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July 27, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Quality Inspection Program 22B05 – Supplement #1**

Certain 2005-2014 Mustang, 2005-2006 GT, 2004-2011 Ranger, 2006-2012 Fusion & MKZ/Zephyr, 2006-2011 Milan, and 2007-2010 Edge & MKX Vehicles
 Driver & Passenger Airbag Module Quality Control Inspection

REF: **Safety Recall 15S21** - Driver Airbag Inflator or Driver Airbag Module Replacement
Safety Recall 17S42 - Driver and Passenger Airbag Inflator Replacement
Safety Recall 18S02 - Driver and Passenger Airbag Inflator Replacement High Risk Vehicles
Safety Recall 19S01 - Passenger Airbag Inflator Replacement
Safety Recall 21S12 - Driver Airbag Inflator Replacement

New! REASON FOR THIS SUPPLEMENT

- Updated Ranger Technical Information to include images of a pass and fail airbag inflator inspection for 2007-2011 model years.

PROGRAM TERMS

This program will be in effect through March 31, 2027. There is no mileage limit for this program.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant
Mustang	2005-2014	Flat Rock
GT	2005-2006	Wixom
Ranger	2004	Edison
	2004-2011	Twin Cities
Fusion	2006-2012	Hermosillo
MKZ/Zephyr	2006-2012	Hermosillo
Milan	2006-2011	Hermosillo
Edge	2007-2010	Oakville
MKX	2007-2010	Oakville

Affected vehicles are identified in OASIS and FSA VIN Lists. Additional affected VINs may be identified and added to this program without notice.

REASON FOR THIS PROGRAM

Ford Motor Company has determined that some vehicles claimed by dealers as repaired under Takata Airbag Safety Recalls 15S21, 17S42, 18S02, 19S01, and 21S12 may not have received the claimed repairs. The propellant in certain Takata airbag inflators can experience an alteration over time with exposure to certain climate conditions. A combination of time, high temperature fluctuations, and humidity contribute to the degradation of the propellant in the inflators. This degradation can cause the propellant to burn too quickly, creating high pressure inside the inflator, and in extreme cases causing the inflator to rupture in the event of a crash necessitating airbag deployment. A ruptured inflator can send inflator parts toward vehicle occupants resulting in serious injury or death. Additional information regarding Takata recalls can be found at www.nhtsa.gov and www.safercar.gov.

SERVICE ACTION

For vehicles that have been added to this program, dealers are to inspect and capture an image of the driver and/or passenger airbag inflators installed in the vehicle. If the original recall repair has been completed correctly, dealers will submit photos demonstrating the repair was properly completed via Concern Reports using the "Report a Vehicle Concern" process. If a previously claimed Takata airbag recall repair is found to be incomplete, dealers are to submit photos to the SSSC and request additional claiming directions as well as the specific repair instructions.

OWNER NOTIFICATION MAILING SCHEDULE

Initial owner notification letters are expected to be mailed the week of April 4th, 2022. Additional owner notification letters will be sent out as incremental VIN's are added to this program. Dealers should perform this quality control inspection on 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:	Mustang Technical Information
Attachment IV:	Ford GT Technical Information
Attachment V:	Ranger Technical Information
Attachment VI:	Fusion & Milan Technical Information
Attachment VII:	Lincoln MKZ/Zephyr Technical Information
Attachment VIII:	Edge Technical Information
Attachment IX:	Lincoln MKX Technical Information
Owner Notification Letter	

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 System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,



Stacy L. Balzer

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Driver & Passenger Airbag Module Quality Control Inspection

OASIS ACTIVATION

OASIS will be activated on all affected VIN's as they are identified starting on March 28, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on March 28, 2022. Owner names and addresses will be available by April 4th, 2022.

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 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.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected 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.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Use OASIS to identify any affected vehicles in your used vehicle inventory.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required. However, if you have a unique owner circumstance which may require a rental vehicle, please contact the SSSC via the SSSC Web Contact Site.

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Driver & Passenger Airbag Module Quality Control Inspection

REPAIR PHOTO SUBMISSION

Ford has requested photo evidence of inspection completion for this FSA, even if the inspection has passed. For claim reimbursement please submit photos that clearly show the vehicle VIN and the currently installed airbag inflator(s) as described in the technical instructions.

- Photos can be submitted using the Mobile PTS “Report a Vehicle Concern”. You can access Mobile PTS using your mobile device at:

<https://m.fordtechservice.dealerconnection.com/>.

Note: If you have never used the Web-Based report a vehicle concern- you will need to create your User Profile prior to accessing “Report a Vehicle Concern” on Mobile PTS. Instructions on how to create a user profile and submit photos can be found in [EFC08860](#).

Note: Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile directly at:

<https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>;

- After completing the report entry form you can upload a maximum of 5 attachments at once.
 - If submitting more than one attachment (photo), the files must be saved to the mobile device you’re using, PRIOR to submitting the report.
 - If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.
- If an inspection DOES NOT PASS, please be sure to include photos in the SSSC web contact form. There is a 2+ hour delay for the SSSC to be able to view any photo’s submitted using Mobile PTS “Report a Vehicle Concern”, and failure to include the images in the SSSC web contact form could result in a delayed response.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA’s / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the “Related Damage” radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
 - Lincoln vehicles – 4 years or 50,000 miles
- 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.

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Driver & Passenger Airbag Module Quality Control Inspection

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online. When entering claims:
 - Claim type 31: Field Service Action. The FSA number 22B05 is the sub code.
 - Customer Concern Code (CCC): S38
 - Condition Code (CC): 79
 - Causal Part Number: 54044A74

IMPORTANT: If an airbag recall repair is required after performing an inspection, the serial number of the new driver airbag module must be provided for the claim to be processed. The Technical Information advises technicians to document the serial number on the repair order. The serial number is between 11 and 15 characters.

- If a serial number was not recorded or not readable, contact the SSSC for direction.
- 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 menu.
- Enter the serial number in the CODE field without spaces or dashes.

For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.

- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

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Driver & Passenger Airbag Module Quality Control Inspection

LABOR ALLOWANCES**2005-2014 Mustang**

Description	Labor Operation	Labor Time
Inspect Driver Airbag Inflator Only & Submit Photo <i>Inspection Passes</i>	22B05B	0.5 Hour
Inspect Passenger Airbag Inflator Only & Submit Photo <i>Inspection Passes</i>	22B05E	0.4 Hour
Inspect Both Driver & Passenger Inflators & Submit Photos <i>Inspection Passes</i>	22B05H	0.6 Hour
Inspect Driver and/or Passenger Airbag Inflator <i>One or Both Inspections FAIL</i>	Contact SSSC	

2005-2006 Ford GT

Description	Labor Operation	Labor Time
Inspect Driver Airbag Inflator Only & Submit Photo <i>Inspection Passes</i>	22B05C	0.6 Hour
Inspect Passenger Airbag Inflator Only & Submit Photo <i>Inspection Passes</i>	22B05G	0.6 Hour
Inspect Both Driver & Passenger Inflators & Submit Photos <i>Inspection Passes</i>	22B05J	0.7 Hour
Inspect Driver and/or Passenger Airbag Inflator <i>One or Both Inspections FAIL</i>	Contact SSSC	

2004-2006 Ranger

Description	Labor Operation	Labor Time
Inspect Both Driver & Passenger Inflators & Submit Photos <i>Inspection Passes</i>	22B05H	0.6 Hour
Inspect Driver and/or Passenger Airbag Inflator <i>One or Both Inspections FAIL</i>	Contact SSSC	

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Driver & Passenger Airbag Module Quality Control Inspection

LABOR ALLOWANCES (continued)**2007-2011 Ranger**

Description	Labor Operation	Labor Time
Inspect Driver Airbag Inflator Only & Submit Photo <i>Inspection Passes</i>	22B05B	0.5 Hour
Inspect Passenger Airbag Inflator Only & Submit Photo <i>Inspection Passes</i>	22B05F	0.5 Hour
Inspect Both Driver & Passenger Inflators & Submit Photos <i>Inspection Passes</i>	22B05H	0.6 Hour
Inspect Driver and/or Passenger Airbag Inflator <i>One or Both Inspections FAIL</i>	Contact SSSC	

2006-2009 Fusion & Milan

Description	Labor Operation	Labor Time
Inspect Driver Airbag Inflator Only & Submit Photo <i>Inspection Passes</i>	22B05B	0.5 Hour
Inspect Passenger Airbag Inflator Only & Submit Photo <i>Inspection Passes</i>	22B05E	0.4 Hour
Inspect Both Driver & Passenger Inflators & Submit Photos <i>Inspection Passes</i>	22B05H	0.6 Hour
Inspect Driver and/or Passenger Airbag Inflator <i>One or Both Inspections FAIL</i>	Contact SSSC	

2006-2009 MKZ/Zephyr

Description	Labor Operation	Labor Time
Inspect Driver Airbag Inflator Only & Submit Photo <i>Inspection Passes</i>	22B05B	0.5 Hour
Inspect Passenger Airbag Inflator Only & Submit Photo <i>Inspection Passes</i>	22B05E	0.4 Hour
Inspect Both Driver & Passenger Inflators & Submit Photos <i>Inspection Passes</i>	22B05H	0.6 Hour
Inspect Driver and/or Passenger Airbag Inflator <i>One or Both Inspections FAIL</i>	Contact SSSC	

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Certain 2005-2014 Mustang, 2005-2006 GT, 2004-2011 Ranger, 2006-2012 Fusion & MKZ/Zephyr,
2006-2011 Milan, and 2007-2010 Edge & MKX Vehicles
Driver & Passenger Airbag Module Quality Control Inspection

2010-2012 Fusion, 2010-2011 Milan, and 2010-2012 Lincoln MKZ

Description	Labor Operation	Labor Time
Inspect Driver Airbag Inflator Only & Submit Photo Inspection Passes	22B05B	0.5 Hour
Inspect Passenger Airbag Inflator Only & Submit Photo Inspection Passes	22B05F	0.5 Hour
Inspect Both Driver & Passenger Inflators & Submit Photos Inspection Passes	22B05H	0.6 Hour
Inspect Driver and/or Passenger Airbag Inflator One or Both Inspections FAIL	Contact SSSC	

2007-2010 Edge

Description	Labor Operation	Labor Time
Inspect Driver Airbag Inflator Only & Submit Photo Inspection Passes	22B05B	0.5 Hour
Inspect Passenger Airbag Inflator Only & Submit Photo Inspection Passes	22B05F	0.5 Hour
Inspect Both Driver & Passenger Inflators & Submit Photos Inspection Passes	22B05H	0.6 Hour
Inspect Driver and/or Passenger Airbag Inflator One or Both Inspections FAIL	Contact SSSC	

2007-2010 MKX

Description	Labor Operation	Labor Time
Inspect Driver Airbag Inflator Only & Submit Photo Inspection Passes	22B05B	0.5 Hour
Inspect Passenger Airbag Inflator Only & Submit Photo Inspection Passes	22B05G	0.6 Hour
Inspect Both Driver & Passenger Inflators & Submit Photos Inspection Passes	22B05K	0.8 Hour
Inspect Driver and/or Passenger Airbag Inflator One or Both Inspections FAIL	Contact SSSC	

Quality Inspection Program 22B05 – Supplement #1

Certain 2005-2014 Mustang, 2005-2006 GT, 2004-2011 Ranger, 2006-2012 Fusion & MKZ/Zephyr, 2006-2011 Milan, and 2007-2010 Edge & MKX Vehicles
Driver & Passenger Airbag Module Quality Control Inspection

PARTS REQUIREMENTS / ORDERING INFORMATION

Parts are not required to complete this inspection. If an inspection fails and an airbag recall repair is needed, then the SSSC will provide a list of required parts. Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

NOTE: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

CERTAIN 2005 – 2006 FORD GT VEHICLES – DRIVER AND PASSENGER AIRBAG MODULE INSPECTION

NOTE: The following quality control inspection only applies to 2005 – 2006 Model Year (MY) Ford GT vehicles. Inspection procedures are published in separate attachments for the other vehicle lines included in this recall.

