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Director  
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Ford Customer Service Division

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

October 22, 2014

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

**SUBJECT:** **Customer Satisfaction Program 14B04**  
Certain 2005-2006 Ford GT, 2005-2008 Mustang and 2004-2005 Ranger Vehicles  
Operated in Florida, Hawaii, Puerto Rico, or the U.S. Virgin Islands  
Airbag Inflator Replacement

**REF :** **Awareness Communication - Upcoming Field Service Action 14B04**  
Dated June 20, 2014

#### **AFFECTED VEHICLES**

<b>Vehicle</b>	<b>Model Year</b>	<b>Assembly Plant</b>	<b>Build Date Range</b>
Ford GT	2005-2006	Wixom	February 11, 2005 through January 30, 2006
Mustang	2005-2008	Flatrock	August 16, 2004 through June 25, 2007
Ranger	2004	Edison	August 12, 2003 through March 1, 2004
Ranger	2004-2005	Twin Cities	May 21, 2003 through May 4, 2005

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>. This information will be available on October 22, 2014.

#### **REASON FOR THIS PROGRAM**

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

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

#### **SERVICE ACTION**

**NOTE:** Repair instructions are currently not available to support Ranger vehicles, but will be added prior to part availability.

Dealers are to replace the driver (Mustang) or both (Ford GT and Ranger) front airbag inflators and return the original inflator(s) for analysis. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Part availability is expected as follows:

- Ford GT and Mustang parts will be available the week of November 3, 2014.
- Ranger parts are expected to be available first quarter 2015.

**OWNER NOTIFICATION MAILING SCHEDULE**

Owners of affected vehicles will be notified in three separate mailings based on part availability. Mailing will begin by October 31, 2014 for the Ford GT vehicles. Letters to Mustang owners will mail by mid-November, and Ranger letters will mail first quarter 2015. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

**ATTACHMENTS**

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Attachment IV: Dealer Q & A
- Attachment V: Driver Inflator Return Shipping Instructions
- Attachment VI: Passenger Inflator Return Shipping Instructions
- Owner Notification Letter

**QUESTIONS & ASSISTANCE**

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

Sincerely,



Michael A. Berardi

**Customer Satisfaction Program 14B04**  
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**OASIS ACTIVATED?**

Yes, OASIS will be activated on October 22, 2014.

**FSA VIN LIST ACTIVATED?**

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on October 22, 2014. Owner names and addresses will be available by January 2015.

**NOTE:** Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

**STOCK VEHICLES**

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

**SOLD VEHICLES**

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

**TITLE BRANDED / SALVAGED VEHICLES**

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

**ADDITIONAL LABOR TIME AND/OR PARTS**

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

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

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

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**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

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

**FORD GT SPECIAL HANDLING**

Dealers are authorized to claim up to a maximum combined value of \$200 to provide unique services to Ford GT owners under Customer Satisfaction Program 14B04. Examples of potential services include:

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

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

**CLAIMS PREPARATION AND SUBMISSION**

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

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

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

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**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Ford GT – Replace Driver and Passenger Airbag Inflators	14B04B	1.1 Hours
Mustang – Replace Driver Airbag Inflator	14B04C	0.6 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

**NOTE:** Parts for the Ford GT and the Mustang will not be available until the first week of November 2014.

Vehicle Line	Part Number	Description	Quantity
Ford GT and Mustang	5R3Z-63043B13-A	Driver Airbag Inflator Kit	1
Ford GT	5G7Z-63044A74-A	Passenger Airbag Inflator Kit	1

The DOR/COR number for this program is 50565.

Order your parts requirements through normal order processing channels.

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

**DEALER PRICE**

For latest prices, refer to DOES II.

**EXCESS STOCK RETURN**

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

**PART RETURN INSTRUCTIONS**

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

## CERTAIN 2005-2006 FORD GT, 2005-2008 MUSTANG, AND 2004-2005 RANGER VEHICLES OPERATED IN FLORIDA, HAWAII, PUERTO RICO, OR THE U.S. VIRGIN ISLANDS — AIRBAG INFLATOR REPLACEMENT

### OVERVIEW

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

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DRIVER AIRBAG INFLATOR REPLACEMENT (FORD GT AND MUSTANG).....	Page 1.
PASSENGER AIRBAG INFLATOR REPLACEMENT (FORD GT).....	Page 3.

**NOTE:** Parts and repair instructions are currently not available to support Ranger vehicles, but are expected to be available first quarter 2015.

