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January 15, 2015

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 14B04 - Supplement #3**
 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

Publish the complete bulletin with parts, repair, and claiming instructions.

AFFECTED VEHICLES

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 other field service actions noted in the Program Application Chart below. Repairs on vehicles previously completed under 14B04 do not need to be completed again and will automatically close 14B09 and/or 14S28 as applicable. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsavinlists.dealerconnection.com>.

Program Application Chart – Air Bag Inflator Field Service Actions

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

New! REASON FOR THIS PROGRAM

This program is a proactive, preventative effort to gather parts for an 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 been made.

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.

New! 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*
- Owner Notification Letter*

QUESTIONS & ASSISTANCE

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

Sincerely,



Michael A. Berardi

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OASIS ACTIVATED?

Yes, OASIS was activated on December 17, 2014.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list was available through <https://web.fsavinlists.dealerconnection.com> on December 17, 2014. Owner names and addresses will be available by February 6, 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).

OWNER REFUNDS

Refunds are not approved for this program.

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RENTAL VEHICLES

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

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.
- 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
Replace Driver Airbag Inflator	14B04D	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
4L5Z-63043B13-A	Driver 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.

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

The original replaced airbag inflator must be returned to Takata Corporation. The replacement 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 2004-2005 RANGER VEHICLES OPERATED IN FLORIDA, HAWAII, PUERTO RICO, OR THE U.S. VIRGIN ISLANDS — 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 (WSM) may result in injury.

1. Remove the driver 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.

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

3. Release the retaining tab and slide the airbag inflator connector off the tang. See Figure 1.
4. Remove and discard the four airbag inflator retaining nuts from the driver side airbag. See Figure 1.

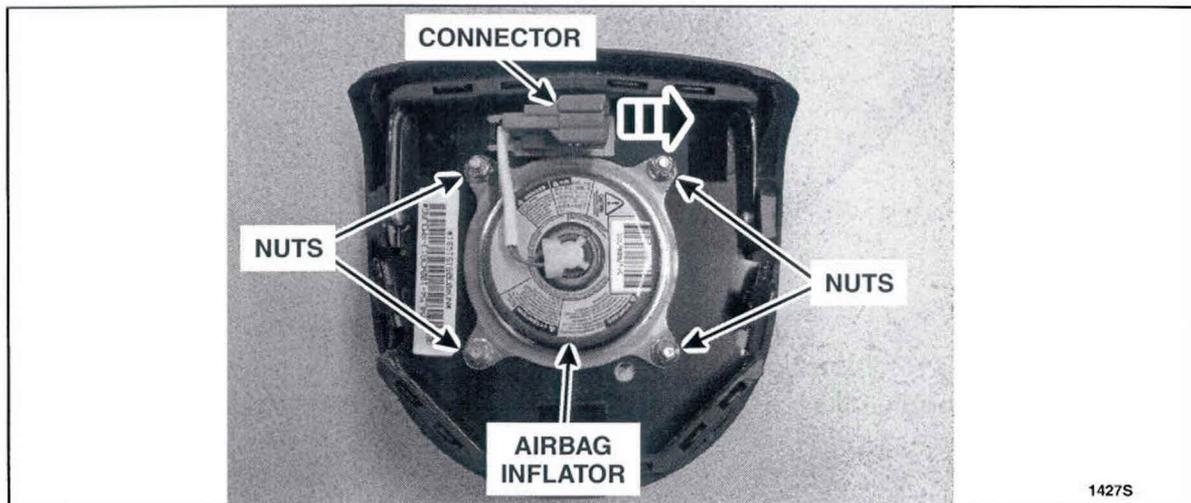


FIGURE 1



5. **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.

6. **NOTE:** The *new* airbag inflator must be installed in the same orientation as the original part to ensure the inflator module and airbag harness electrical connector T-shape indexes are aligned properly. See Figure 1 and 2.

Install the *new* inflator into the driver airbag. See Figure 1.

7. **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. See Figure 2.

Install and connect the *new* airbag wiring harness to the inflator module.