NOTE: This quality control inspection is **NOT** required for any airbag that is deployed, missing, incompatible, or modified. If any of the above scenarios applies to just one side (driver or passenger airbag), then an inspection may be needed on the opposite side. If any of the above scenarios applies to both the driver AND passenger airbag, then no action is required

REASON FOR THIS PROGRAM: It is possible that a small percentage of Takata airbag recall claims were submitted by some dealerships on vehicles that did not actually receive the recall repair. The purpose of this Field Service Action (FSA) is to inspect the currently installed driver and passenger airbag inflators, and determine if any additional repair is needed.

If either the driver or passenger airbag recall is still OPEN on the vehicle, then the inspection described in this FSA is ONLY required on the opposite side.

1. Check OASIS for OPEN Takata FSAs 15S21 or 19S01.

- If the driver airbag FSA 15S21 is open – perform ONLY the Passenger Airbag Inflator Inspection on Page 2.

IMPORTANT: The service action outlined in FSA 15S21 must also be completed. Refer to the 15S21 FSA Dealer Bulletin for repair and claiming instructions

- If the passenger airbag FSA 19S01 is open – perform ONLY the Driver Airbag Inflator Inspection on Page 4.


IMPORTANT: The service action outlined in FSA 19S01 must also be completed. Refer to the 19S01 FSA bulletin for repair and claiming instructions

- If neither FSA is open – Perform BOTH Passenger Airbag Inflator Inspection on Page 2 AND Driver Airbag Inflator Inspection on Page 4.



SERVICE PROCEDURE

PASSENGER AIRBAG INFLATOR INSPECTION

 **WARNING:** Failure to follow the instructions and warnings in the Workshop Manual (WSM) may result in injury.

NOTE: If the Airbag Readiness light indicates no Supplemental Restraint System (SRS) faults are present, it is not necessary to follow the WSM SRS Depowering and Repowering steps. Turn the ignition to OFF and wait 1 minute, then it is safe to proceed with airbag inflator replacement.

NOTE: The ignition must remain OFF until this service procedure is completed.

NOTE: Mustang airbag shown in this procedure, Ford GT similar.

1. Remove the passenger airbag from the vehicle. Please follow the WSM procedures in Section 501-20.
2. Set the airbag face down onto a surface that will not scratch or damage the airbag face.



3. Inspect the passenger airbag inflator end for the presence of a plastic end cap as shown in Figure 1.
Is the plastic end cap present on the airbag inflator?

Yes: Inspection **PASS** See Figure 1. - No Repair Is Needed

- Capture a photo of the passenger airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g., tablets, smart phones). Please see Page 6 for additional details.
- Passenger airbag inflator inspection complete. Reinstall the Passenger Airbag. Please follow the WSM procedures in Section 501-20, and continue to the driver airbag inflator inspection on Page 4 if required (reference Step 1 on Page 1 to determine which airbag inflator inspections are needed)

No: Inspection **DOES NOT PASS** See Figure 1. – **REPAIR IS REQUIRED**

- Capture a photo of the passenger airbag module showing the missing end caps
- If needed, continue to the Driver Airbag Inflator Inspection on Page 4 before moving to the next step below (reference Step 1 on Page 1 to determine which airbag inflator inspections are required).
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
 - Was a passenger airbag inspection performed? Yes/No?
 - Does the passenger airbag require a repair? Yes/No?
 - Was a driver airbag inspection performed? Yes/No?
 - Does the driver airbag require a repair? Yes/No?

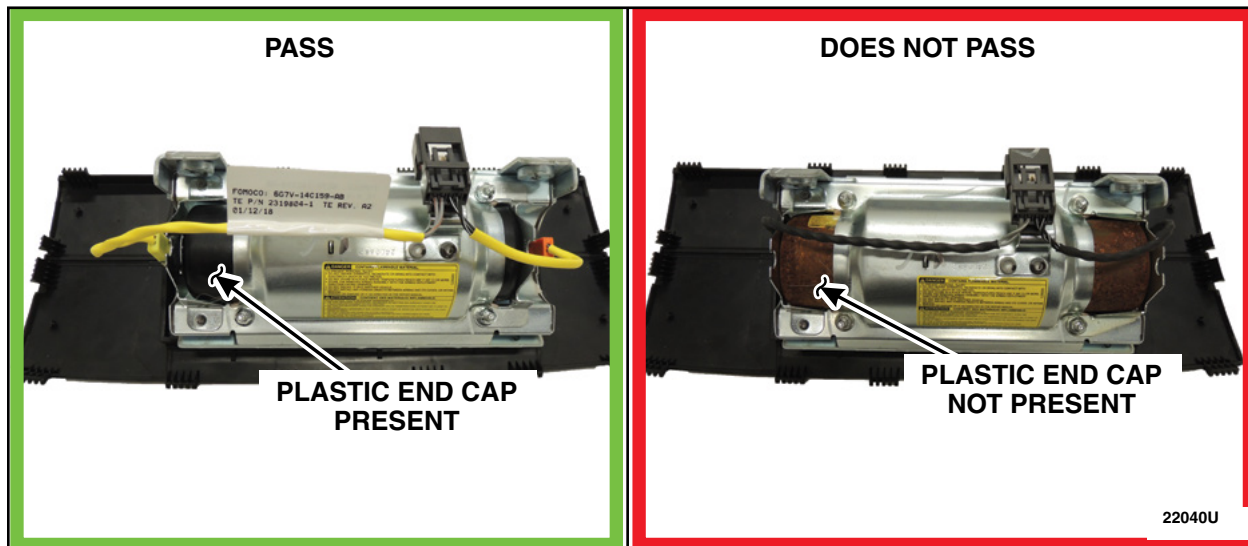


FIGURE 1



DRIVER AIRBAG INFLATOR INSPECTION

⚠ WARNING: Failure to follow the instructions and warnings in the WSM may result in injury.

NOTE: The ignition must remain OFF until this service procedure is completed.

1. Remove the driver airbag module. 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.



3. Inspect the label on the Driver Airbag inflator as shown in Figure 2. Is the label white in color?

Yes: Inspection **PASS** - No Repair Is Needed.

- Capture a photo of the driver airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g. , tablets, smart phones). Please see Page 6 for additional details.
- Driver airbag inflator inspection complete. Reinstall the driver airbag module. Please follow the WSM procedures in Section 501-20B.

NOTE: If the label cannot be inspected or is missing entirely, the inspection has failed.

No: Inspection **DOES NOT PASS. – REPAIR IS REQUIRED**

- Capture a photo of the driver airbag module showing the yellow label.
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
 - Was a passenger airbag inspection performed? Yes/No?
 - Does the passenger airbag require a repair? Yes/No?
 - Was a driver airbag inspection performed? Yes/No?
 - Does the driver airbag require a repair? Yes/No?

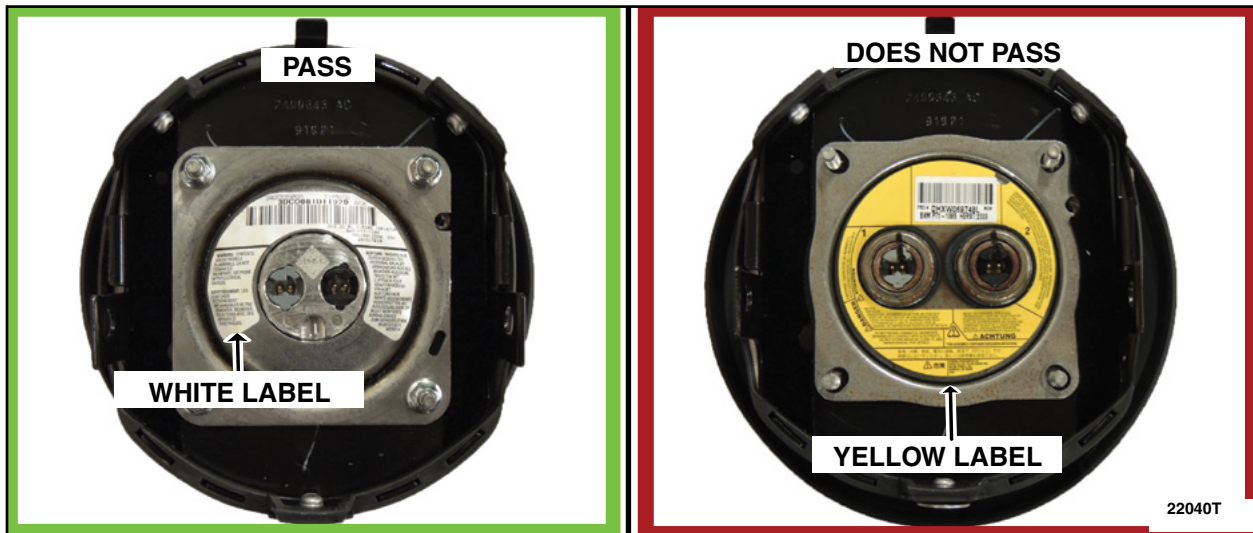


FIGURE 2



Using Web Based “Report a Vehicle Concern”

- Access report entry form from link in PTS (Report a Vehicle Concern) or directly at: <https://www.gcr.dealerconnection.com/asp/FordDealerMenu.asp>
- Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile from the Global Concern Reporting Main Menu or directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>
- After completing the report entry form and submitting your report, you can upload a maximum of 5 attachments at once. The attachments must be saved to the drive on the Personal Computer (PC) you are using.

Using Mobile PTS “Report a Vehicle Concern”

IMPORTANT - If you have never used the Web-Based report a vehicle concern you will need to create your User Profile prior to accessing “Report a Vehicle Concern” on Mobile PTS.

Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp> ; You can access Mobile PTS using your mobile device at: <https://m.fordtechservice.dealerconnection.com/> or the following QR code:



After completing the report entry form you can upload a maximum of 5 attachments at once.

- If submitting more than one attachment (photo), the files must be saved to the mobile device you’re using, PRIOR to submitting the report.
- If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



CERTAIN 2005 – 2014 MUSTANG VEHICLES – DRIVER AND PASSENGER AIRBAG MODULE INSPECTION

NOTE: The following quality control inspection only applies to 2005 – 2014 Model Year (MY) Mustang vehicles. Inspection procedures are published in separate attachments for the other vehicle lines included in this recall.

NOTE: This quality control inspection is **NOT** required for any airbag that is deployed, missing, incompatible, or modified. If any of the above scenarios applies to just one side (driver or passenger airbag), then an inspection may be needed on the opposite side. If any of the above scenarios applies to both the driver AND passenger airbag, then no action is required

REASON FOR THIS PROGRAM: It is possible that a small percentage of Takata airbag recall claims were submitted by some dealerships on vehicles that did not actually receive the recall repair. The purpose of this Field Service Action (FSA) is to inspect the currently installed driver and passenger airbag inflators, and determine if any additional repair is needed.

If either the driver or passenger airbag recall is still OPEN on the vehicle, then the inspection described in this FSA is ONLY required on the opposite side.

1. Check OASIS for OPEN Takata FSAs 15S21 or 19S01.

- If the driver airbag FSA 15S21 is open – perform ONLY the Passenger Airbag Inflator Inspection on Page 2.