### SERVICE PROCEDURE

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

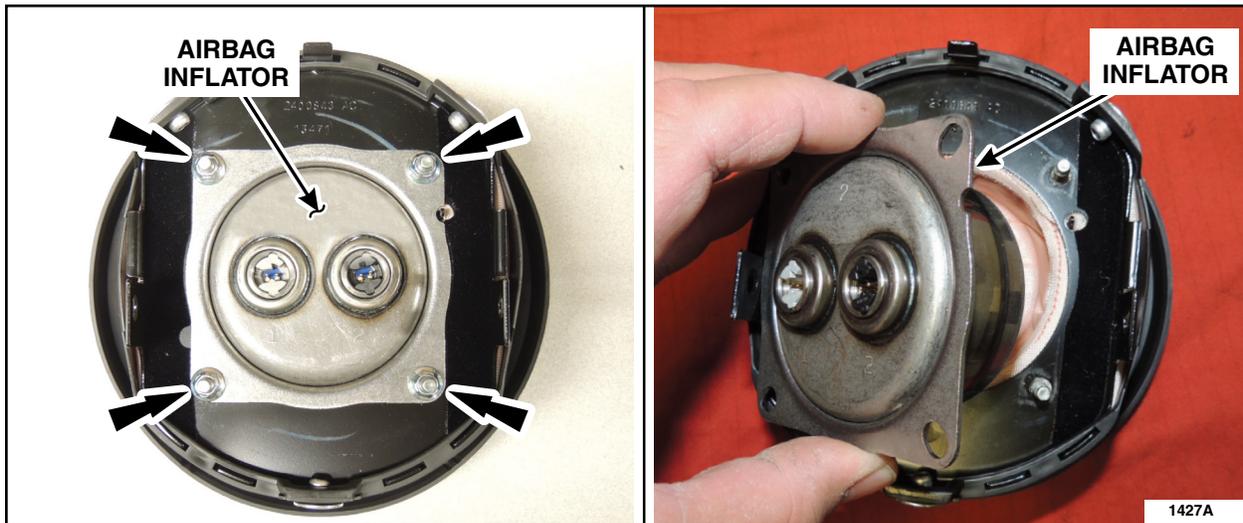
#### DRIVER AIRBAG INFLATOR REPLACEMENT - MUSTANG AND FORD GT

1. Remove the driver airbag from the vehicle. For additional information, refer to Workshop Manual (WSM) Section 501-20B.
2. Set the airbag face down onto a surface that will not scratch or damage the airbag face.

**WARNING:** Do not allow any debris on or around airbag once the inflator is removed.

3. Remove and discard the four airbag inflator retaining nuts from the driver side airbag. See Figure 1.
4. Remove the airbag inflator and set aside for return shipping. See Figure 1.

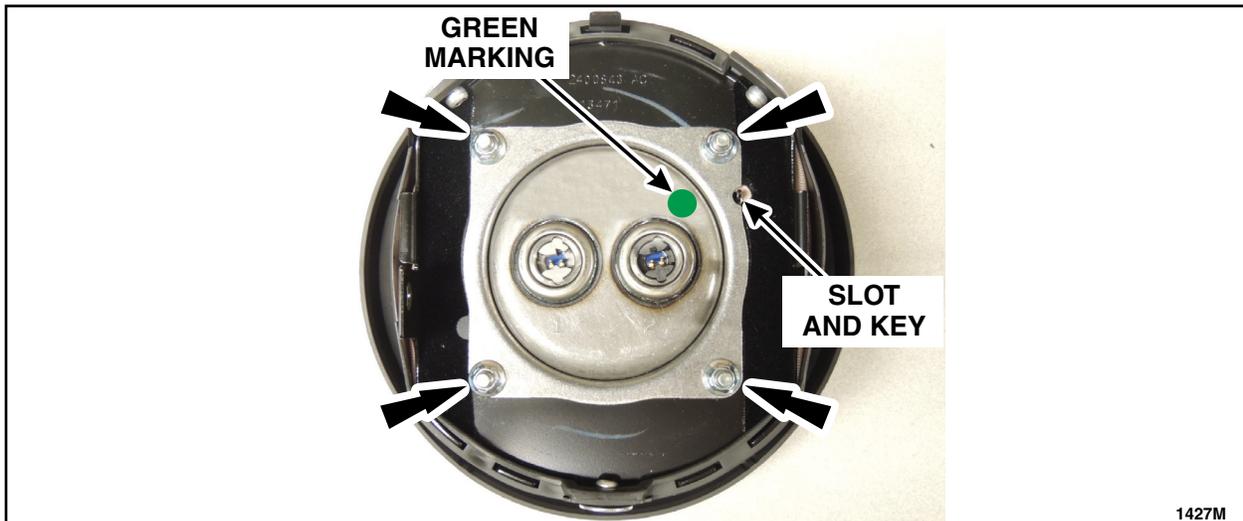




**FIGURE 1**

**NOTE:** In order to verify the correct airbag inflator is installed, check for the green marking.

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



**FIGURE 2**

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



## PASSENGER AIRBAG INFLATOR REPLACEMENT - FORD GT

1. Remove the passenger airbag from the vehicle. For additional information, refer to WSM Section 501-20B.
2. Set the airbag face down onto a surface that will not scratch or damage the airbag face.
3. Remove the wiring harness connector retainer from the passenger airbag assembly. See Figure 3.

