Inspection on Page 2.

**IMPORTANT:** The service action outlined in FSA 21S12 must also be completed. Refer to the 21S12 FSA Dealer Bulletin for repair and claiming instructions

- If the passenger airbag FSA 19S01 is open – perform ONLY the Driver Airbag Inflator Inspection on Page 4.

**IMPORTANT:** The service action outlined in FSA 19S01 must also be completed. Refer to the 19S01 FSA bulletin for repair and claiming instructions

- If neither FSA is open – Perform BOTH Passenger Airbag Inflator Inspection on Page 2 AND Driver Airbag Inflator Inspection on Page 4.



## SERVICE PROCEDURE

### PASSENGER AIRBAG INFLATOR INSPECTION

1. Fully lower the glove compartment door. Through the glove compartment opening, look up at the passenger airbag module. Inspect the passenger airbag inflator end for the presence of a plastic end cap as shown in Figures 1 and 2. Are the plastic end caps present on the airbag inflator?

Yes: Inspection **PASS** See Figure 1. - No Repair Is Needed

- Capture a photo of the passenger airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g., tablets, smart phones). Please see Page 6 for additional details.
- Passenger airbag inflator inspection complete. Raise and close the glove compartment door, and continue to the driver airbag inflator inspection on Page 3 if required (reference Step 1 on Page 1 to determine which airbag inflator inspections are needed)

No: Inspection **DOES NOT PASS** See Figure 2. – **REPAIR IS REQUIRED**

- Capture a photo of the passenger airbag inflator showing the missing end caps.
- If needed, continue to the Driver Airbag Inflator Inspection on Page 3 before moving to the next step below (reference Step 1 on Page 1 to determine which airbag inflator inspections are required).
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
  - Was a passenger airbag inspection performed? Yes/No?
  - Does the passenger airbag require a repair? Yes/No?
  - Was a driver airbag inspection performed? Yes/No?
  - Does the driver airbag require a repair? Yes/No?