IMPORTANT: The service action outlined in FSA 15S21 must also be completed. Refer to the 15S21 FSA Dealer Bulletin for repair and claiming instructions

- If the passenger airbag FSA 19S01 is open – perform ONLY the Driver Airbag Inflator Inspection on Page 4.

IMPORTANT: The service action outlined in FSA 19S01 must also be completed. Refer to the 19S01 FSA bulletin for repair and claiming instructions

- If neither FSA is open – Perform BOTH Passenger Airbag Inflator Inspection on Page 2 AND Driver Airbag Inflator Inspection on Page 4.



SERVICE PROCEDURE

PASSENGER AIRBAG INFLATOR INSPECTION

⚠ WARNING: Failure to follow the instructions and warnings in the Workshop Manual (WSM) may result in injury.

NOTE: If the Airbag Readiness light indicates no Supplemental Restraint System (SRS) faults are present, it is not necessary to follow the WSM SRS Depowering and Repowering steps. Turn the ignition to OFF and wait 1 minute, then it is safe to proceed with airbag inflator replacement.

NOTE: The ignition must remain OFF until this service procedure is completed.

NOTE: For Mustang vehicles equipped with SYNC, it is not necessary to remove the Accessory Protocol Interface Module (APIM) retainers to access the passenger airbag module. Unclip the APIM mounting bracket and position the APIM aside.

1. Remove the passenger airbag from the vehicle. Please follow the WSM procedures in Section 501-20.
2. Set the airbag face down onto a surface that will not scratch or damage the airbag face.



3. Inspect the passenger airbag inflator end for the presence of a plastic end cap as shown in Figure 1.
Is the plastic end cap present on the airbag inflator?

Yes: Inspection **PASS** See Figure 1. - No Repair Is Needed.

- Capture a photo of the driver airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g. , tablets, smart phones). Please see Page 6 for additional details.
- Passenger airbag inflator inspection complete. Reinstall the Passenger Airbag. Please follow the WSM procedures in Section 501-20, and continue to the driver airbag inflator inspection on Page 4 if required (reference Step 1 on Page 1 to determine which airbag inflator inspections are needed)

No: Inspection **DOES NOT PASS** See Figure 1. – **REPAIR IS REQUIRED.**

- Capture a photo of the passenger airbag module showing the missing end caps.
- If needed, continue to the Driver Airbag Inflator Inspection on Page 4 before moving to the next step below (reference Step 1 on Page 1 to determine which airbag inflator inspections are required).
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
 - Was a passenger airbag inspection performed? Yes/No?
 - Does the passenger airbag require a repair? Yes/No?
 - Was a driver airbag inspection performed? Yes/No?
 - Does the driver airbag require a repair? Yes/No?

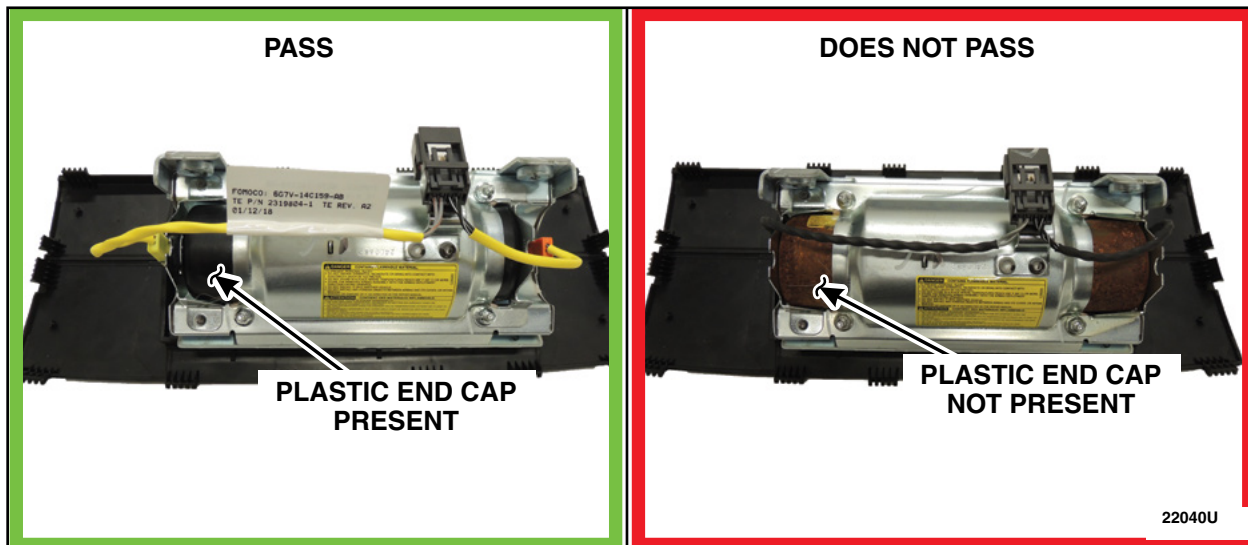


FIGURE 1



DRIVER AIRBAG INFLATOR INSPECTION

⚠ WARNING: Failure to follow the instructions and warnings in the WSM may result in injury.

NOTE: The ignition must remain OFF until this service procedure is completed.

1. Remove the driver airbag module. 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.



3. Inspect the label on the Driver Airbag inflator as shown in Figure 2. Is the label white in color?

Yes: Inspection **PASS** - No Repair Is Needed.

- Capture a photo of the driver airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g. , tablets, smart phones). Please see Page 6 for additional details.
- Driver airbag inflator inspection complete. Reinstall the driver airbag module. Please follow the WSM procedures in Section 501-20B.

NOTE: If the label cannot be inspected or is missing entirely, the inspection has failed.

No: Inspection **DOES NOT PASS. – REPAIR IS REQUIRED**

- Capture a photo of the driver airbag module showing the yellow label.
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
 - Was a passenger airbag inspection performed? Yes/No?
 - Does the passenger airbag require a repair? Yes/No?
 - Was a driver airbag inspection performed? Yes/No?
 - Does the driver airbag require a repair? Yes/No?

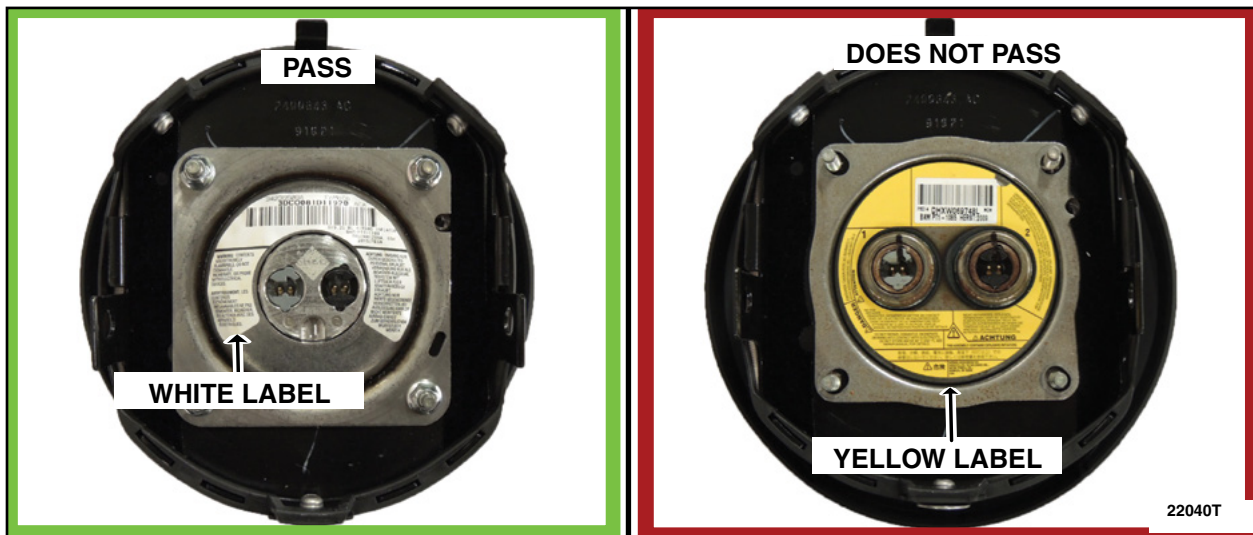


FIGURE 2



Using Web Based “Report a Vehicle Concern”

- Access report entry form from link in PTS (Report a Vehicle Concern) or directly at: <https://www.gcr.dealerconnection.com/asp/FordDealerMenu.asp>
- Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile from the Global Concern Reporting Main Menu or directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>
- After completing the report entry form and submitting your report, you can upload a maximum of 5 attachments at once. The attachments must be saved to the drive on the Personal Computer (PC) you are using.

Using Mobile PTS “Report a Vehicle Concern”

IMPORTANT - If you have never used the Web-Based report a vehicle concern you will need to create your User Profile prior to accessing “Report a Vehicle Concern” on Mobile PTS.

Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp> ; You can access Mobile PTS using your mobile device at: <https://m.fordtechservice.dealerconnection.com/> or the following QR code:



After completing the report entry form you can upload a maximum of 5 attachments at once.

- If submitting more than one attachment (photo), the files must be saved to the mobile device you’re using, PRIOR to submitting the report.
- If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



CERTAIN 2006 – 2012 MKZ/ZEPHYR VEHICLES – DRIVER AND PASSENGER AIRBAG MODULE INSPECTION

NOTE: The following quality control inspection only applies to 2006 – 2012 Model Year (MY) MKZ/Zephyr vehicles. Inspection procedures are published in separate attachments for the other vehicle lines included in this recall.

NOTE: This quality control inspection is **NOT** required for any airbag that is deployed, missing, incompatible, or modified. If any of the above scenarios applies to just one side (driver or passenger airbag), then an inspection may be needed on the opposite side. If any of the above scenarios applies to both the driver AND passenger airbag, then no action is required

REASON FOR THIS PROGRAM: It is possible that a small percentage of Takata airbag recall claims were submitted by some dealerships on vehicles that did not actually receive the recall repair. The purpose of this Field Service Action (FSA) is to inspect the currently installed driver and passenger airbag inflators, and determine if any additional repair is needed.

If either the driver or passenger airbag recall is still OPEN on the vehicle, then the inspection described in this FSA is ONLY required on the opposite side.

1. Check OASIS for OPEN Takata FSAs 21S12 or 19S01.

- If the driver airbag FSA 21S12 is open – perform ONLY the Passenger Airbag Inflator Inspection on Page 2.

IMPORTANT: The service action outlined in FSA 21S12 must also be completed. Refer to the 21S12 FSA Dealer Bulletin for repair and claiming instructions

- If the passenger airbag FSA 19S01 is open – perform ONLY the Driver Airbag Inflator Inspection on Page 4.

IMPORTANT: The service action outlined in FSA 19S01 must also be completed. Refer to the 19S01 FSA bulletin for repair and claiming instructions

- If neither FSA is open – Perform BOTH Passenger Airbag Inflator Inspection on Page 2 AND Driver Airbag Inflator Inspection on Page 4.



SERVICE PROCEDURE

PASSENGER AIRBAG INFLATOR INSPECTION

1. Fully lower the glove compartment door. Through the glove compartment opening, look up at the passenger airbag module. Inspect the passenger airbag inflator end for the presence of a plastic end cap as shown. For 2006-2009 MY MKZ/Zephyr vehicles see Figure 1. For 2010-2012 MY MKZ vehicles see Figure 2. Are the plastic end caps present on the airbag inflator?