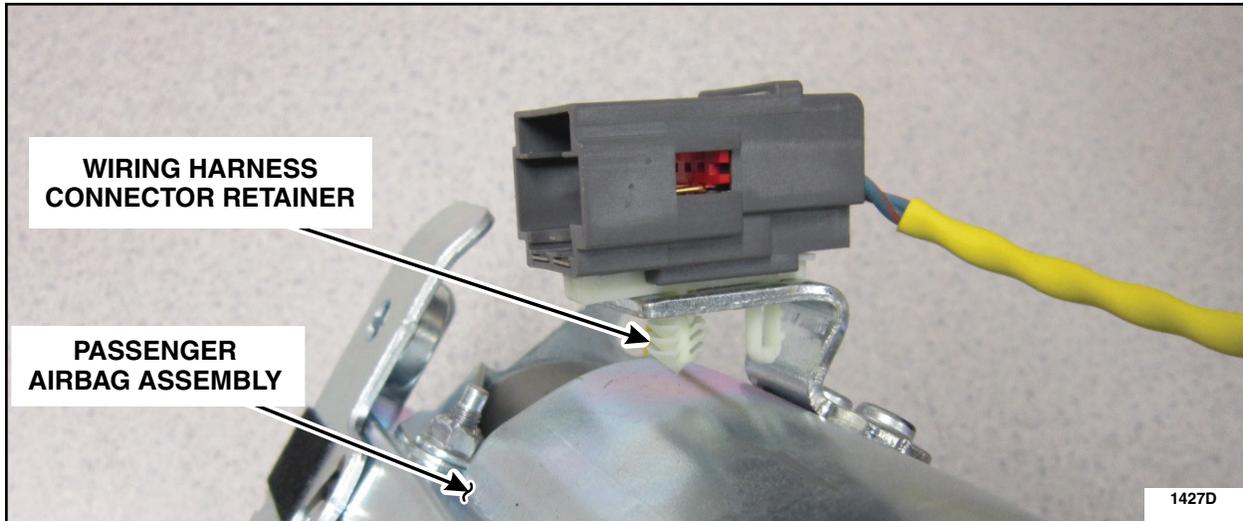


FIGURE 3

**NOTE:** Carry out this step on the longer wire on the end opposite of the airbag inflator retaining bracket.

4. Remove approximately 100 mm (3.93 in) of the yellow conduit from the passenger airbag assembly wire harness. See Figure 4.

