



Stacy L. Balzer
 Operating Director
 Service Engineering Operations
 Ford Customer Service Division

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

July 28, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 21B71 – Supplement #3**
 Certain 2013 Model Year Fusion Vehicles
 Driver Airbag Module Replacement

REF: **Customer Satisfaction Program 21B71 – Supplement #2**
 Dated *August 17, 2022*

New! REASON FOR THIS SUPPLEMENT

- *This program is being expanded to include VIN's in the state of Texas in an effort to increase the number of parts returned for research.*

PROGRAM TERMS

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

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Fusion	2013	Hermosillo	August 14, 2012 through July 16, 2013

Affected vehicles are identified in OASIS and FSA VIN Lists.

New! REASON FOR THIS PROGRAM

This program is a proactive effort to gather parts for research. Ford is voluntarily conducting this program to replace certain airbag modules manufactured by Takata Corporation on vehicles always registered and always residing in *the states of Florida and Texas*. The replacement module being installed contains an inflator that was manufactured by a different supplier (does not contain a Takata inflator) and does not contain ammonium nitrate. The purpose of this program is to obtain field parts for testing and evaluation.

SERVICE ACTION

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

IMPORTANT: All replaced driver airbag modules must be returned for analysis.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owner letters were mailed the week of February 21st, 2022 *to vehicle owners in Florida. Additional owner letters will be mailed the week of August 7th, 2023 to vehicle owners in Texas who's VIN's are being added to this program.* Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
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,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive style with a large, stylized 'S' and 'B'.

Stacy L. Balzer

Customer Satisfaction Program 21B71 - *Supplement #3*
Certain 2013 Model Year Fusion Vehicles
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OASIS ACTIVATION

OASIS was activated on February 8th, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists have been available through <https://web.fsavinlists.dealerconnection.com> since February 8th, 2022. Owner names and addresses have been available since February 28th, 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

Rental vehicles are not approved for this program.

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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 21B71 is the sub code.

IMPORTANT: 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 20 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 **Special Use Vehicle Description** 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.

• **Hazmat Parts Return Kit Claiming Instructions:**

All replaced driver airbag modules must be returned for analysis. A hazmat parts return kit is required to complete the return. See Attachment II for part return details.

- Claim on the same RO line as the repair.
- Use Misc. Expense Code "OTHER".
- Amount: \$3.00

- **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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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Driver Airbag Module	21B71B	0.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

SSSC Web Contact Site:

To place an order, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
HS7Z-78043B13-AH	Driver Airbag Module - Black	1	1

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

NOTE: All replaced driver airbag modules must be returned in the new part box.

Part return instructions:

- Parts must be returned via FedEx; the RCRC will **not** pick up parts for this program.
- Dealers must monitor their OWS parts status report. An FCS-700 tag will be generated for each driver airbag module.
- You must order FCS-12637R-16 (Hazmat Parts Return Kit) through the Dealer eStore:
web.dealerestore.dealerconnection.com
 - Refer to the HAZMAT Parts Return page on FMCDealer.com for resources regarding hazmat parts shipping if necessary: www.FMCDealer.com > Parts & Service > Parts Department Tools > Hazmat Parts Return
 - Refer to the Claims Preparation and Submission section in Attachment I to claim the cost of the hazmat parts return kit.

NOTE: Four (4) different pre-paid shipping labels will come with the Hazmat Parts Return Kit. Use the FedEx shipping label in the kit with the following address:

WARRANTY PARTS ANALYSIS CENTER
15010 SOUTH COMMERCE DRIVE
DEARBORN, MI 48120

NOTE: Due to hazardous material shipment requirements, dealers must meet all applicable Hazardous Material Regulations when shipping hazardous material. Hazardous Material training / certification is required at least every three years per the U.S. Department of Transportation 49CFR 172.700. Failure to comply with all applicable Hazardous Material Regulations can lead to fines up to \$77,114 per day per violation.

Customer Satisfaction Program 21B71 - Supplement #3

Certain 2013 Model Year Fusion Vehicles

Driver Airbag Module Replacement

IMPORTANT: If an FCS-700 Tag is not issued, or the OWS parts status report directs to “Scrap” a part replaced under this safety recall, please submit a General Request to the SSSC Web Contact Site stating that you were directed to scrap a part.

For additional parts return information, refer to the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

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

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 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 1st 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

July, 2023

Customer Satisfaction Program 21B71

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed to building high quality, safe, and dependable products. As part of that commitment, we have pre-selected your vehicle to replace the driver airbag module free of charge for a limited time as part of an important safety research study. Ford understands that supporting this effort can be an inconvenience but asks that you contribute to this important effort at your earliest convenience. Your participation will help gather information and ensure your safety and the safety of others.

This is not a safety recall. We are collecting these parts to confirm their performance after being in service in your vehicle for many years.

Why are you receiving this notice?

This program is a proactive effort to gather certain airbag modules manufactured by Takata for research. Ford Motor Company is voluntarily conducting this program to obtain field parts from certain geographic locations and vehicle models for testing and evaluation. This program will expire without notice once sufficient parts have been gathered to complete the required research.

What will Ford and your dealer do?

For the purposes of this research program, Ford Motor Company has authorized your dealer to remove the driver airbag module from your vehicle and replace it with a new airbag module free of charge. The new replacement module being installed has an updated design, but the function, performance, and appearance of the airbag is identical to the original one.

How long will it take?

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

What should you do?

Please call your dealer without delay to schedule a service appointment for Customer Satisfaction Program 21B71. 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 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.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**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.

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

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.

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