Yes: Inspection **PASS** See Figures 1 and 2. - No Repair Is Needed

- Capture a photo of the passenger airbag inflator or part number sticker and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g., tablets, smart phones). Please see Page 6 for additional details.
- Passenger airbag inflator inspection complete. Raise and close the glove compartment door, and continue to the driver airbag inflator inspection on Page 4 if required (reference Step 1 on Page 1 to determine which airbag inflator inspections are needed)

No: Inspection **DOES NOT PASS** See Figure 3. – **REPAIR IS REQUIRED**

- Capture a photo of the passenger airbag inflator showing the missing end caps or part number sticker.
- If needed, continue to the Driver Airbag Inflator Inspection on Page 4 before moving to the next step below (reference Step 1 on Page 1 to determine which airbag inflator inspections are required).
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
 - Was a passenger airbag inspection performed? Yes/No?
 - Does the passenger airbag require a repair? Yes/No?
 - Was a driver airbag inspection performed? Yes/No?
 - Does the driver airbag require a repair? Yes/No?





FIGURE 1

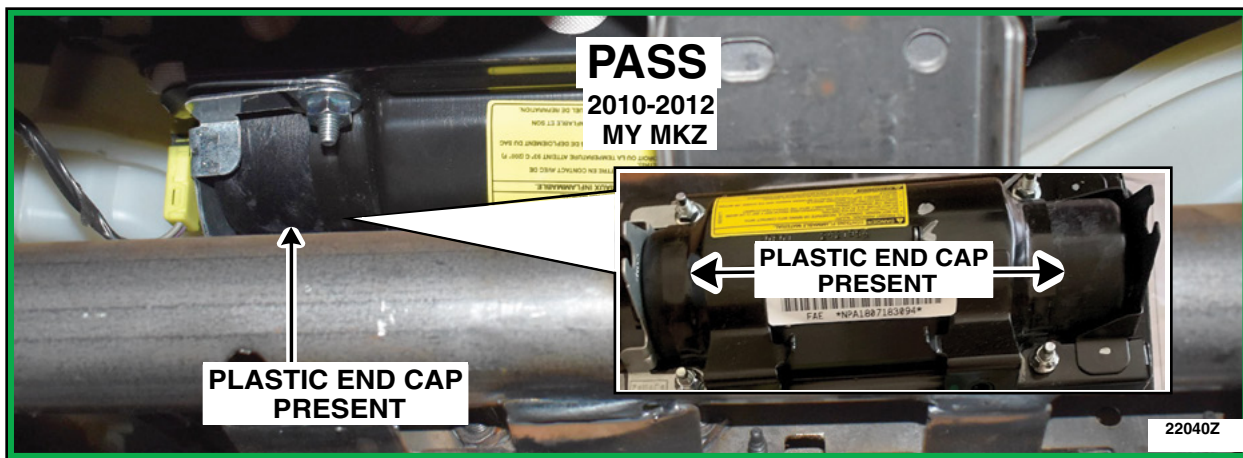


FIGURE 2



FIGURE 3



DRIVER AIRBAG INFLATOR INSPECTION

⚠ WARNING: Failure to follow the instructions and warnings in the WSM may result in injury.

NOTE: The ignition must remain OFF until this service procedure is completed.

1. Remove the driver airbag module. 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.



3. Inspect the label on the Driver Airbag inflator as shown in Figure 4. Is the label white in color?

Yes: Inspection **PASS** - No Repair Is Needed.

- Capture a photo of the driver airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g. , tablets, smart phones). Please see Page 6 for additional details.
- Driver airbag inflator inspection complete. Reinstall the driver airbag module. Please follow the WSM procedures in Section 501-20B.

NOTE: If the label cannot be inspected or is missing entirely, the inspection has failed.

No: Inspection **DOES NOT PASS. – REPAIR IS REQUIRED**

- Capture a photo of the driver airbag module showing the yellow label.
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
 - Was a passenger airbag inspection performed? Yes/No?
 - Does the passenger airbag require a repair? Yes/No?
 - Was a driver airbag inspection performed? Yes/No?
 - Does the driver airbag require a repair? Yes/No?

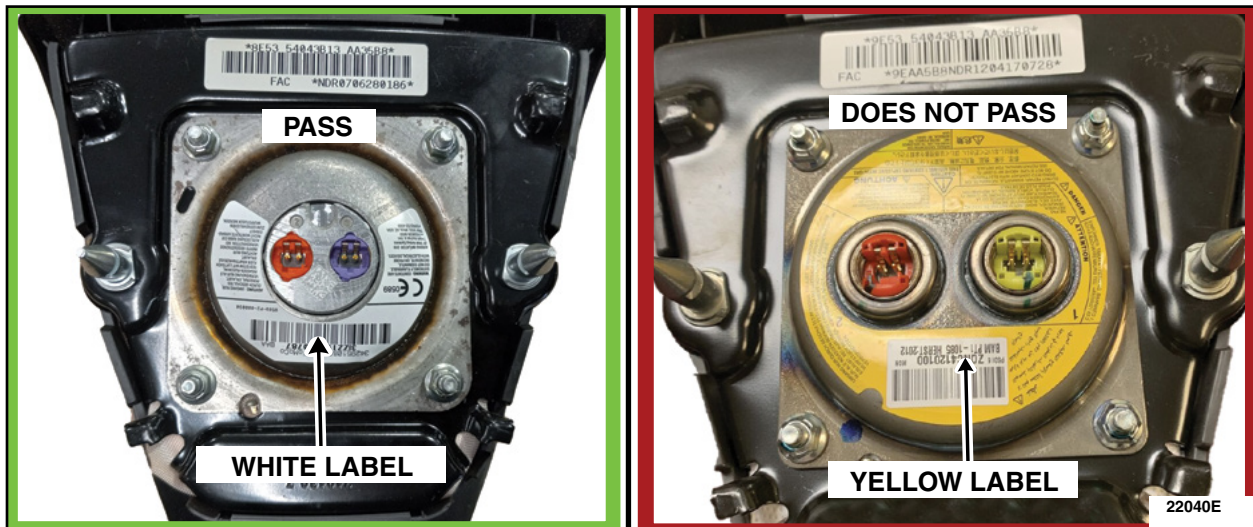


FIGURE 4



Using Web Based “Report a Vehicle Concern”

- Access report entry form from link in PTS (Report a Vehicle Concern) or directly at: <https://www.gcr.dealerconnection.com/asp/FordDealerMenu.asp>
- Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile from the Global Concern Reporting Main Menu or directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>
- After completing the report entry form and submitting your report, you can upload a maximum of 5 attachments at once. The attachments must be saved to the drive on the Personal Computer (PC) you are using.

Using Mobile PTS “Report a Vehicle Concern”

IMPORTANT - If you have never used the Web-Based report a vehicle concern you will need to create your User Profile prior to accessing “Report a Vehicle Concern” on Mobile PTS.

Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp> ; You can access Mobile PTS using your mobile device at: <https://m.fordtechservice.dealerconnection.com/> or the following QR code:



After completing the report entry form you can upload a maximum of 5 attachments at once.

- If submitting more than one attachment (photo), the files must be saved to the mobile device you’re using, PRIOR to submitting the report.
- If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



CERTAIN 2007 – 2010 EDGE VEHICLES – DRIVER AND PASSENGER AIRBAG MODULE INSPECTION

NOTE: The following quality control inspection only applies to 2007 – 2010 Model Year (MY) Edge vehicles. Inspection procedures are published in separate attachments for the other vehicle lines included in this recall.

NOTE: This quality control inspection is **NOT** required for any airbag that is deployed, missing, incompatible, or modified. If any of the above scenarios applies to just one side (driver or passenger airbag), then an inspection may be needed on the opposite side. If any of the above scenarios applies to both the driver AND passenger airbag, then no action is required

REASON FOR THIS PROGRAM: It is possible that a small percentage of Takata airbag recall claims were submitted by some dealerships on vehicles that did not actually receive the recall repair. The purpose of this Field Service Action (FSA) is to inspect the currently installed driver and passenger airbag inflators, and determine if any additional repair is needed.

If either the driver or passenger airbag recall is still OPEN on the vehicle, then the inspection described in this FSA is ONLY required on the opposite side.

1. Check OASIS for OPEN Takata FSAs 21S12 or 19S01.

- If the driver airbag FSA 21S12 is open – perform ONLY the Passenger Airbag Inflator Inspection on Page 2.

IMPORTANT: The service action outlined in FSA 21S12 must also be completed. Refer to the 21S12 FSA Dealer Bulletin for repair and claiming instructions

- If the passenger airbag FSA 19S01 is open – perform ONLY the Driver Airbag Inflator Inspection on Page 4.

IMPORTANT: The service action outlined in FSA 19S01 must also be completed. Refer to the 19S01 FSA bulletin for repair and claiming instructions

- If neither FSA is open – Perform BOTH Passenger Airbag Inflator Inspection on Page 2 AND Driver Airbag Inflator Inspection on Page 4.



SERVICE PROCEDURE

PASSENGER AIRBAG INFLATOR INSPECTION

1. Fully lower the glove compartment door. Through the glove compartment opening, look up at the passenger airbag module. Inspect the passenger airbag inflator end for the presence of a plastic end cap as shown in Figures 1 and 2. Are the plastic end caps present on the airbag inflator?

Yes: Inspection **PASS** See Figure 1. - No Repair Is Needed

- Capture a photo of the passenger airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g., tablets, smart phones). Please see Page 6 for additional details.
- Passenger airbag inflator inspection complete. Raise and close the glove compartment door, and continue to the driver airbag inflator inspection on Page 3 if required (reference Step 1 on Page 1 to determine which airbag inflator inspections are needed)

No: Inspection **DOES NOT PASS** See Figure 2. – **REPAIR IS REQUIRED**

- Capture a photo of the passenger airbag inflator showing the missing end caps.
- If needed, continue to the Driver Airbag Inflator Inspection on Page 3 before moving to the next step below (reference Step 1 on Page 1 to determine which airbag inflator inspections are required).
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
 - Was a passenger airbag inspection performed? Yes/No?
 - Does the passenger airbag require a repair? Yes/No?
 - Was a driver airbag inspection performed? Yes/No?
 - Does the driver airbag require a repair? Yes/No?



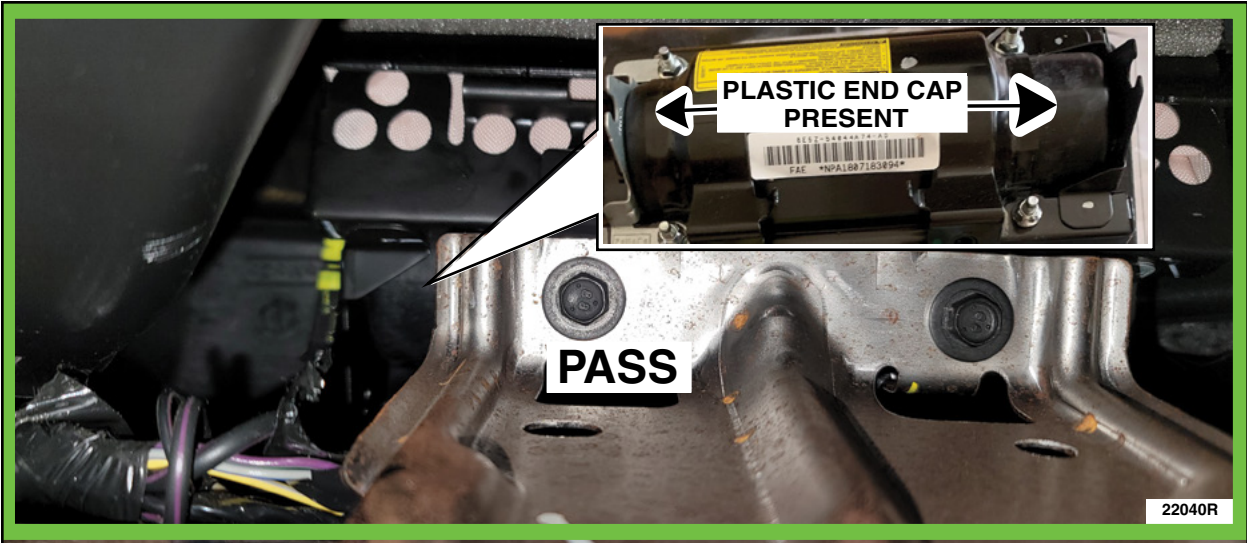


FIGURE 1



FIGURE 2



DRIVER AIRBAG INFLATOR INSPECTION

⚠ WARNING: Failure to follow the instructions and warnings in the WSM may result in injury.