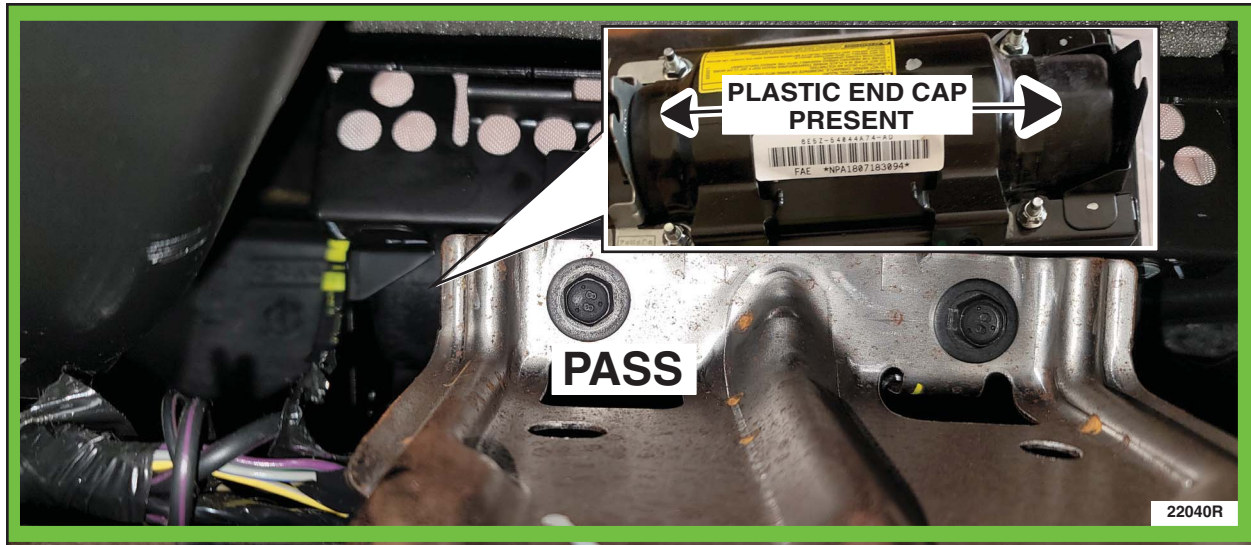


FIGURE 1

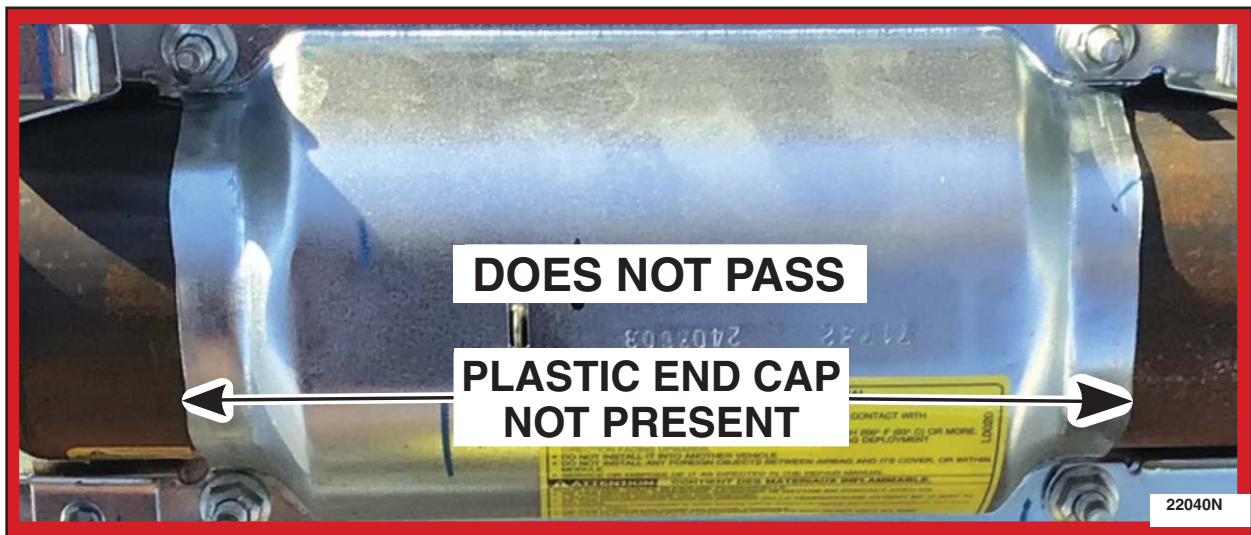


FIGURE 2



## **DRIVER AIRBAG INFLATOR INSPECTION**

**⚠ WARNING:** Failure to follow the instructions and warnings in the WSM may result in injury.

**NOTE:** The ignition must remain OFF until this service procedure is completed.

1. Remove the driver airbag module. 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.



3. Inspect the label on the Driver Airbag inflator as shown in Figure 3. Is the label white in color?

Yes: Inspection **PASS** - No Repair Is Needed.

- Capture a photo of the driver airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g. , tablets, smart phones). Please see Page 6 for additional details.
- Driver airbag inflator inspection complete. Reinstall the driver airbag module. Please follow the WSM procedures in Section 501-20B.

**NOTE:** If the label cannot be inspected or is missing entirely, the inspection has failed.

No: Inspection **DOES NOT PASS. – REPAIR IS REQUIRED**

- Capture a photo of the driver airbag inflator showing the yellow label.
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
  - Was a passenger airbag inspection performed? Yes/No?
  - Does the passenger airbag require a repair? Yes/No?
  - Was a driver airbag inspection performed? Yes/No?
  - Does the driver airbag require a repair? Yes/No?

