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Ford Customer Service Division

Ford Motor Company
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May 3, 2016

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 16S03 – Supplement #1**
All 2004-2006 Model Year Ranger Vehicles
Driver Airbag Inflator Replacement

REF : **Safety Recall 15S22**
Certain 2004-2006 Ford Ranger Vehicles
Passenger Airbag Inflator Replacement

REASON FOR THIS SUPPLEMENT

- *The process for returning replaced airbag inflators has changed. All claims paid beginning May 10, 2016 will be issued FCS-700 tags, and airbag inflators must be returned through the Regional Core Recovery Centers (RCRCs). RCRCs will only pick-up airbag inflators that have a corresponding FCS-700 Tag. Airbag inflators replaced under claims paid prior to May 10, 2016 must be returned using the previous shipping process.*
- *To comply with NHTSA's directive to have traceability of airbag inflator installations in vehicles, dealers are required to document the new airbag inflator serial number and provide to Ford during submission of the warranty claim.*

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Ranger	2004	Edison	April 7, 2003 through March 2, 2004
Ranger	2004 - 2006	Twin Cities	March 24, 2003 through May 4, 2006

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

Takata has determined that the propellant in some driver side airbag inflators may degrade over several years in service and potentially cause the airbag inflator to rupture in the event of an airbag deployment resulting from a crash. A ruptured airbag inflator could lead to injury or death in the event of a deployment.

SERVICE ACTION

Dealers are to replace the driver airbag inflator in vehicles ever registered in Alabama, American Samoa, Florida, Georgia, Guam, Louisiana, Hawaii, Mississippi, Puerto Rico, Saipan, Texas, or the U.S. Virgin Islands. These states and territories are identified as High Absolute Humidity (HAH) areas. Provide the customer with the Customer Information Sheet regarding the interim repair and the requirement to return at a future date for a permanent repair. This service should be performed on vehicles in the HAH area at no charge to the vehicle owner.

NOTE: This is an interim repair. The interim repair should only be performed one time per vehicle and will not close this safety recall. Repairs completed previously under 14B04 are equivalent to the interim repair under 16S03 and should not be performed again. This bulletin will be updated in late 2016 when it is expected that a permanent repair will be available.

For all vehicles outside of the HAH area, the interim repair should only be performed at customer request.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of February 22, 2016. Customers identified as having a vehicle ever registered in the HAH area that have not had repairs completed previously under 14B04 will be directed to dealers to have the interim repair under 16S03 completed. All other customers will be notified that parts are not currently available.

New! ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Regional Core Recovery Center Airbag Inflator Return Process

Customer Information Sheet – Interim Repair

Owner Notification Letters

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Michael A. Berardi

Safety Recall 16S03 – Supplement #1
All 2004-2006 Model Year Ranger Vehicles
Driver Airbag Inflator Replacement

OASIS ACTIVATION

OASIS was activated on January 25, 2016.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on January 25, 2016. Owner names and addresses will be available by March 4, 2016.

NOTE: Your FSA VIN Lists 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.

STOCK VEHICLES

- Dealers in the HAH area should use OASIS to identify any affected vehicles in your used vehicle inventory and perform the interim repair.

SOLD VEHICLES

- Owners of vehicles ever registered in the HAH area that have not had repairs completed previously under 14B04 will be directed to dealers to have the interim repair under 16S03 completed.
- For dealers in the HAH area, immediately contact any of your customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

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

Safety Recall 16S03 – Supplement #1
All 2004-2006 Model Year Ranger Vehicles
Driver Airbag Inflator Replacement

New! **CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Direct Warranty Entry (DWE) or One Warranty Solution (OWS).
 - DWE: refer to ACESII manual for claims preparation and submission information.
 - OWS: when entering claims in DMS software, select claim type 31: Field Service Action. The FSA number (16S03) is the sub code.