NOTE: The ignition must remain OFF until this service procedure is completed.

1. Remove the driver airbag module. 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.



3. Inspect the label on the Driver Airbag inflator as shown in Figure 3. Is the label white in color?

Yes: Inspection **PASS** - No Repair Is Needed.

- Capture a photo of the driver airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g. , tablets, smart phones). Please see Page 6 for additional details.
- Driver airbag inflator inspection complete. Reinstall the driver airbag module. Please follow the WSM procedures in Section 501-20B.

NOTE: If the label cannot be inspected or is missing entirely, the inspection has failed.

No: Inspection **DOES NOT PASS. – REPAIR IS REQUIRED**

- Capture a photo of the driver airbag inflator showing the yellow label.
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
 - Was a passenger airbag inspection performed? Yes/No?
 - Does the passenger airbag require a repair? Yes/No?
 - Was a driver airbag inspection performed? Yes/No?
 - Does the driver airbag require a repair? Yes/No?

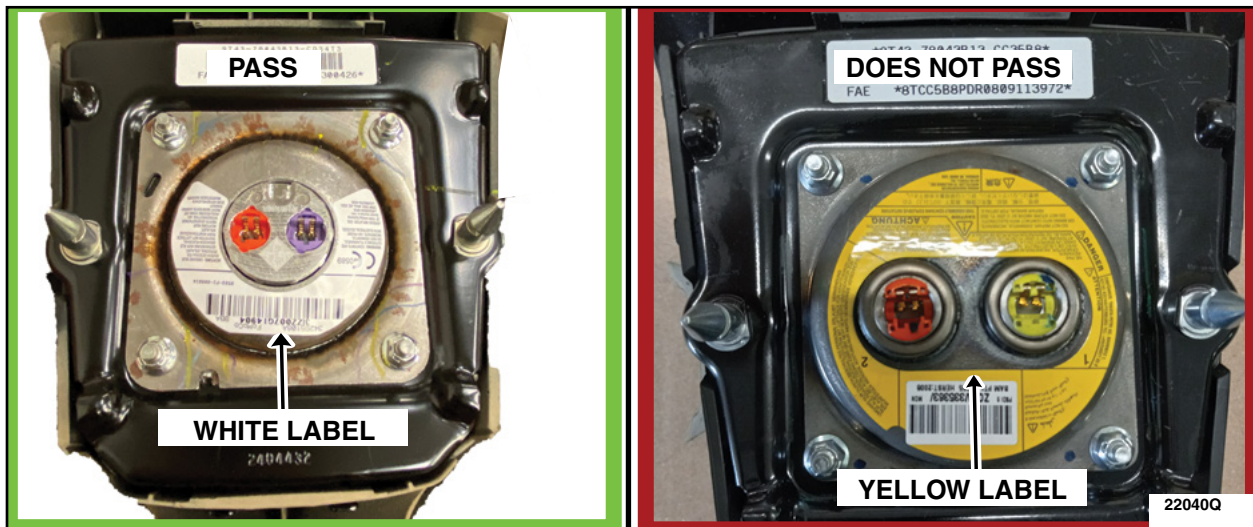


FIGURE 3



Using Web Based “Report a Vehicle Concern”

- Access report entry form from link in PTS (Report a Vehicle Concern) or directly at: <https://www.gcr.dealerconnection.com/asp/FordDealerMenu.asp>
- Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile from the Global Concern Reporting Main Menu or directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>
- After completing the report entry form and submitting your report, you can upload a maximum of 5 attachments at once. The attachments must be saved to the drive on the Personal Computer (PC) you are using.

Using Mobile PTS “Report a Vehicle Concern”

IMPORTANT - If you have never used the Web-Based report a vehicle concern you will need to create your User Profile prior to accessing “Report a Vehicle Concern” on Mobile PTS.

Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp> ; You can access Mobile PTS using your mobile device at: <https://m.fordtechservice.dealerconnection.com/> or the following QR code:



After completing the report entry form you can upload a maximum of 5 attachments at once.

- If submitting more than one attachment (photo), the files must be saved to the mobile device you’re using, PRIOR to submitting the report.
- If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



CERTAIN 2004– 2011 RANGER VEHICLES – DRIVER AND PASSENGER AIRBAG MODULE INSPECTION

NOTE: The following quality control inspection only applies to 2004 – 2011 Model Year (MY) Ranger vehicles. Inspection procedures are published in separate attachments for the other vehicle lines included in this recall.

NOTE: This quality control inspection is **NOT** required for any airbag that is deployed, missing, incompatible, or modified. If any of the above scenarios applies to just one side (driver or passenger airbag), then an inspection may be needed on the opposite side. If any of the above scenarios applies to both the driver AND passenger airbag, then no action is required

REASON FOR THIS PROGRAM: It is possible that a small percentage of Takata airbag recall claims were submitted by some dealerships on vehicles that did not actually receive the recall repair. The purpose of this Field Service Action (FSA) is to inspect the currently installed driver and passenger airbag inflators, and determine if any additional repair is needed.

If either the driver or passenger airbag recall is still OPEN on the vehicle, then the inspection described in this FSA is ONLY required on the opposite side.

1. If this is a 2004-2006 Ranger then both the Passenger and Driver Air Bag Inflator Inspections are required. Please proceed to Passenger Air Bag Inflator Inspection on Page 2.
2. If this is a 2007-2011 Ranger check OASIS for OPEN Takata FSAs 21S12 or 19S01.

- If the driver airbag FSA 21S12 is open – perform ONLY the Passenger Airbag Inflator Inspection on Page 2.

IMPORTANT: The service action outlined in FSA 21S12 must also be completed. Refer to the 21S12 FSA Dealer Bulletin for repair and claiming instructions.

- If the passenger airbag FSA 19S01 is open – perform ONLY the Driver Airbag Inflator Inspection on Page 4.

IMPORTANT: The service action outlined in FSA 19S01 must also be completed. Refer to the 19S01 FSA bulletin for repair and claiming instructions.

- If neither FSA is open – Perform BOTH Passenger Airbag Inflator Inspection on Page 2 AND Driver Airbag Inflator Inspection on Page 4.



NEW! SERVICE PROCEDURE

PASSENGER AIRBAG INFLATOR INSPECTION

⚠ WARNING: Failure to follow the instructions and warnings in the Workshop Manual (WSM) may result in injury.

NOTE: If the Airbag Readiness light indicates no Supplemental Restraint System (SRS) faults are present, it is not necessary to follow the WSM SRS Depowering and Repowering steps. Turn the ignition to OFF and wait 1 minute, then it is safe to proceed with airbag inflator replacement.

NOTE: The ignition must remain OFF until this service procedure is completed.

1. Remove the passenger 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.



3. Inspect the passenger airbag inflator end for the presence of a plastic end cap. Are the plastic end caps present on the airbag inflator?

For 2004-2006 Rangers - See Figure 1 on Page 4.

For 2007-2011 Rangers - See Figure 2 on Page 4.

Yes: Inspection **PASS** See Figure 1 - No Repair Is Needed

- Capture a photo of the passenger airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g., tablets, smart phones). Please see Page 6 for additional details.
- Passenger airbag inflator inspection complete. Reinstall the Passenger Airbag. Please follow the WSM procedures in Section 501-20B, and continue to the driver airbag inflator inspection on Page 4 if required (reference Step 1 on Page 1 to determine which airbag inflator inspections are needed)

No: Inspection **DOES NOT PASS** See Figure 1 – **REPAIR IS REQUIRED**

- Capture a photo of the passenger airbag inflator showing the missing end caps.
- If needed, continue to the Driver Airbag Inflator Inspection on Page 4 before moving to the next step below (reference Step 1 on Page 1 to determine which airbag inflator inspections are required).
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
 - Was a passenger airbag inspection performed? Yes/No?
 - Does the passenger airbag require a repair? Yes/No?
 - Was a driver airbag inspection performed? Yes/No?
 - Does the driver airbag require a repair? Yes/No?