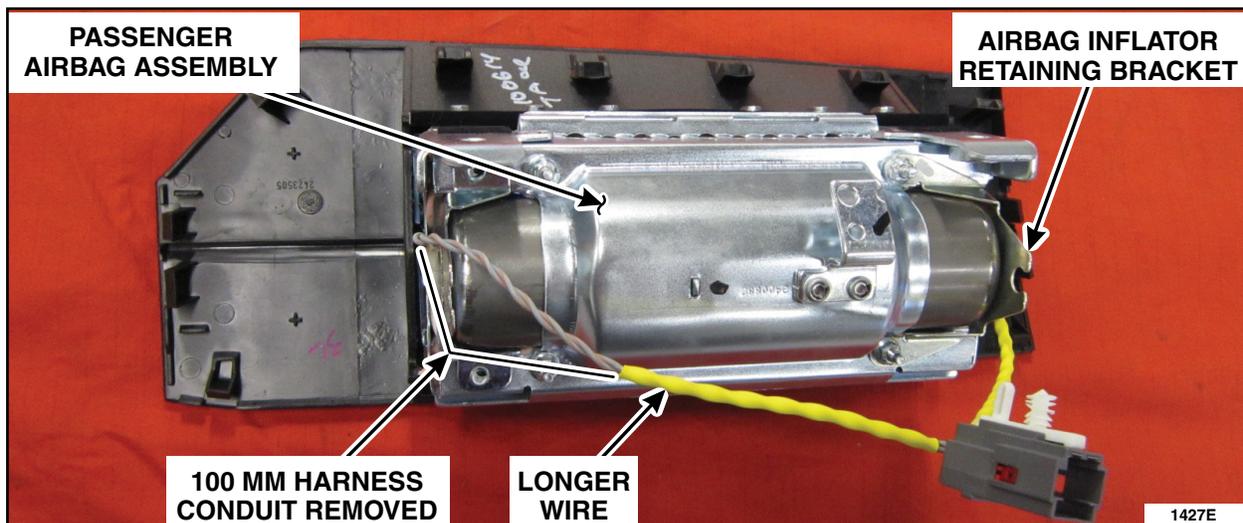
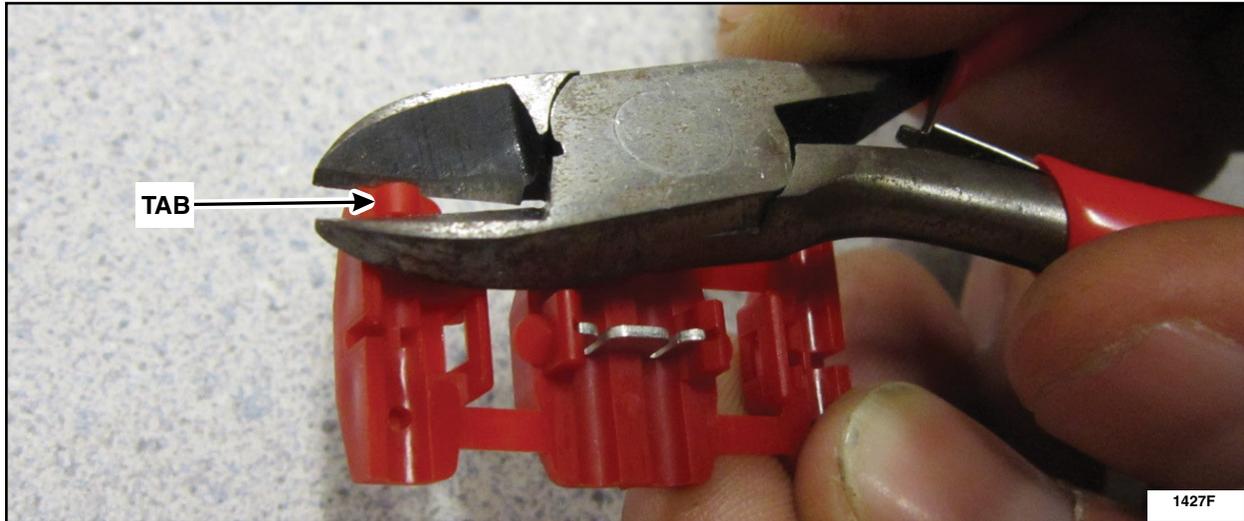