NOTE: *The serial number of the new airbag inflator must be provided to Ford for the claim to be processed. The Technical Information in this bulletin advises technicians to document the new airbag inflator serial number on the repair order.*

- *Enter the 11 character serial number of the new airbag inflator in the claim as follows:*
 - *For claims submitted using DMS or OWS on-line, enter the serial number in the Test Results Section.*
 - *Select DTC REQUIRED MEASUREMENT OR RESULTS from the drop down list.*
 - *Enter the serial number in the CODE field.*
 - *For claims submitted using ACESII on-line, enter the serial number on the ACESII DIAG CODE ENTRY screen.*
 - *MIL ON = N*
 - *Enter the serial number in the OTHER field.*
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA.

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

Safety Recall 16S03 – Supplement #1
All 2004-2006 Model Year Ranger Vehicles
Driver Airbag Inflator Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Driver Airbag Inflator – Interim Repair Only NOTE: Will not close 16S03	16S03JJ	0.6 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity
4L5Z-63043B13-A	Driver Airbag Inflator Kit	1

The DOR/COR number for this recall is 51024.

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

New! PART RETENTION AND RETURN

NOTE: All replaced airbag inflators must be returned in the new inflator box. If the new airbag inflator box is damaged or lost, contact Miguel Prigadaa at 210-250-5078 or SCTakataRestraints_International@xpo.com for a replacement box.

NOTE: RCRCs will only pick-up airbag inflators that have a corresponding FCS-700 Tag. Airbag inflators replaced under claims paid prior to May 10, 2016 must be returned using the previous shipping process.

- Part return instructions for **dealers in the lower 48 United States:**
 - Dealers must monitor their PEARS register. A FCS-700 tag will be generated for each airbag inflator on claims paid on or after May 10, 2016. Airbag inflators will be picked up by the RCRCs.
 - The RCRC will not pick up airbag inflators that are not properly packaged in the new inflator box.
 - Refer to Attachment IV for specific airbag inflator return instructions and documentation.
 - Disregard prepaid FedEx shipping instructions that may be included in new airbag inflator boxes. However, airbag inflators replaced under claims paid prior to May 10, 2016 must still be returned using the previous FedEx shipping process.
- Part return instructions for **dealers outside of the lower 48 United States:**
 - Continue to follow the previous FedEx airbag inflator return process of contacting Miguel Prigadaa at 210-250-5078 or Miguel.Prigadaa@email.xpo.com.
- Follow the provisions of the Warranty and Policy Manual, Section 1 “WARRANTY PARTS RETENTION AND RETURN POLICIES.”

DEALER PRICE

For latest prices, refer to DOES II.

Safety Recall 16S03 – *Supplement #1*
All 2004-2006 Model Year Ranger Vehicles
Driver Airbag Inflator Replacement

EXCESS STOCK RETURN

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

ALL 2004-2006 MODEL YEAR RANGER VEHICLES — DRIVER AIRBAG INFLATOR REPLACEMENT

NEW ! OVERVIEW

Takata has determined that the propellant in some driver side airbag inflators may degrade over several years in service and potentially cause the airbag inflator to rupture in the event of an airbag deployment resulting from a crash. A ruptured airbag inflator could lead to injury or death in the event of a deployment. Dealers are to remove the affected airbag module from the vehicle and replace only the inflator portion of the airbag. *The serial number from the new airbag inflator must be recorded on the work order.* The replaced inflator will be placed into the packaging from the new inflator to be returned to Takata.

NEW ! 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. Please follow the WSM procedures in 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.