NOTE: *Proceed to Page 4 to view Figures 1 and 2.*



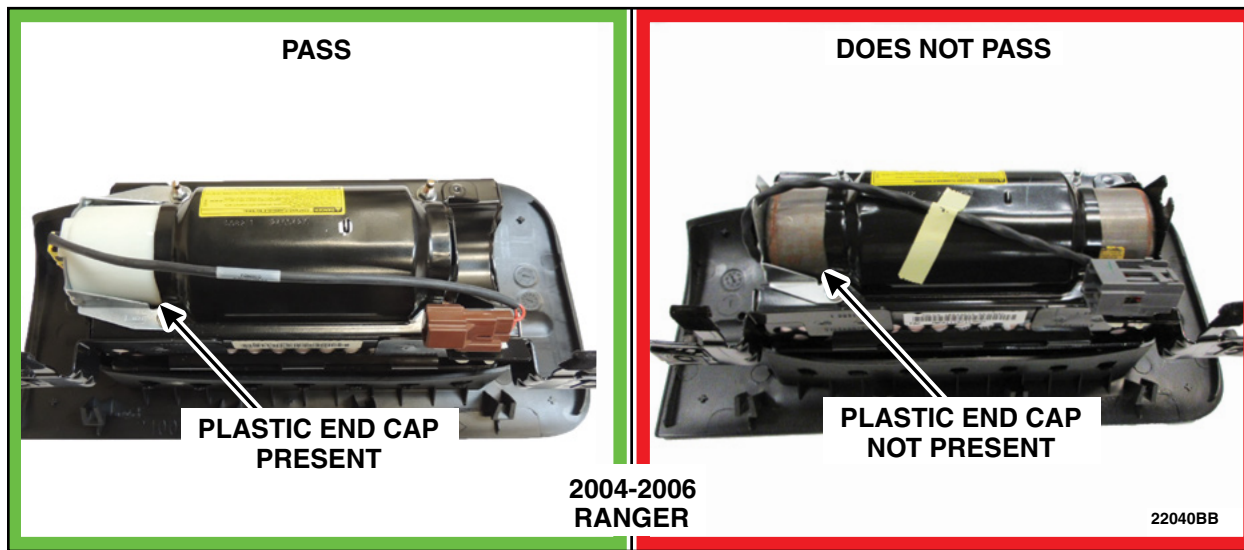


FIGURE 1

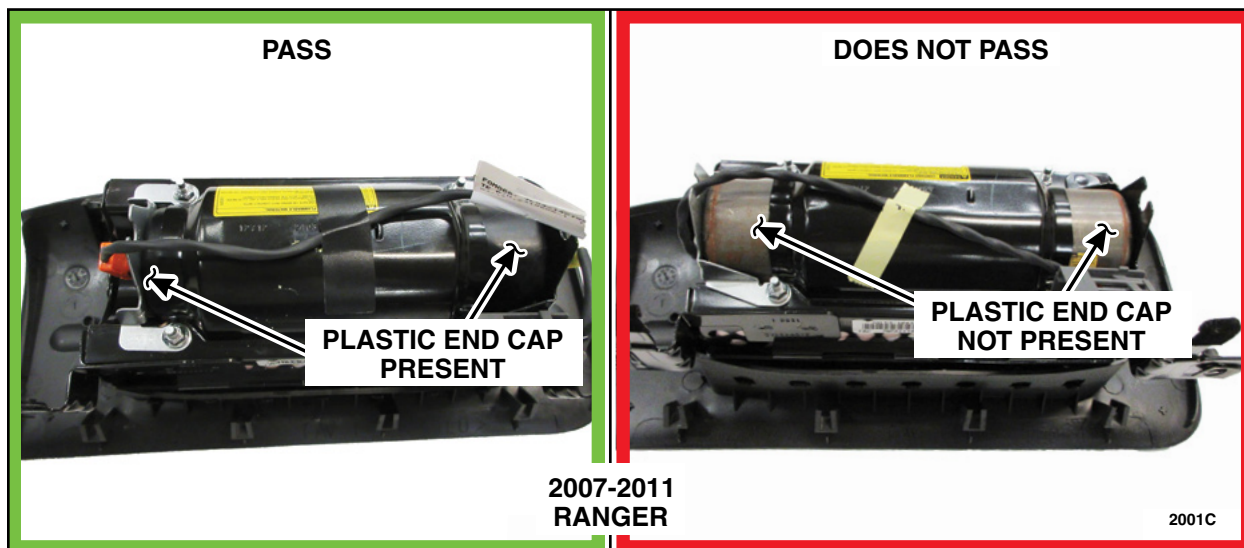


FIGURE 2

DRIVER AIRBAG INFLATOR INSPECTION

⚠ WARNING: Failure to follow the instructions and warnings in the WSM may result in injury.

NOTE: The ignition must remain OFF until this service procedure is completed.

1. Remove the driver airbag module. Please follow the WSM procedures in Section 501-20.
2. Set the airbag face down onto a surface that will not scratch or damage the airbag face.



3. Inspect the label on the Driver Airbag inflator as shown in Figure 3. Is the label white in color?

Yes: Inspection **PASS** - REPAIR IS REQUIRED.

- Capture a photo of the driver airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g. , tablets, smart phones). Please see Page 6 for additional details.
- Driver airbag inflator inspection complete. Reinstall the driver airbag module. Please follow the WSM procedures in Section 501-20B.

NOTE: If the label cannot be inspected or is missing entirely, the inspection has failed.

No: Inspection **DOES NOT PASS – REPAIR IS REQUIRED**

- Capture a photo of the driver airbag module showing the yellow label.
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
 - Was a passenger airbag inspection performed? Yes/No?
 - Does the passenger airbag require a repair? Yes/No?
 - Was a driver airbag inspection performed? Yes/No?
 - Does the driver airbag require a repair? Yes/No?

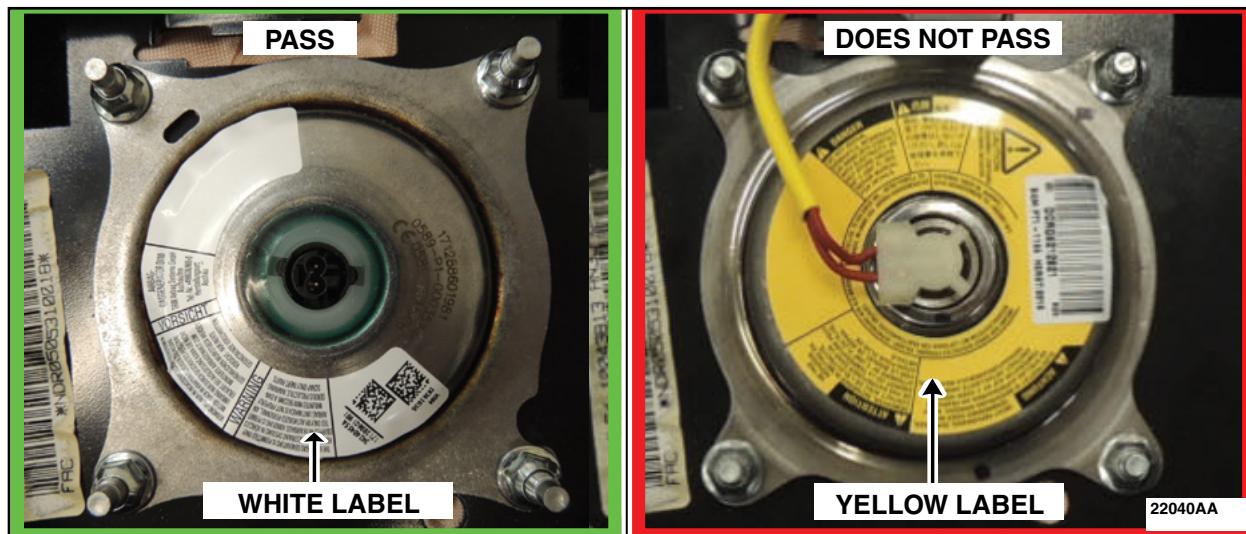


FIGURE 3



Using Web Based “Report a Vehicle Concern”

- Access report entry form from link in PTS (Report a Vehicle Concern) or directly at: <https://www.gcr.dealerconnection.com/asp/FordDealerMenu.asp>
- Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile from the Global Concern Reporting Main Menu or directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>
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Using Mobile PTS “Report a Vehicle Concern”

IMPORTANT - If you have never used the Web-Based report a vehicle concern you will need to create your User Profile prior to accessing “Report a Vehicle Concern” on Mobile PTS.

Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp> ; You can access Mobile PTS using your mobile device at: <https://m.fordtechservice.dealerconnection.com/> or the following QR code:



After completing the report entry form you can upload a maximum of 5 attachments at once.

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- If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



CERTAIN 2006 – 2012 MODEL YEAR (MY) FUSION AND 2006 – 2011 MY MILAN VEHICLES – DRIVER AND PASSENGER AIRBAG MODULE INSPECTION

NOTE: The following quality control inspection only applies to 2006 – 2011 Model Year (MY) Fusion/Milan vehicles. Inspection procedures are published in separate attachments for the other vehicle lines included in this recall.

NOTE: This quality control inspection is **NOT** required for any airbag that is deployed, missing, incompatible, or modified. If any of the above scenarios applies to just one side (driver or passenger airbag), then an inspection may be needed on the opposite side. If any of the above scenarios applies to both the driver AND passenger airbag, then no action is required

REASON FOR THIS PROGRAM: It is possible that a small percentage of Takata airbag recall claims were submitted by some dealerships on vehicles that did not actually receive the recall repair. The purpose of this Field Service Action (FSA) is to inspect the currently installed driver and passenger airbag inflators, and determine if any additional repair is needed.

If either the driver or passenger airbag recall is still OPEN on the vehicle, then the inspection described in this FSA is ONLY required on the opposite side.

1. Check OASIS for OPEN Takata FSAs 21S12 or 19S01.

- If the driver airbag FSA 21S12 is open – perform ONLY the Passenger Airbag Inflator Inspection on Page 2.

IMPORTANT: The service action outlined in FSA 21S12 must also be completed. Refer to the 21S12 FSA Dealer Bulletin for repair and claiming instructions

- If the passenger airbag FSA 19S01 is open – perform ONLY the Driver Airbag Inflator Inspection on Page 4.

IMPORTANT: The service action outlined in FSA 19S01 must also be completed. Refer to the 19S01 FSA bulletin for repair and claiming instructions

- If neither FSA is open – Perform BOTH Passenger Airbag Inflator Inspection on Page 2 AND Driver Airbag Inflator Inspection on Page 4.



SERVICE PROCEDURE

PASSENGER AIRBAG INFLATOR INSPECTION

1. Fully lower the glove compartment door. Through the glove compartment opening, look up at the passenger airbag module. Inspect the passenger airbag inflator end for the presence of a plastic end cap as shown. For 2006-2009 MY Fusion/ Milan vehicles see Figure 1. For 2010-2012 MY Fusion/ Milan vehicles see Figure 2. Are the plastic end caps present on the airbag inflator?

Yes: Inspection **PASS** See Figures 1 and 2. - No Repair Is Needed

- Capture a photo of the passenger airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g., tablets, smart phones). Please see Page 6 for additional details.
- Passenger airbag inflator inspection complete. Raise and close the glove compartment door, and continue to the driver airbag inflator inspection on Page 3 if required (reference Step 1 on Page 1 to determine which airbag inflator inspections are needed)

No: Inspection **DOES NOT PASS** See Figure 3. – **REPAIR IS REQUIRED**

- Capture a photo of the passenger airbag module showing the missing end caps.
- If needed, continue to the Driver Airbag Inflator Inspection on Page 3 before moving to the next step below (reference Step 1 on Page 1 to determine which airbag inflator inspections are required).
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
 - Was a passenger airbag inspection performed? Yes/No?
 - Does the passenger airbag require a repair? Yes/No?
 - Was a driver airbag inspection performed? Yes/No?
 - Does the driver airbag require a repair? Yes/No?



