



Michael A. Berardi
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Ford Motor Company
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December 17, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 14B09**
Certain 2005-2006 Ford GT and 2005-2008 Mustang Vehicles
Driver Airbag Inflator Replacement

REF : **Customer Satisfaction Program 14B04-S2**
Dated December 17, 2014
Safety Recall 14S28
Dated December 17, 2014

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
Ford GT	2005-2006	Wixom	February 11, 2005 through January 30, 2006
Mustang	2005-2008	Flatrock	August 16, 2004 through June 25, 2007

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 December 17, 2014.

REASON FOR THIS PROGRAM

The National Highway Traffic Safety Administration has requested that Ford Motor Company take this action.

SERVICE ACTION

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

OWNER NOTIFICATION MAILING SCHEDULE

Owners of affected vehicles will be notified in separate mailings beginning in first quarter 2015, based on part availability. 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: Driver Inflator Return Shipping Instructions
Owner Notification Letter

QUESTIONS & ASSISTANCE

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

Sincerely,

A handwritten signature in black ink, appearing to read "Michael A. Berardi". The signature is fluid and cursive, with a prominent initial "M".

Michael A. Berardi

Customer Satisfaction Program 14B09
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OASIS ACTIVATED?

Yes, OASIS will be activated on December 17, 2014.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsavinlists.dealerconnection.com> on December 17, 2014. Owner names and addresses will be available by the first quarter 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).

Customer Satisfaction Program 14B09
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Driver Airbag Inflator Replacement

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

NOTE: Dealers should make every attempt to consolidate repair of the driver and passenger inflator replacements in one visit.

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 14B09. 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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Driver Airbag Inflator Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Driver Airbag Inflator	14B09B	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
5R3Z-63043B13-A	Driver Airbag Inflator Kit	1

The DOR/COR number for this program is 50576.

To manage part availability, at this time the driver airbag inflator kit is emergency order only.

Questions regarding parts should be directed to the Special Service Support Center (1-800-325-5621) or E-mailed to: 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 has been posted as Attachment IV for your convenience.

CERTAIN 2005-2006 FORD GT AND 2005-2008 MUSTANG VEHICLES — DRIVER AIRBAG INFLATOR REPLACEMENT

OVERVIEW

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

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 the 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. **NOTE:** In order to verify the correct airbag inflator is installed, mark the old airbag inflator with a felt tip marker prior to removal.

Remove the airbag inflator and set aside for return shipping. See Figure 1.

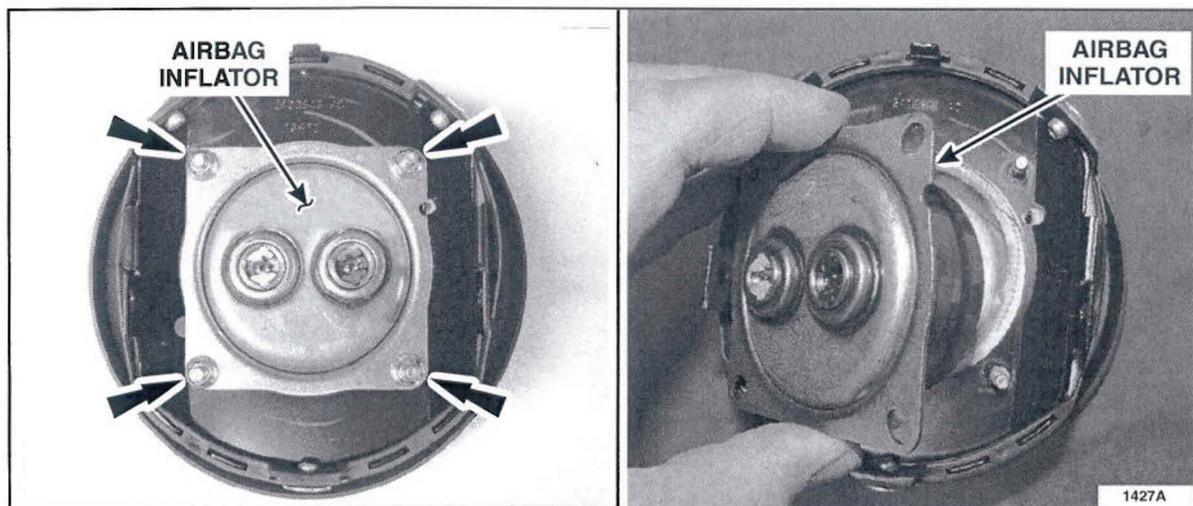


FIGURE 1



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.

