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November 9, 2007

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

SUBJECT: DEMONSTRATION / DELIVERY HOLD / STOP SALE:

Compliance Recall 07C19:
Certain 2008 Focus and Expedition Vehicles
Driver Air Bag Module Replacement

REF: Dealer Announcement dated May 10, 1999, Low Volume Programs

AFFECTED VEHICLES

- Thirty-Six (36) 2008 Focus vehicles built at the Wayne Assembly Plant from September 12, 2007 through October 26, 2007
- Nine (9) 2008 Expedition vehicles built at the Michigan Truck Plant from August 31, 2007 through October 22, 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 November 9, 2007.

REASON FOR THIS COMPLIANCE RECALL

Some of the affected vehicles may not conform to the requirements specified by Federal Motor Vehicle Safety Standard (FMVSS) No. 208 – Occupant Crash Protection. The driver air bag module may not have been properly assembled. This condition may prevent the driver air bag from properly deploying and reduce occupant protection in the event of a crash.

SERVICE ACTION

Dealers are to replace the driver air bag module. This service must be performed on affected vehicles at no charge to the vehicle owner. Do not demonstrate, deliver or sell affected vehicles that remain in your new vehicle inventory until this recall has been completed.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$6,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

LOW VOLUME PROGRAM

This compliance recall is being processed as a Low Volume Program. This type of field action was announced in an All-Dealer letter dated May 10, 1999.

The Customer Notification Letter directs owners to contact the Program Assistance Center to arrange for this service. We will advise you via CuDL (Customer Data Link) of the owners that

choose your dealership to perform the service provided by this recall. The parts will be ordered for your dealership by the Program Assistance Center.

If notified via CuDL, you are requested to contact the owner and arrange for a service appointment. The Program Assistance Center will advise owners that you will contact them within the next two business days.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Customer Notification Letter (When available)
- Low Volume Program All-Dealer Letter

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

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OASIS ACTIVATED?

Yes, OASIS will be activated on November 9, 2007.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN Lists will be available through FMCDealer.com or at <https://web.fsavinlists.dealerconnection.com> by November 9, 2007. Owner names and addresses will be available by November 9, 2007.

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 recall 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 recall action.

STOCK VEHICLES

Correct all affected units in your new vehicle inventory before delivery.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs, utilizing the "Low Volume Process." When you receive notification through CuDL (Customer Data Link), you should contact the owner and arrange for this service. Please note that the Program Assistance Center will advise owners that they will hear from you within the next two business days. For more information, see "[Low Volume Announcement Letter](#)" dated May 10, 1999.
- Immediately contact any of your affected owners whose vehicles are not on your VIN lists but are identified in OASIS. Give the owner a copy of the Customer Notification Letter (when available) and schedule a service date. 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 Field Service Action.

RELATED DAMAGE

Related damage claims are not approved for this program.

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ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

OWNER REFUNDS

Refunds are not authorized for this program.

RENTAL VEHICLES

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

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires approval from Special Service Support Center.
- Refer to ACESII manual for claims preparation and submission information.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Focus - Replace Driver Air Bag Module	07C19B	0.6 Hour
Expedition - Replace Driver Air Bag Module	07C19C	0.7 Hour

PARTS REQUIREMENTS / ORDERING INFORMATION**CUSTOMER VEHICLES:**

Parts will be shipped to your dealership according to the procedures established for "Low Volume Programs." DO NOT order parts, except for dealer stock units (refer to "Low Volume Programs").

Note: When the customer calls the Program Assistance Center, the correct parts will be automatically sent to the dealer of their choice. Unused parts may be returned for credit. (See "Excess Stock Return" below).

STOCK VEHICLES:

Correct all vehicles in new vehicle inventory before delivery. First, inspect all affected new vehicles to determine parts requirements. Then, contact the Program Assistance Center at 1-800-248-0186 to order parts. When calling this number, identify Compliance Recall 07C19 and provide the VIN of the dealer stock vehicle to be serviced.

Part Number	Description	Quantity
8S4Z-54043B13-AA	Focus - Medium Light Stone Driver Air Bag Module	1
8S4Z-54043B13-AB	Focus - Charcoal Black Driver Air Bag Module	1
7L1Z-78043B13-AA	Expedition – Medium Light Stone Driver Air Bag Module	1
7L1Z-78043B13-AB	Expedition – Camel Driver Air Bag Module	1
7L1Z-78043B13-AC	Expedition – Charcoal Black Air Bag Module	1

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

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DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Procedures."

EXCESS STOCK RETURN

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

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TECHNICAL INSTRUCTIONS

- **Focus** – Refer to section 501-20B-1 of the 2008 Focus Workshop Manual for Driver Air Bag Module removal and installation instructions as well as Supplemental Restraint System (SRS) Depowering and Repowering instructions.
- **Expedition** – Refer to section 501-20B-1 of the 2008 Expedition Workshop Manual for Driver Air Bag Module removal and installation instructions as well as Supplemental Restraint System (SRS) Depowering and Repowering instructions.