FIGURE 4

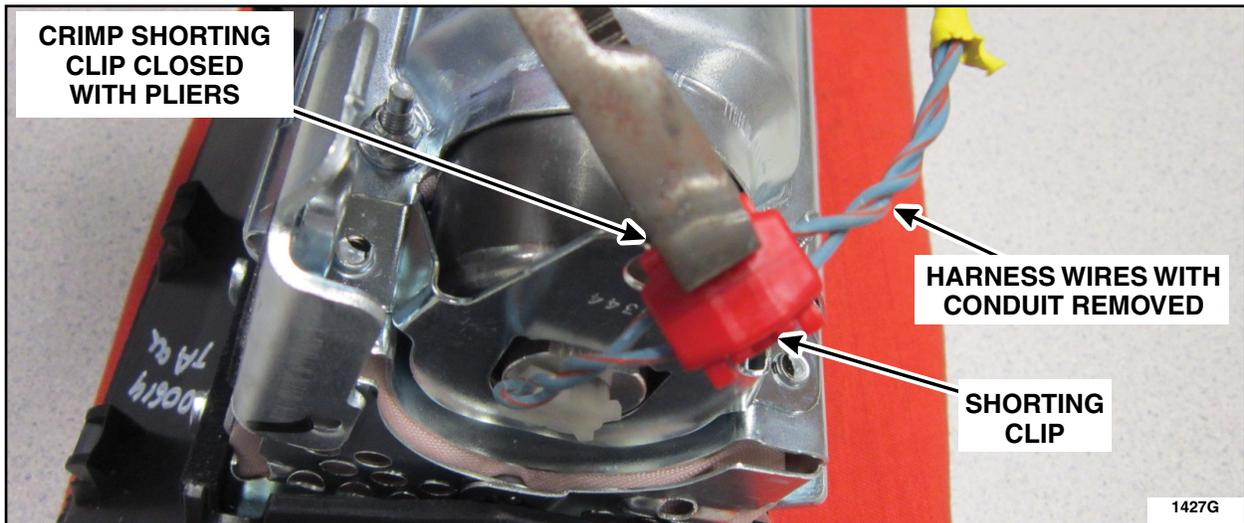


5. Remove the shorting clip from the kit, and using side cutters, cut the tab off the shorting clip. See Figure 5.



**FIGURE 5**

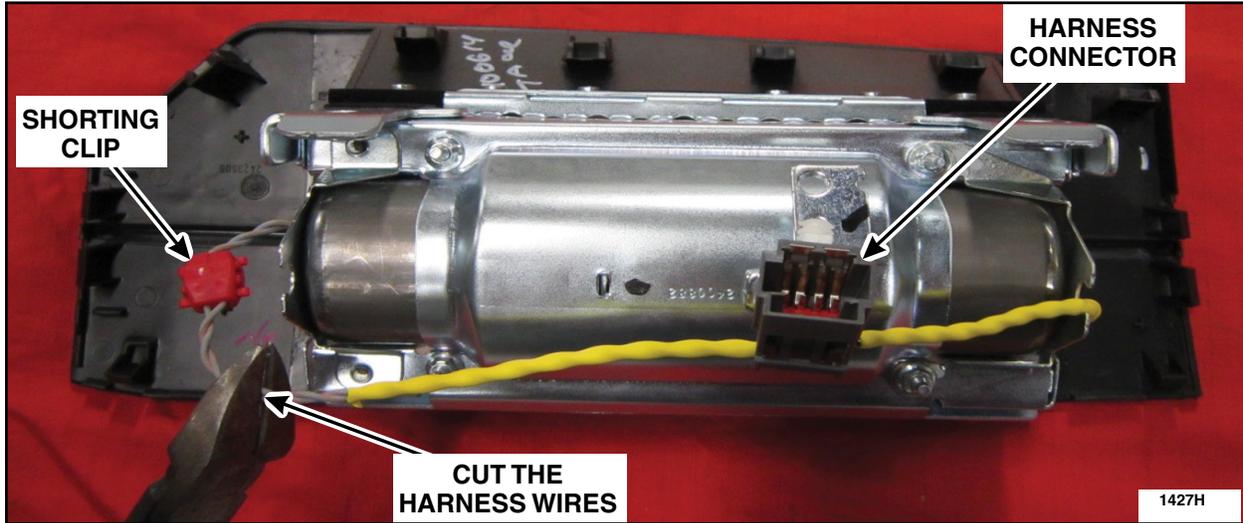
6. Using a pair of pliers, install the shorting clip onto the harness wires. Crimp one side of the shorting clip together at a time. See Figure 6.