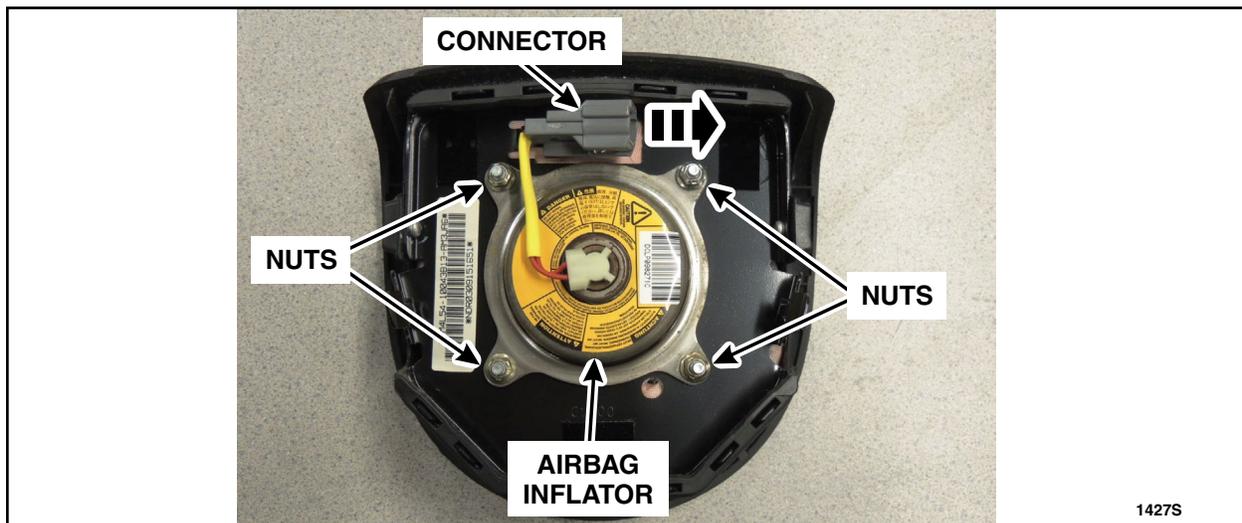


FIGURE 1



NOTE: The serial number of the new airbag inflator must be provided to Ford for the warranty claim to be processed.

5. Record the 11 character serial number of the new airbag inflator on the repair order. See Figure 2.

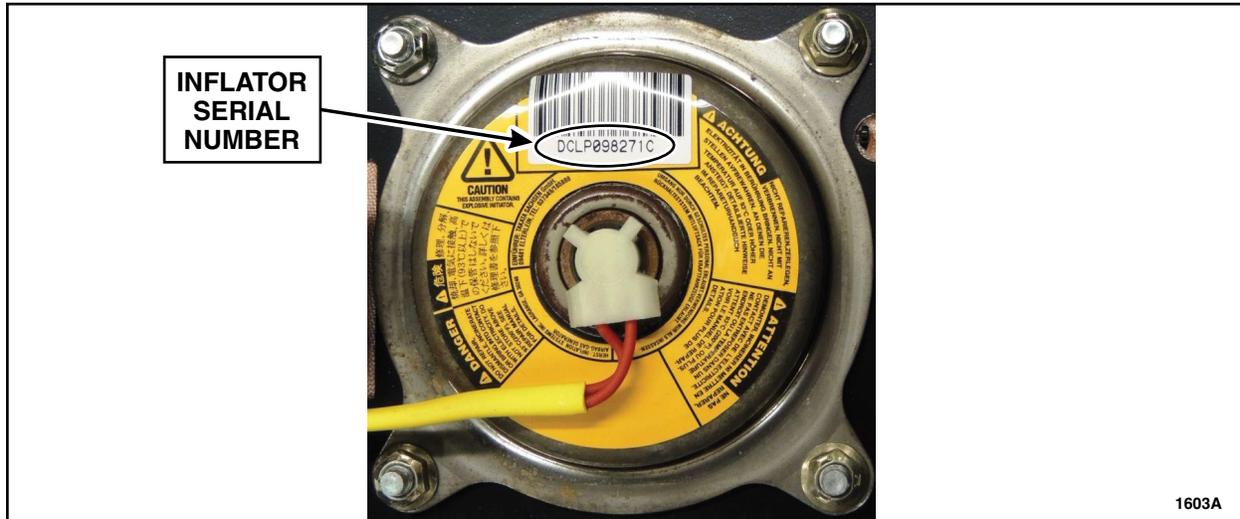


FIGURE 2

6. **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.

7. **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 Figures 1 and 3.

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



8. **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 3.