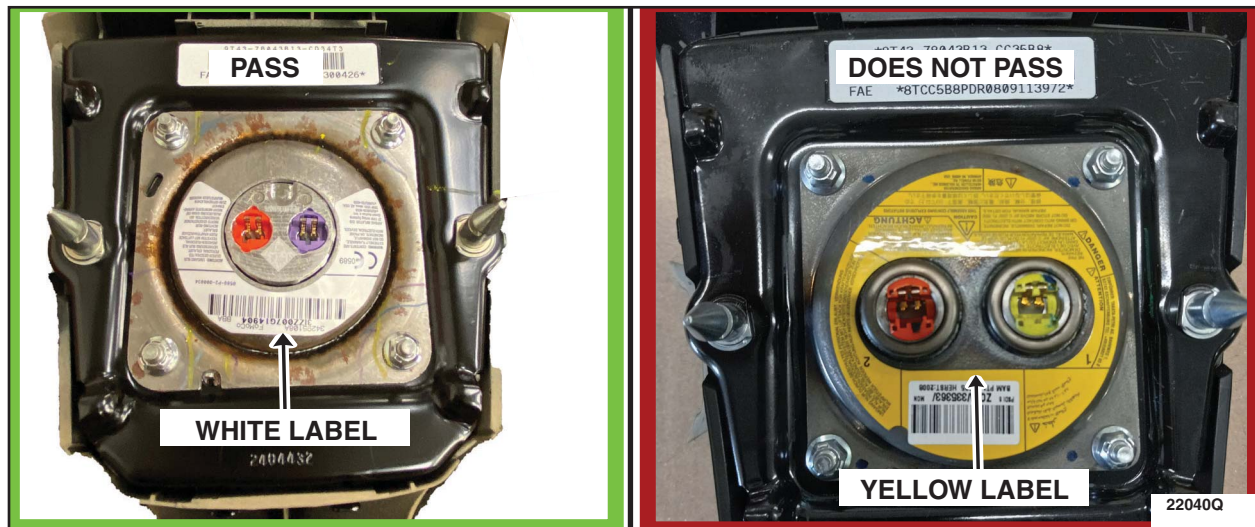


FIGURE 3





### Using Web Based “Report a Vehicle Concern”

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### Using Mobile PTS “Report a Vehicle Concern”

**IMPORTANT** - If you have never used the Web-Based report a vehicle concern you will need to create your User Profile prior to accessing “Report a Vehicle Concern” on Mobile PTS.

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

April 2022

Quality Inspection Program 22B05

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

Your vehicle was previously serviced at a Ford or Lincoln dealership to replace one or more defective airbag inflators under Safety Recall 15S21, 17S42, 18S02, 19S01, and/or 21S12. A Ford Motor Company quality audit found that it is possible that the dealership technician who serviced your vehicle did not complete some of the repairs that the dealership submitted claims for. The airbag inflators in your vehicle need to be inspected to ensure your vehicle received the proper airbag recall repair.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition at no cost to you. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**Why are you receiving this notice?** You previously brought your vehicle to a Ford or Lincoln dealership for repair under Safety Recall 15S21, 17S42, 18S02, 19S01, and/or 21S12. During that repair, your vehicle's airbag inflator(s) were to be replaced, but it is possible that the dealership technician who performed the recall repair did not replace them.

**What is the effect?** If your airbag inflator(s) was not replaced as claimed by your dealer, and you are involved in a crash that causes airbag deployment, then the airbag inflator(s) can explode and send sharp metal parts toward vehicle occupants. This can result in serious injury or death.

**More information about the Takata airbag recalls** As described in the original safety recall letter, certain Takata airbag inflators can rupture because the propellant that was used can experience an alteration over time with exposure to certain climate conditions. A combination of time, high temperature fluctuations, and humidity contribute to the degradation of the propellant in the inflators. This degradation can cause the propellant to burn too quickly, creating high pressure inside the inflator, and in extreme cases causing the inflator to rupture in the event of a crash necessitating airbag deployment. Additional information regarding Takata recalls can be found at [www.nhtsa.gov](http://www.nhtsa.gov) and [www.safercar.gov](http://www.safercar.gov).

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

Dealers are to inspect and capture an image of the driver and/or passenger airbag installed in the vehicle. This will involve lowering the glove compartment door or removing the airbag module for passenger side inspections. For driver side inspections, it will involve removing the airbag module from the steering wheel. If the airbag recall repair is found to have been completed correctly, then no further action is required. If the airbag recall repair is found to be incomplete, then the recall repair will be performed again to correct the condition.