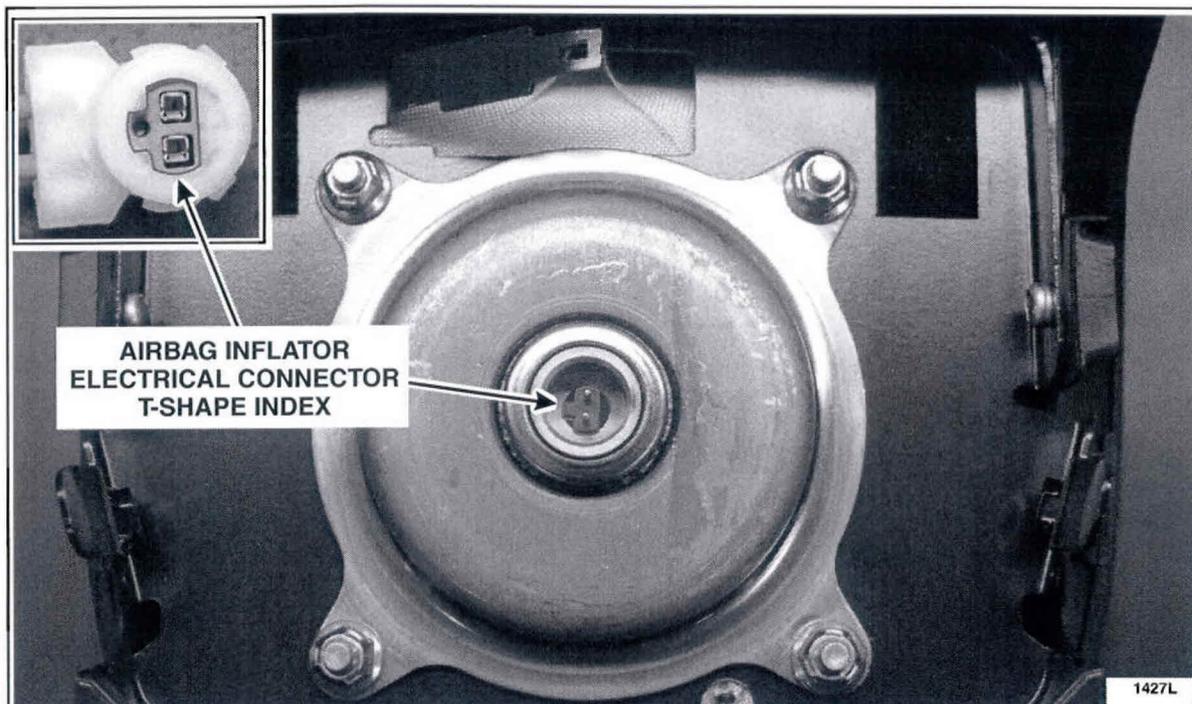


FIGURE 2

8. Install four *new* airbag inflator nuts onto the driver airbag. See Figure 1.
- Tighten to 6.5 Nm (57 lb-in).
9. Slide the airbag inflator connector onto the tang. See Figure 1.
10. Re-install the driver airbag. For additional information, refer to WSM Section 501-20B.
11. Provide the part and packaging to the appropriate dealership personnel for return shipment to TK Holdings Inc. Reference Attachment V.



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New! **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. Yes.

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.

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@menloworldwide.com

1. Shipping Documents

OP 900PRP Hazardous Materials Certification Form



FedEx Ground Shipping Label



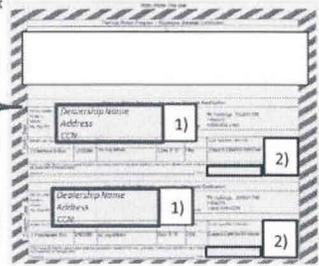
FedEx Ground Shipping Envelope



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 [2]



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.

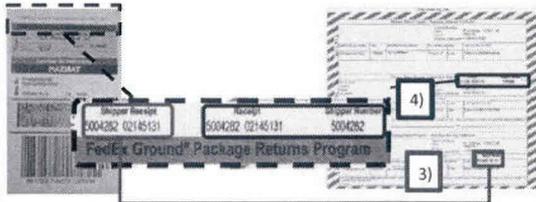
b) Place the un-deployed air bag inflator in the "cradle" of the box insert.



6. Shipping Documentation Instructions (Cont.)

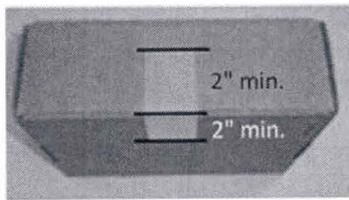
a) Peel off the SHIPPER RECEIPT from the top of the FedEx Ground PRP Shipping label, place it in the Tracking ID box on the Customer Copy of the OP 900PRP form. [3]

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.

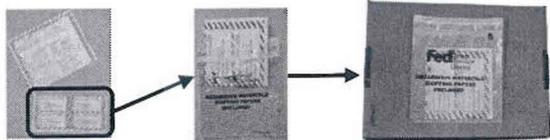
Note: Dealers must retain the Customer Copy of OP 900PRP form in their records for 2 years.

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

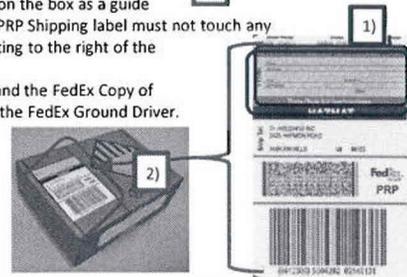
a) Fill in Shipper Name & Address in the upper section of the FedEx Ground Shipping label. Note: (RMA# is not required). [1]

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 [1]
- 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@menloworldwide.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