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

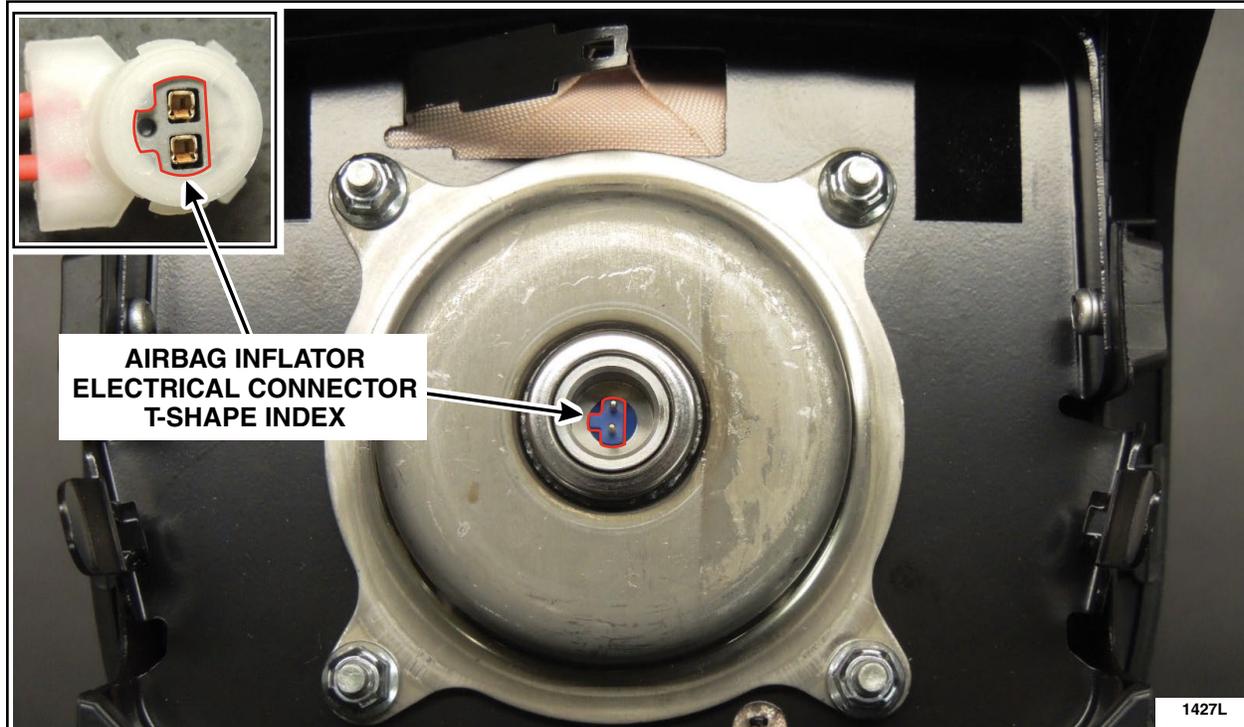


FIGURE 3

9. Install four *new* airbag inflator nuts onto the driver airbag. See Figure 1.

- Tighten to 6.5 Nm (57 lb-in).

10. Slide the airbag inflator connector onto the tang. See Figure 1.

11. Re-install the driver airbag. Please follow the WSM procedures in Section 501-20B.

- 12. Package the replaced inflator in the new part box and provide to the appropriate dealership personnel for part returns.*



REGIONAL CORE RECOVERY CENTER AIRBAG INFLATOR RETURN PROCESS

PART RETURN INSTRUCTIONS AND SHIPPING DOCUMENTATION

The Regional Core Recover Center (RCRC) will only pick up airbag inflators with a corresponding FCS-700 tag, and the replaced inflator must be packaged in the box from the new inflator. A FCS-700 tag will be generated for each airbag inflator on claims paid on or after May 10, 2016.

NOTE: Airbag inflators that do not have FCS-700 tags must be returned utilizing the previous return process; RCRC's will not accept any airbag inflators that do not have FCS-700 tags.

NOTE: If the new airbag inflator box is damaged or lost, contact Miguel Prigadaa at 210-250-5078 or SCTakataRestraints_International@xpo.com for a replacement box.