**FIGURE 6**

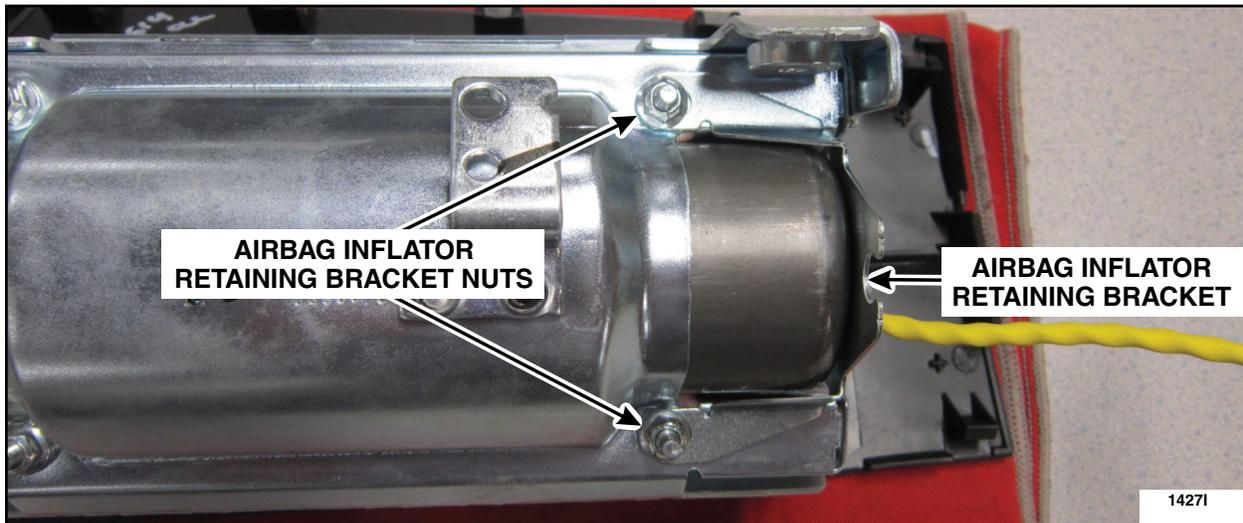


7. Cut the harness wires between the shorting clip and the harness connector. See Figure 7.



**FIGURE 7**

8. Remove the two airbag inflator retaining bracket nuts and the bracket. Discard the nuts. See Figure 8.



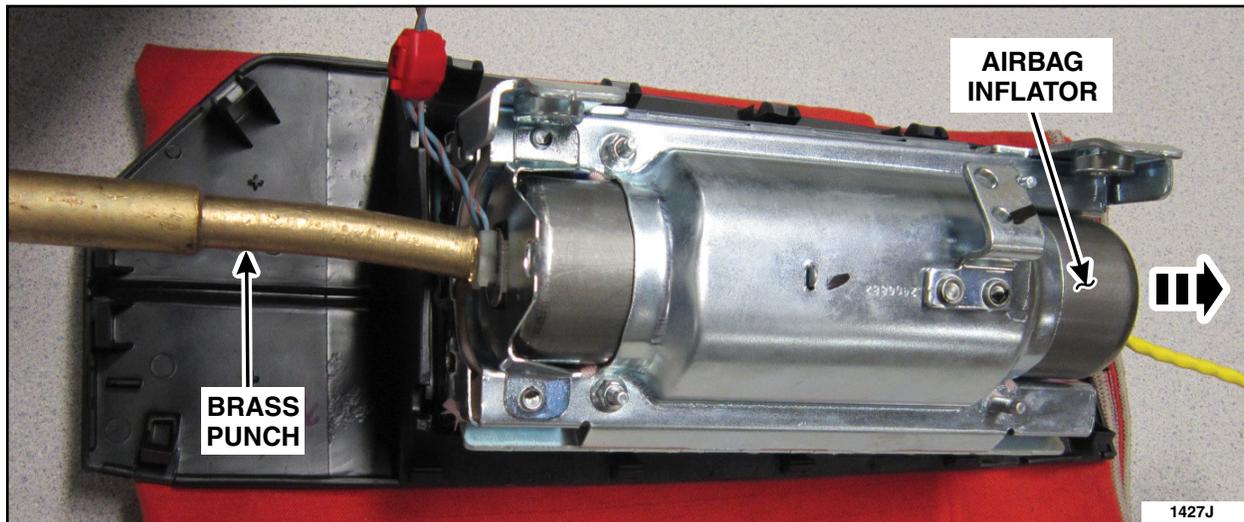
**FIGURE 8**



**WARNING:** Do not allow any debris on or around airbag once the inflator is removed.

9. With an assistant holding the airbag assembly, remove the inflator from the airbag assembly by pushing outward on the inflator. Set the airbag inflator aside for return shipping. See Figure 9.

- If required, use of a brass punch is permitted (only at the location shown) to free the inflator from its mounted position.