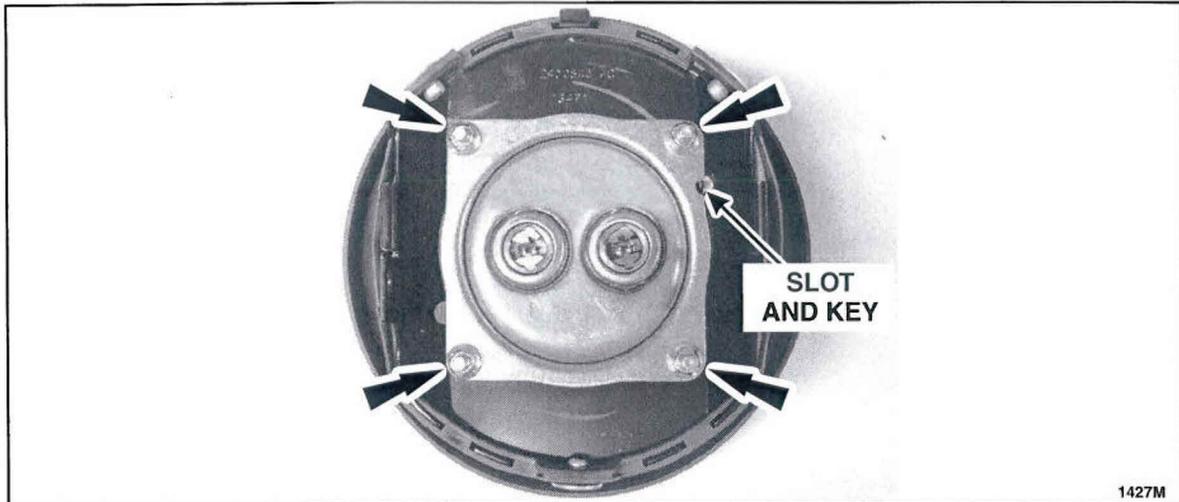


FIGURE 2

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 IV.



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



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]

2. Packing Instructions

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

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



6. Shipping Documentation Instructions (Cont.)

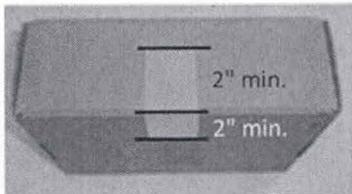
a) Peel off the SHIPPER RECEIPT from the top of the FedEx Ground PRP Shipping label, place it in the Tracking ID box on the Customer Copy of the OP 900PRP form. [3]

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]



3. Closure Instructions

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



7. Shipping Documentation Instructions (Cont.)

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

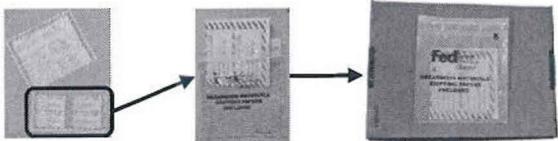
Note: Dealers must retain the Customer Copy of OP 900PRP form in their records for 2 years.

Dealership Copy

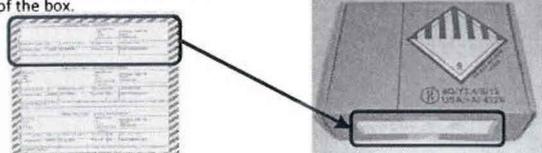


4. Shipping Documentation Instructions

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



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



8. FedEx Ground PRP Shipping label

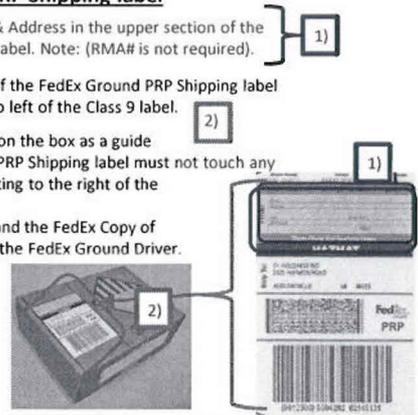
a) Fill in Shipper Name & Address in the upper section of the FedEx Ground Shipping label. Note: (RMA# is not required). [1]

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

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