Print and provide both of the following completed documents to the RCRC driver:

1. Hazardous Materials Shipping Document (Page 2)
 - a. In the box titled Shipper, enter your dealership name and address.
 - b. In the box titled Receiver, enter the address of your Regional Core Recovery Center.
NOTE: Page 4 contains a list of RCRC locations. If you are unsure of which RCRC location serves your dealership, consult the RCRC driver.
 - c. In the box titled Number/Type of Package, enter the number of boxed inflators.
 - d. In the box titled Weight, enter the total shipment weight of all boxed inflators.
 - e. At the bottom of the Hazardous Materials Shipping Document, complete the Shipper's Certification
2. North American Emergency Response Guide 171 (Page 3)

HAZARDOUS MATERIALS SHIPPING DOCUMENT – GROUND TRANSPORTATION

SHIPPER	RECEIVER
Dealership Name:	Ford Motor Company
	Regional Core Recovery Center
Address:	Address:
Phone:	Phone:
24-HOUR EMERGENCY CONTACT: INFOTRAC 1-800-535-5053 (Domestic) 1-352-323-3500 (International)	

General Instructions: Pursuant to 49 CFR each person who offers a hazardous material for transportation shall perform the following pre- transportation functions: (1) Determine the hazard class of the material (2) Select authorized hazmat packaging (3) Fill hazmat packaging (4) Properly close hazmat packaging (5) Properly mark the package (6) Properly label the package (7) Prepare shipping document (8) Provide and maintain emergency response information (9) Review shipping paper to verify compliance to 49 CFR (10) Sign shipping document to certify shipment is in conformance to 49 CFR (11) Load hazardous material in transport vehicle (12) Segregate hazardous material from incompatible cargo (13) Select, provide or affix placards to transport vehicle to indicate that it holds hazardous materials.

Also, pursuant to 49 CFR an employer must ensure any employee performing any function affecting the transport of hazardous materials must be appropriately trained for the function the employee performs and must be retrained every thirty-six months.

DOT Shipping Description		
Number/Type of Package	UN Number, Proper Shipping Name, Hazard Class, Packing Group	Weight
Box(es)	UN3268, Safety Devices, Class 9	Lbs.

Shipper's Certification (49 CFR 172.204): This is to certify that the above named materials are properly classified, described, packaged, marked and labeled and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.