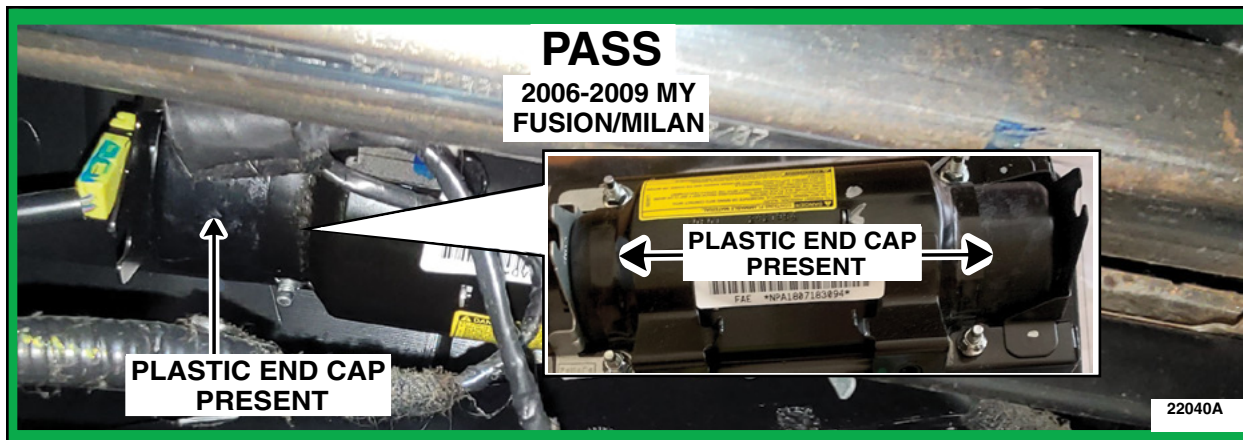


FIGURE 1

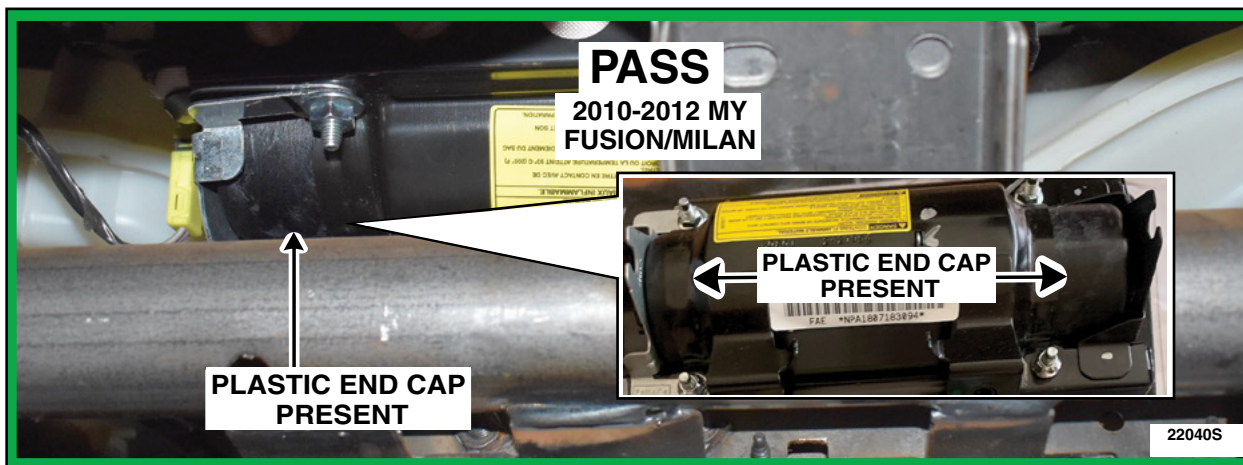


FIGURE 2

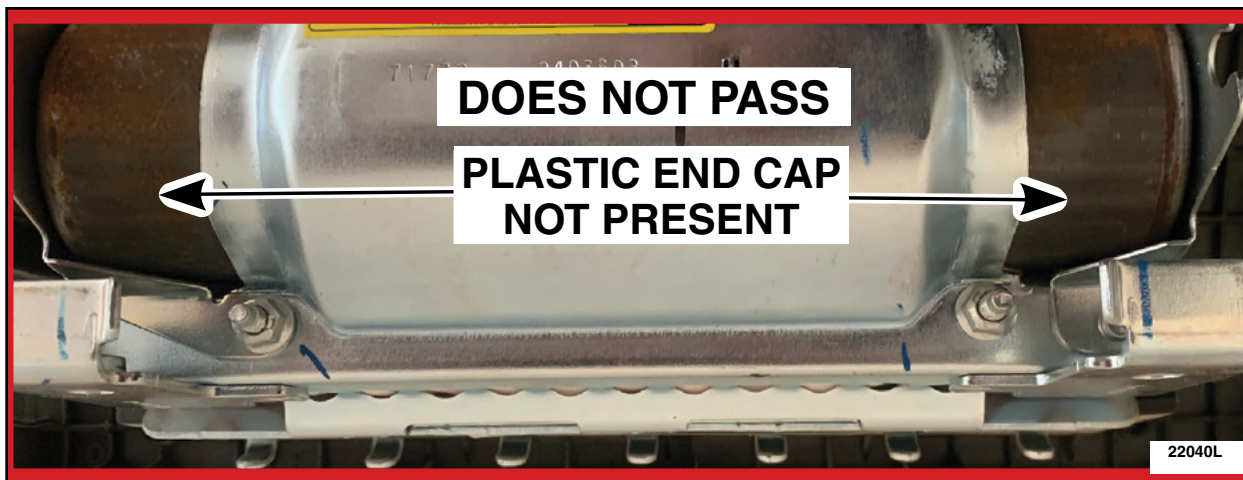


FIGURE 3



DRIVER AIRBAG INFLATOR INSPECTION

⚠ WARNING: Failure to follow the instructions and warnings in the WSM may result in injury.

NOTE: The ignition must remain OFF until this service procedure is completed.

1. Remove the driver airbag module. 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.



3. Inspect the label on the Driver Airbag inflator as shown in Figure 4. Is the label white in color?

Yes: Inspection **PASS** - No Repair Is Needed.

- Capture a photo of the driver airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g. , tablets, smart phones). Please see Page 6 for additional details.
- Driver airbag inflator inspection complete. Reinstall the driver airbag module. Please follow the WSM procedures in Section 501-20B.

NOTE: If the label cannot be inspected or is missing entirely, the inspection has failed.

No: Inspection **DOES NOT PASS. – REPAIR IS REQUIRED**

- Capture a photo of the driver airbag module showing the yellow label.
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
 - Was a passenger airbag inspection performed? Yes/No?
 - Does the passenger airbag require a repair? Yes/No?
 - Was a driver airbag inspection performed? Yes/No?
 - Does the driver airbag require a repair? Yes/No?

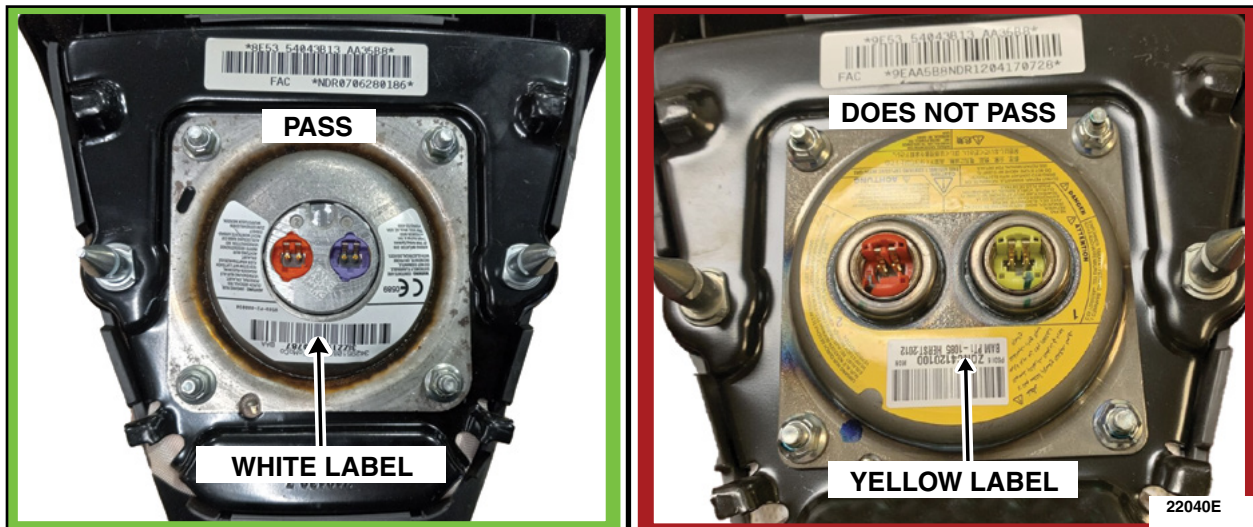


FIGURE 4



Using Web Based “Report a Vehicle Concern”

- Access report entry form from link in PTS (Report a Vehicle Concern) or directly at: <https://www.gcr.dealerconnection.com/asp/FordDealerMenu.asp>
- Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile from the Global Concern Reporting Main Menu or directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>
- After completing the report entry form and submitting your report, you can upload a maximum of 5 attachments at once. The attachments must be saved to the drive on the Personal Computer (PC) you are using.

Using Mobile PTS “Report a Vehicle Concern”

IMPORTANT - If you have never used the Web-Based report a vehicle concern you will need to create your User Profile prior to accessing “Report a Vehicle Concern” on Mobile PTS.

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After completing the report entry form you can upload a maximum of 5 attachments at once.

- If submitting more than one attachment (photo), the files must be saved to the mobile device you’re using, PRIOR to submitting the report.
- If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



CERTAIN 2007 – 2010 MKX VEHICLES – DRIVER AND PASSENGER AIRBAG MODULE INSPECTION

NOTE: The following quality control inspection only applies to 2007 – 2010 Model Year (MY) MKX vehicles. Inspection procedures are published in separate attachments for the other vehicle lines included in this recall.

NOTE: This quality control inspection is **NOT** required for any airbag that is deployed, missing, incompatible, or modified. If any of the above scenarios applies to just one side (driver or passenger airbag), then an inspection may be needed on the opposite side. If any of the above scenarios applies to both the driver AND passenger airbag, then no action is required

REASON FOR THIS PROGRAM: It is possible that a small percentage of Takata airbag recall claims were submitted by some dealerships on vehicles that did not actually receive the recall repair. The purpose of this Field Service Action (FSA) is to inspect the currently installed driver and passenger airbag inflators, and determine if any additional repair is needed.

If either the driver or passenger airbag recall is still OPEN on the vehicle, then the inspection described in this FSA is ONLY required on the opposite side.

1. Check OASIS for OPEN Takata FSAs 21S12 or 19S01.

- If the driver airbag FSA 21S12 is open – perform ONLY the Passenger Airbag Inflator Inspection on Page 2.

IMPORTANT: The service action outlined in FSA 21S12 must also be completed. Refer to the 21S12 FSA Dealer Bulletin for repair and claiming instructions

- If the passenger airbag FSA 19S01 is open – perform ONLY the Driver Airbag Inflator Inspection on Page 4.

IMPORTANT: The service action outlined in FSA 19S01 must also be completed. Refer to the 19S01 FSA bulletin for repair and claiming instructions

- If neither FSA is open – Perform BOTH Passenger Airbag Inflator Inspection on Page 2 AND Driver Airbag Inflator Inspection on Page 4.



SERVICE PROCEDURE

PASSENGER AIRBAG INFLATOR INSPECTION

1. Fully lower the glove compartment door. Through the glove compartment opening, look up at the passenger airbag module. Inspect the passenger airbag inflator end for the presence of a plastic end cap as shown. See Figure 1. Are the plastic end caps present on the airbag inflator?

Yes: Inspection **PASS** See Figure 1. - No Repair Is Needed

- Capture a photo of the passenger airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g., tablets, smart phones). Please see Page 6 for additional details.
- Passenger airbag inflator inspection complete. Raise and close the glove compartment door, and continue to the driver airbag inflator inspection on Page 4 if required (reference Step 1 on Page 1 to determine which airbag inflator inspections are needed)

No: Inspection **DOES NOT PASS** See Figure 2. – **REPAIR IS REQUIRED**

- Capture a photo of the passenger airbag module showing the missing end caps
- If needed, continue to the Driver Airbag Inflator Inspection on Page 4 before moving to the next step below (reference Step 1 on Page 1 to determine which airbag inflator inspections are required).
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
 - Was a passenger airbag inspection performed? Yes/No?
 - Does the passenger airbag require a repair? Yes/No?
 - Was a driver airbag inspection performed? Yes/No?
 - Does the driver airbag require a repair? Yes/No?