In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to perform this inspection, and if needed the recall repair, free of charge (parts and labor) under the terms of this program. This Quality Inspection Program will be in effect until March 31, 2027 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

The time needed for this inspection is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additionally, if the inspection reveals that the airbag recall repair was not previously performed correctly, then additional time to perform the repair will be needed.

**What should you do?**

Please call your dealer without delay to schedule a service appointment for Quality Inspection Program 22B05. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access [ford.com/support](https://ford.com/support) for dealer addresses, maps, and driving instructions.

Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

**COVID-19 (CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit [ford.com/support](https://ford.com/support).

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please 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 your vehicle repaired 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: [ford.com/support](https://ford.com/support)

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: [fleet.ford.com](https://fleet.ford.com).

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division



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

April 2022

Quality Inspection Program 22B05

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

Your vehicle was previously serviced at a Lincoln or Ford dealership to replace one or more defective airbag inflators under Safety Recall 15S21, 17S42, 18S02, 19S01, and/or 21S12. A Lincoln Motor Company quality audit found that it is possible that the dealership technician who serviced your vehicle did not complete some of the repairs that the dealership submitted claims for. The airbag inflators in your vehicle need to be inspected to ensure your vehicle received the proper airbag recall repair.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition at no cost to you. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

**Why are you receiving this notice?** Your vehicle was previously repaired under Safety Recall 15S21, 17S42, 18S02, 19S01, and/or 21S12. During that repair, your vehicle's airbag(s) were to be replaced to help reduce the risk of them exploding in the event of a crash that caused deployment. It is possible that the airbag(s) were not replaced or may not have been replaced correctly.

**What is the effect?** If your airbag inflator(s) was not replaced as claimed by your dealer, and you are involved in a crash that causes airbag deployment, then the airbag inflator(s) can explode and send sharp metal parts toward vehicle occupants. This can result in serious injury or death.

**More information about the Takata airbag recalls** As described in the original safety recall letter, certain Takata airbag inflators can rupture because the propellant that was used can experience an alteration over time with exposure to certain climate conditions. A combination of time, high temperature fluctuations, and humidity contribute to the degradation of the propellant in the inflators. This degradation can cause the propellant to burn too quickly, creating high pressure inside the inflator, and in extreme cases causing the inflator to rupture in the event of a crash necessitating airbag deployment. Additional information regarding Takata recalls can be found at [www.nhtsa.gov](http://www.nhtsa.gov) and [www.safercar.gov](http://www.safercar.gov).

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

Dealers are to inspect and capture an image of the driver and/or passenger airbag installed in the vehicle. This will involve lowering the glove compartment door or removing the airbag module for passenger side inspections. For driver side inspections, it will involve removing the airbag module from the steering wheel. If the airbag recall repair is found to have been completed correctly, then no further action is required. If the airbag recall repair is found to be incomplete, then the recall repair will be performed again to correct the condition.

In the interest of customer satisfaction, the Lincoln Motor Company has authorized your dealer to perform this inspection, and if needed the recall repair, free of charge (parts and labor) under the terms of this program. This Quality Inspection Program will be in effect until March 31, 2027 regardless of mileage. Coverage is automatically transferred to subsequent owners.

**How long will it take?**

The time needed for this inspection is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. Additionally, if the inspection reveals that the airbag recall repair was not previously performed correctly, then additional time to perform the repair will be needed.

**What should you do?**

Please call your dealer without delay to schedule a service appointment for Quality Inspection Program 22B05. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

If you do not already have a servicing dealer, you can access [lincoln.com/support](https://lincoln.com/support) for dealer addresses, maps, and driving instructions.

The Lincoln Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

**COVID-19 (CORONAVIRUS)**

Lincoln dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting client vehicles and vehicles used for Pickup & Delivery\* both before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Lincoln and your local dealer are working hard to keep you on the road during these challenging times, please visit [lincoln.com/support](https://lincoln.com/support).

**What if you no longer own this vehicle?**

If you no longer own this vehicle, and have an address for the current owner, please 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 your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

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: [lincoln.com/support](https://lincoln.com/support).

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: [fleet.ford.com](https://fleet.ford.com).

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Thank you for your attention to this important matter.

The Lincoln Motor Company