NAME: _____ **SIGNATURE:** _____ **DATE:** _____

GUIDE 171	SUBSTANCES (LOW TO MODERATE HAZARD)	ERG2012	GUIDE 171
<p>POTENTIAL HAZARDS</p> <ul style="list-style-type: none"> • FIRE OR EXPLOSION <ul style="list-style-type: none"> • Some may burn but none ignite readily. • Containers may explode when heated. • Some may be transported hot. • HEALTH <ul style="list-style-type: none"> • Inhalation of material may be harmful. • Contact may cause burns to skin and eyes. • Inhalation of Asbestos dust may have a damaging effect on the lungs. • Fire may produce irritating, corrosive and/or toxic gases. • Some liquids produce vapors that may cause dizziness or suffocation. • Runoff from fire control may cause pollution. 	<p>EMERGENCY RESPONSE</p> <p>FIRE</p> <p>Small Fire</p> <ul style="list-style-type: none"> • Dry chemical, CO₂, water spray or regular foam. <p>Large Fire</p> <ul style="list-style-type: none"> • Water spray, fog or regular foam. • Do not scatter spilled material with high pressure water streams. • Move containers from fire area if you can do it without risk. • Dike fire-control water for later disposal. <p>Fire Involving Tanks</p> <ul style="list-style-type: none"> • Cool containers with flooding quantities of water until well after fire is out. • Withdraw immediately in case of rising sound from venting safety devices or discoloration of tank. • ALWAYS stay away from tanks engulfed in fire. 	<p>PUBLIC SAFETY</p> <ul style="list-style-type: none"> • CALL EMERGENCY RESPONSE Telephone Number on Shipping Paper first. If Shipping Paper not available or no answer, refer to appropriate telephone number listed on the inside back cover. • As an immediate precautionary measure, isolate spill or leak area in all directions for at least 50 meters (150 feet) for liquids and at least 25 meters (75 feet) for solids. • Keep unauthorized personnel away. • Stay upwind. 	<p>ERG2012</p> <p>EMERGENCY RESPONSE</p> <p>FIRE</p> <p>Small Fire</p> <ul style="list-style-type: none"> • Dry chemical, CO₂, water spray or regular foam. <p>Large Fire</p> <ul style="list-style-type: none"> • Water spray, fog or regular foam. • Do not scatter spilled material with high pressure water streams. • Move containers from fire area if you can do it without risk. • Dike fire-control water for later disposal. <p>Fire Involving Tanks</p> <ul style="list-style-type: none"> • Cool containers with flooding quantities of water until well after fire is out. • Withdraw immediately in case of rising sound from venting safety devices or discoloration of tank. • ALWAYS stay away from tanks engulfed in fire.
<p>PROTECTIVE CLOTHING</p> <ul style="list-style-type: none"> • Wear positive pressure self-contained breathing apparatus (SCBA). • Structural firefighters' protective clothing will only provide limited protection. 	<p>SPILL OR LEAK</p> <ul style="list-style-type: none"> • Do not touch or walk through spilled material. • Stop leak if you can do it without risk. • Prevent dust cloud. • Avoid inhalation of asbestos dust. <p>Small Dry Spill</p> <ul style="list-style-type: none"> • With clean shovel place material into clean, dry container and cover loosely; move containers from spill area. <p>Small Spill</p> <ul style="list-style-type: none"> • Take up with sand or other non-combustible absorbent material and place into containers for later disposal. <p>Large Spill</p> <ul style="list-style-type: none"> • Dike far ahead of liquid spill for later disposal. • Cover powder spill with plastic sheet or tarp to minimize spreading. • Prevent entry into waterways, sewers, basements or confined areas. 	<p>EVACUATION</p> <p>Spill</p> <ul style="list-style-type: none"> • See Table 1 - Initial Isolation and Protective Action Distances for highlighted materials. For non-highlighted materials, increase, in the downwind direction, as necessary, the isolation distance shown under "PUBLIC SAFETY". <p>Fire</p> <ul style="list-style-type: none"> • If tank, rail car or tank truck is involved in a fire, ISOLATE for 800 meters (1/2 mile) in all directions; also, consider initial evacuation for 800 meters (1/2 mile) in all directions. 	<p>FIRST AID</p> <ul style="list-style-type: none"> • Move victim to fresh air. • Call 911 or emergency medical service. • Give artificial respiration if victim is not breathing. • Administer oxygen if breathing is difficult. • Remove and isolate contaminated clothing and shoes. • In case of contact with substance, immediately flush skin or eyes with running water for at least 20 minutes. • Ensure that medical personnel are aware of the material(s) involved and take precautions to protect themselves.
<p>ERG2012</p> <p>EMERGENCY RESPONSE</p> <p>FIRE</p> <p>Small Fire</p> <ul style="list-style-type: none"> • Dry chemical, CO₂, water spray or regular foam. <p>Large Fire</p> <ul style="list-style-type: none"> • Water spray, fog or regular foam. • Do not scatter spilled material with high pressure water streams. • Move containers from fire area if you can do it without risk. • Dike fire-control water for later disposal. <p>Fire Involving Tanks</p> <ul style="list-style-type: none"> • Cool containers with flooding quantities of water until well after fire is out. • Withdraw immediately in case of rising sound from venting safety devices or discoloration of tank. • ALWAYS stay away from tanks engulfed in fire. 	<p>SPILL OR LEAK</p> <ul style="list-style-type: none"> • Do not touch or walk through spilled material. • Stop leak if you can do it without risk. • Prevent dust cloud. • Avoid inhalation of asbestos dust. <p>Small Dry Spill</p> <ul style="list-style-type: none"> • With clean shovel place material into clean, dry container and cover loosely; move containers from spill area. <p>Small Spill</p> <ul style="list-style-type: none"> • Take up with sand or other non-combustible absorbent material and place into containers for later disposal. <p>Large Spill</p> <ul style="list-style-type: none"> • Dike far ahead of liquid spill for later disposal. • Cover powder spill with plastic sheet or tarp to minimize spreading. • Prevent entry into waterways, sewers, basements or confined areas. 	<p>EVACUATION</p> <p>Spill</p> <ul style="list-style-type: none"> • See Table 1 - Initial Isolation and Protective Action Distances for highlighted materials. For non-highlighted materials, increase, in the downwind direction, as necessary, the isolation distance shown under "PUBLIC SAFETY". <p>Fire</p> <ul style="list-style-type: none"> • If tank, rail car or tank truck is involved in a fire, ISOLATE for 800 meters (1/2 mile) in all directions; also, consider initial evacuation for 800 meters (1/2 mile) in all directions. 	<p>FIRST AID</p> <ul style="list-style-type: none"> • Move victim to fresh air. • Call 911 or emergency medical service. • Give artificial respiration if victim is not breathing. • Administer oxygen if breathing is difficult. • Remove and isolate contaminated clothing and shoes. • In case of contact with substance, immediately flush skin or eyes with running water for at least 20 minutes. • Ensure that medical personnel are aware of the material(s) involved and take precautions to protect themselves.