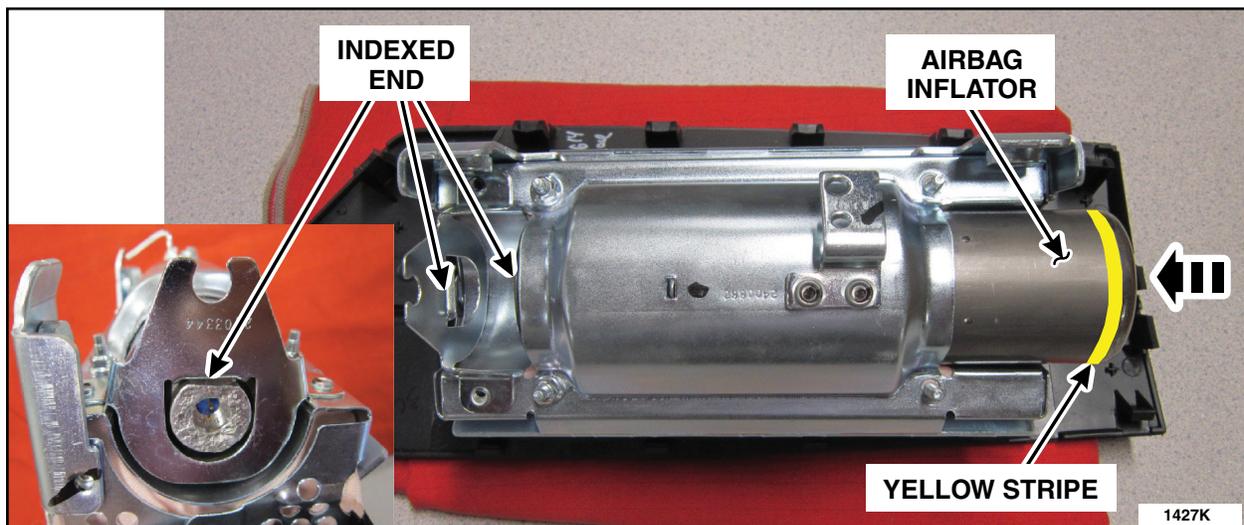


**FIGURE 9**

**NOTE:** In order to verify the correct airbag inflator is installed, check for the yellow stripe.

**NOTE:** The indexed end of the airbag inflator must be installed first to mate with the permanently mounted bracket.

10. Install the *new* passenger airbag inflator into the airbag assembly, ensuring the indexed end mates to the permanently mounted bracket. See Figure 10.



**FIGURE 10**



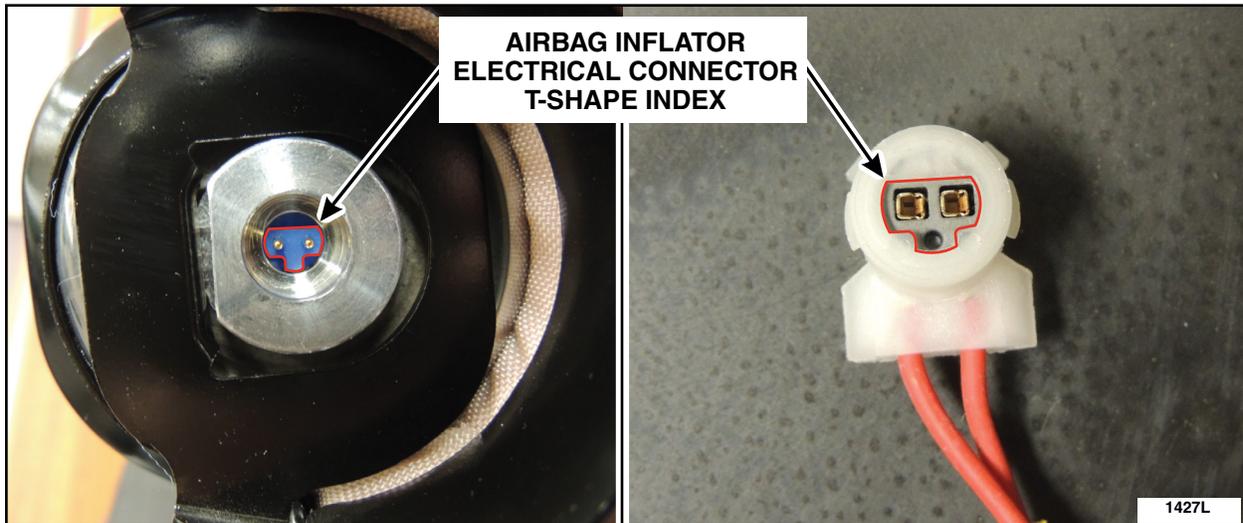
11. Install the passenger airbag inflator retaining bracket using the *new* nuts. See Figure 8.

- Tighten to 4 Nm (35 lb-in).

12. Install the *new* wire harness retainer onto the passenger airbag assembly. See Figure 3.

**NOTE:** Line up the T-shape index on both the wiring harness electrical connector and the airbag inflator. Pull gently on the wiring harness to ensure it is properly seated.

13. Connect the *new* wiring harness to both sides of the passenger airbag inflator. See Figure 11.



**FIGURE 11**

14. Re-install the passenger airbag. For additional information, refer to WSM Section 501-20B.

15. Provide the part and packaging to the appropriate dealership personnel for return shipment to TK Holdings Inc. Reference Attachment VI.



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

A. While neither NHTSA nor Ford has determined that a safety defect exists in these vehicles, Ford is cooperating with the Agency's request to conduct a field service action to gather airbag inflators to support its investigation into inflators produced by Takata during a specific build period. We are not aware of any reports of this issue in any Ford vehicles.

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

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

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

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

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

A. No.

**Q5. Are parts available?**

A. Parts are expected to be available for Ford GT and Mustang vehicles by the first week of November 2014. We are working closely with our supplier to expedite parts for Ranger vehicles. We apologize for any inconvenience this part shortage may cause you. We currently anticipate that Ranger parts will be available first quarter 2015.

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

A. In cooperation with the NHTSA, some 2005 Ranger and 2008 Mustang vehicles have been added to the investigation. Affected vehicles are now identified in OASIS.

