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December 17, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 14B04 - Supplement #2**
Certain 2004-2005 Ranger Vehicles Operated in Florida, Hawaii, Puerto Rico, or the
U.S. Virgin Islands
Driver Airbag Inflator Replacement

REF : **Customer Satisfaction Program 14B09**
Dated December 17, 2014
Safety Recall 14S28
Dated December 17, 2014

New! REASON FOR THIS SUPPLEMENT

In cooperation with the National Highway Traffic Safety Administration investigation, Customer Satisfaction Program 14B04 has been modified to include only the driver airbag inflator on 2004-2005 Ranger vehicles. Refer to the application chart below for information related to airbag inflators and affected vehicles previously covered in 14B04.

Updated Air Bag Inflator Field Service Actions – Program Application Chart

Vehicle	Driver Inflator	Passenger Inflator
Ranger	14B04	14S28
Mustang	14B09	NA
Ford GT	14B09	14S28

New! AFFECTED VEHICLES

NOTE: *Vehicles completed under 14B04 will automatically close 14B09 and/or 14S28 as applicable. Repairs previously completed under 14B04 do not need to be completed again under the new programs shown in the application chart above.*

Vehicle	Model Year	Assembly Plant	Build Date Range
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. *Ford GT and Mustang vehicles are no longer included in 14B04 and have been reassigned to the other field service actions as noted in the Program Application Chart above. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>.*

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.

New! SERVICE ACTION

NOTE: Parts and repair instructions are currently not available to support Ranger vehicles, but will be added prior to part availability. Parts and repair instructions are expected to be available first quarter 2015.

When parts are available, dealers are to replace the driver front 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.

New! OWNER NOTIFICATION MAILING SCHEDULE

Owners of affected vehicles will be notified *when parts and procedures are available to support repairs in the first quarter of 2015*. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

New! ATTACHMENTS

- Dealer Q & A
- Owner Notification Letter

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

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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.

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. 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. All inflator programs are now defined by the chart on the first page of this bulletin. Affected vehicles are identified in OASIS. Always check OASIS to determine if a Field Service Action applies.

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.