RCRC Locations

RCRC CODE	Address	City	State	Zip
00708	TRI COUNTY COMMERCE PARK, BLDG. 3/3A, 2511 LOVI ROAD	FREEDOM	PA	15042
01183	20501 PENNSYLVANIA ROAD STE 140	BROWNSTOWN Twp	MI	48192
01326	9040 BURROUGH DOVER LANE	PENNSAUKEN	NJ	08110
01728	3700 CLAYMOORE PK. DR., S. 160	HOUSTON	TX	77043
01729	5915 CORRIDOR PARKWAY	SCHERTZ	TX	78154
02276	4300 ROUND LAKE ROAD W. UNIT 200	ARDEN HILLS	MN	55112
02454	1605 SURVEYOR BLVD.	CARROLLTON	TX	75006
03001	8333 WASHINGTON PL NE Suite E	ALBUQUERQUE	NM	87113
03199	7103 E. 47TH AVE.	DENVER	CO	80216
04861	5503 F ST	OMAHA	NE	68117
05399	3421 W. WELDON.	PHOENIX	AZ	85017
05495	4161 DIXON AVE	DES MONIES	IA	50313
05514	3645 DEVELOPERS RD.	INDIANAPOLIS	IN	46227
06201	3737 S. CAPITOL AVE.	WHITTIER	CA	90601
06583	600 SOUTH THERESA AVE.	ST LOUIS	MO	63103
06586	4444 SOUTH BLVD.	CHARLOTTE	NC	28209
06615	8242 SANDY COURT	JESSUP	MD	20794
06952	7145 INDUSTRIAL	EL PASO	TX	79915
06953	550 GILLS DRIVE	ORLANDO	FL	32824
06954	5286 GEORRGIA HWY 85, SUITE 200	FOREST PARK	GA	30297
06955	545 FORD AVE	JACKSON	MS	39209
06959	900 W. MAIN	OKLAHOMA CITY	OK	73106
07089	4304 EUBANK ROAD	RICHMOND	VA	23231
08263	11 CHAPIN RD, UNIT A	PINE BROOK	NJ	07058
08453	18637 72nd AVE S	KENT	WA	98032
08454	5220 N. E. 152ND PLACE	PORTLAND	OR	97230
08587	2999 MILLER STREET	SAN LEANDRO	CA	94577
08731	8250 NE UUNDERGROUND DRIVE PILLAR 153	KANSAS CITY	MO	64161
08858	2333 S. 1800 WEST	WEST VALLEY CITY	UT	84119
09001	3311 CORPORATE DR	JOLIET	IL	60431
09121	444 WHITNEY ST	NORTHBOROUGH	MA	01532
09252	1901 LEMOYNE AVE.	SYRACUSE	NY	13208