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

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

## 48 STATE FEDEX GROUND SHIPMENT PREPARATION

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

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

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

### 1. Shipping Documents

OP 900PRP Hazardous Materials Certification Form

FedEx Ground Shipping Label



FedEx Ground Shipping Envelope



### 2. Packing Instructions

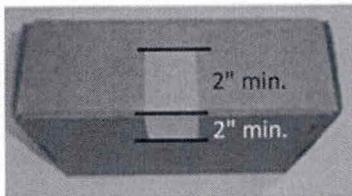
a) Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located on the next page.

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



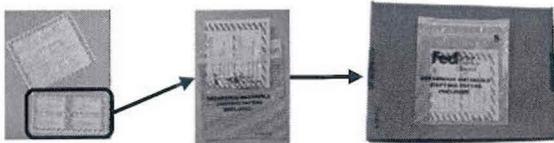
### 3. Closure Instructions

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



### 4. Shipping Documentation Instructions

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



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



### 5. Shipping Documentation Instructions (Cont.)

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

- Shipper Name (dealer) [1]
- Address [1]
- CCN [1]

b) Date the FedEx Copy and Customer copy (MM/DD/YY) [2]

### 6. Shipping Documentation Instructions (Cont.)

a) Peel off the SHIPPER RECEIPT from the top of the FedEx Ground PRP Shipping label, place it in the Tracking ID box on the Customer Copy of the OP 900PRP form. [3]

b) Peel off the RECEIPT & SHIPPER NUMBER from the top of the FedEx Ground PRP Shipping label, and place it in the Tracking ID box on the FedEx copy. [4]



### 7. Shipping Documentation Instructions (Cont.)

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

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

Dealership Copy

### 8. FedEx Ground PRP Shipping label

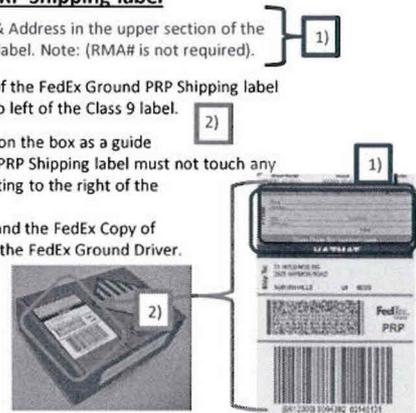
a) Fill in Shipper Name & Address in the upper section of the FedEx Ground Shipping label. Note: (RMA# is not required). [1]

b) Peel off the backing of the FedEx Ground PRP Shipping label and affix to top of box to left of the Class 9 label. [2]

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

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

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



## Requesting a New Box / Shipping Labels

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

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

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

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

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



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

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

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

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b) Date the FedEx Copy and Customer copy (MM/DD/YY) [2]

### 2. Packing Instructions

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

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



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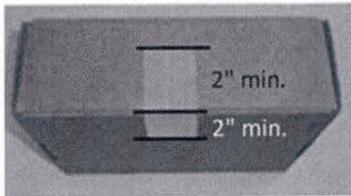
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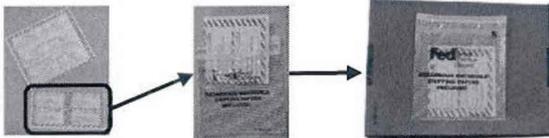
a) Separate the FedEx Copy and Customer Copy of the OP 900PRP form. Keep the FedEx copy with the box. Attach the Customer Copy to the Repair Order.

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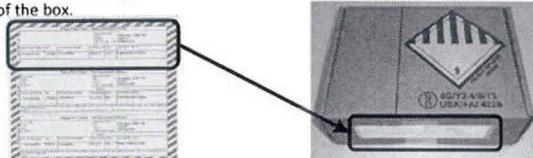
Dealership Copy

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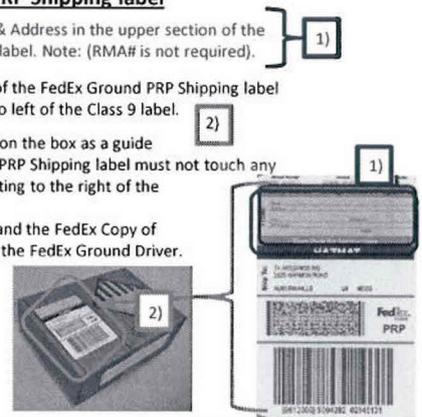
a) Fill in Shipper Name & Address in the upper section of the FedEx Ground Shipping label. Note: (RMA# is not required). [1]

b) Peel off the backing of the FedEx Ground PRP Shipping label and affix to top of box to left of the Class 9 label. [2]

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

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

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  - Dealer address
  - Phone Number