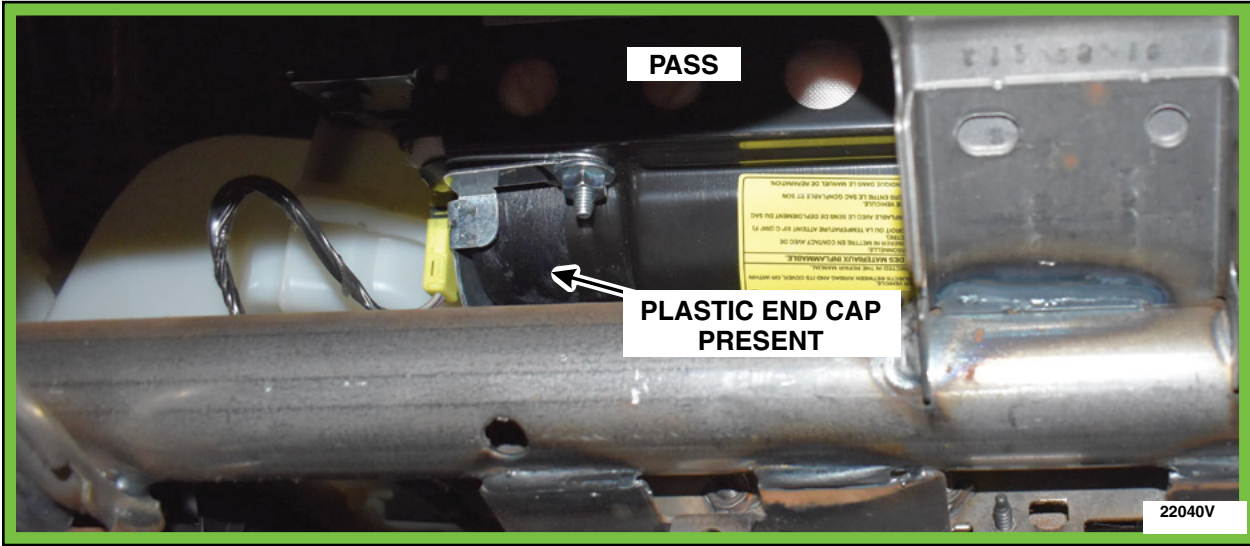


FIGURE 1

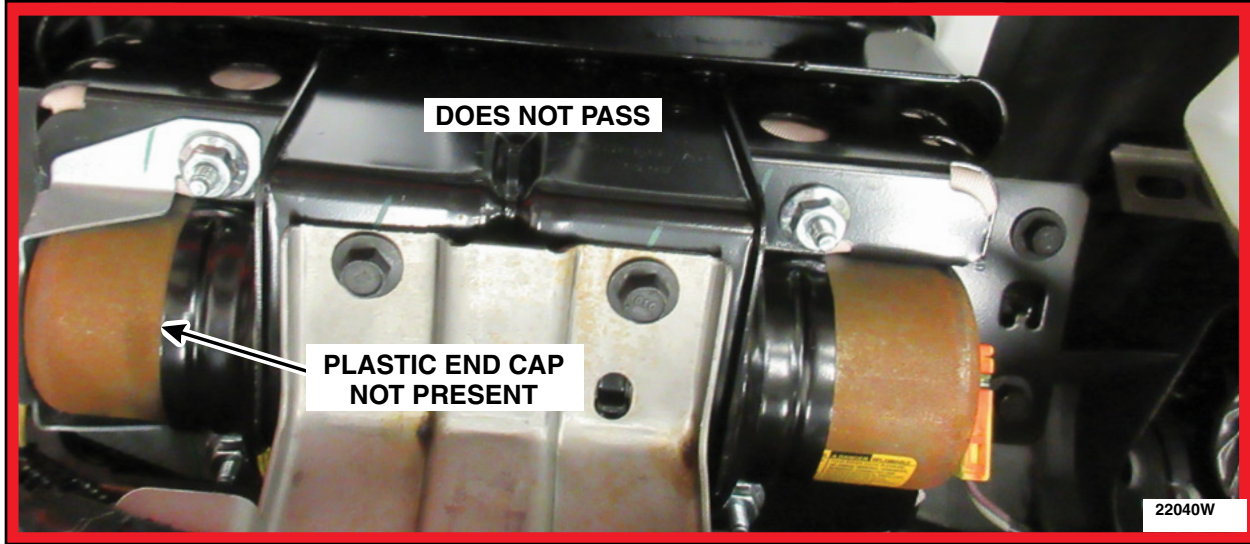


FIGURE 2



DRIVER AIRBAG INFLATOR INSPECTION

⚠ WARNING: Failure to follow the instructions and warnings in the WSM may result in injury.

NOTE: The ignition must remain OFF until this service procedure is completed.

1. Remove the driver airbag module. 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.



3. Inspect the label on the Driver Airbag inflator as shown in Figure 3. Is the label white in color?

Yes: Inspection **PASS** - No Repair Is Needed.

- Capture a photo of the driver airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g. , tablets, smart phones). Please see Page 6 for additional details.
- Driver airbag inflator inspection complete. Reinstall the driver airbag module. Please follow the WSM procedures in Section 501-20B.

NOTE: If the label cannot be inspected or is missing entirely, the inspection has failed.

No: Inspection **DOES NOT PASS. – REPAIR IS REQUIRED**

- Capture a photo of the driver airbag module showing the yellow label.
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
 - Was a passenger airbag inspection performed? Yes/No?
 - Does the passenger airbag require a repair? Yes/No?
 - Was a driver airbag inspection performed? Yes/No?
 - Does the driver airbag require a repair? Yes/No?



FIGURE 3



Using Web Based “Report a Vehicle Concern”

- Access report entry form from link in PTS (Report a Vehicle Concern) or directly at: <https://www.gcr.dealerconnection.com/asp/FordDealerMenu.asp>
- Ensure that your “User Profile” is added/updated to include your STARS ID. This can be done by accessing your User Profile from the Global Concern Reporting Main Menu or directly at: <https://www.gcr.dealerconnection.com/asp/DealerProfile.asp>
- After completing the report entry form and submitting your report, you can upload a maximum of 5 attachments at once. The attachments must be saved to the drive on the Personal Computer (PC) you are using.

Using Mobile PTS “Report a Vehicle Concern”

IMPORTANT - If you have never used the Web-Based report a vehicle concern you will need to create your User Profile prior to accessing “Report a Vehicle Concern” on Mobile PTS.

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- If submitting more than one attachment (photo), the files must be saved to the mobile device you’re using, PRIOR to submitting the report.
- If submitting one attachment (photo), you can capture the photo during the report submission when asked to add the attachment.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.



CERTAIN 2005 – 2006 FORD GT VEHICLES – DRIVER AND PASSENGER AIRBAG MODULE INSPECTION

NOTE: The following quality control inspection only applies to 2005 – 2006 Model Year (MY) Ford GT vehicles. Inspection procedures are published in separate attachments for the other vehicle lines included in this recall.

NOTE: This quality control inspection is **NOT** required for any airbag that is deployed, missing, incompatible, or modified. If any of the above scenarios applies to just one side (driver or passenger airbag), then an inspection may be needed on the opposite side. If any of the above scenarios applies to both the driver AND passenger airbag, then no action is required

REASON FOR THIS PROGRAM: It is possible that a small percentage of Takata airbag recall claims were submitted by some dealerships on vehicles that did not actually receive the recall repair. The purpose of this Field Service Action (FSA) is to inspect the currently installed driver and passenger airbag inflators, and determine if any additional repair is needed.

If either the driver or passenger airbag recall is still OPEN on the vehicle, then the inspection described in this FSA is ONLY required on the opposite side.

1. Check OASIS for OPEN Takata FSAs 15S21 or 19S01.

- If the driver airbag FSA 15S21 is open – perform ONLY the Passenger Airbag Inflator Inspection on Page 2.

IMPORTANT: The service action outlined in FSA 15S21 must also be completed. Refer to the 15S21 FSA Dealer Bulletin for repair and claiming instructions

- If the passenger airbag FSA 19S01 is open – perform ONLY the Driver Airbag Inflator Inspection on Page 4.

IMPORTANT: The service action outlined in FSA 19S01 must also be completed. Refer to the 19S01 FSA bulletin for repair and claiming instructions

- If neither FSA is open – Perform BOTH Passenger Airbag Inflator Inspection on Page 2 AND Driver Airbag Inflator Inspection on Page 4.



SERVICE PROCEDURE

PASSENGER AIRBAG INFLATOR INSPECTION

⚠ WARNING: Failure to follow the instructions and warnings in the Workshop Manual (WSM) may result in injury.

NOTE: If the Airbag Readiness light indicates no Supplemental Restraint System (SRS) faults are present, it is not necessary to follow the WSM SRS Depowering and Repowering steps. Turn the ignition to OFF and wait 1 minute, then it is safe to proceed with airbag inflator replacement.

NOTE: The ignition must remain OFF until this service procedure is completed.

NOTE: Mustang airbag shown in this procedure, Ford GT similar.

1. Remove the passenger airbag from the vehicle. Please follow the WSM procedures in Section 501-20.
2. Set the airbag face down onto a surface that will not scratch or damage the airbag face.



3. Inspect the passenger airbag inflator end for the presence of a plastic end cap as shown in Figure 1.
Is the plastic end cap present on the airbag inflator?

Yes: Inspection **PASS** See Figure 1. - No Repair Is Needed

- Capture a photo of the passenger airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g., tablets, smart phones). Please see Page 6 for additional details.
- Passenger airbag inflator inspection complete. Reinstall the Passenger Airbag. Please follow the WSM procedures in Section 501-20, and continue to the driver airbag inflator inspection on Page 4 if required (reference Step 1 on Page 1 to determine which airbag inflator inspections are needed)

No: Inspection **DOES NOT PASS** See Figure 1. – **REPAIR IS REQUIRED**

- Capture a photo of the passenger airbag module showing the missing end caps
- If needed, continue to the Driver Airbag Inflator Inspection on Page 4 before moving to the next step below (reference Step 1 on Page 1 to determine which airbag inflator inspections are required).
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
 - Was a passenger airbag inspection performed? Yes/No?
 - Does the passenger airbag require a repair? Yes/No?
 - Was a driver airbag inspection performed? Yes/No?
 - Does the driver airbag require a repair? Yes/No?

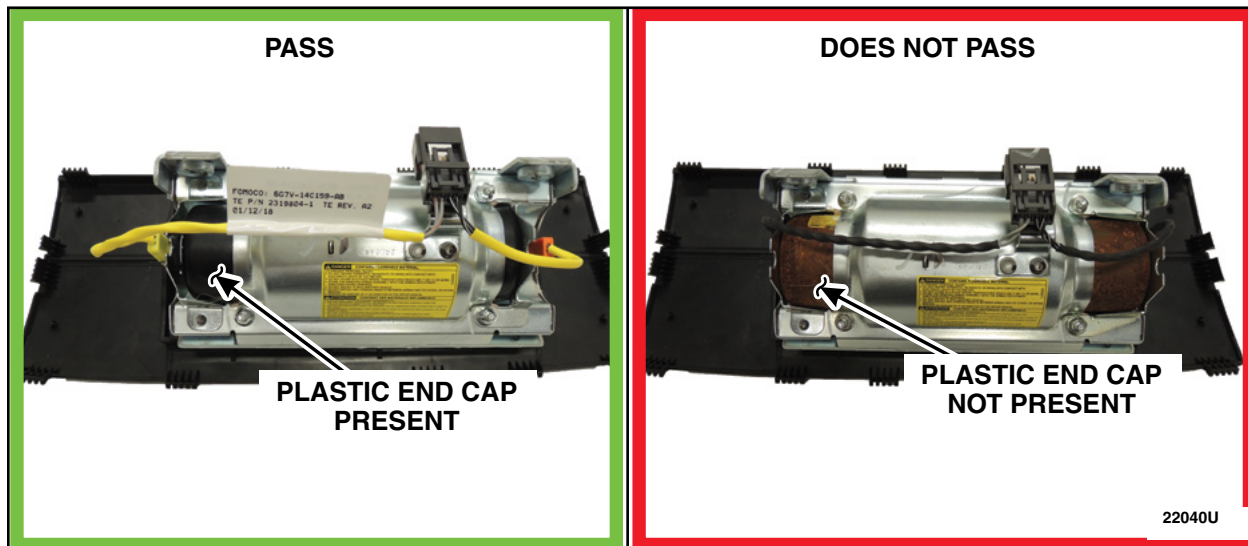


FIGURE 1



DRIVER AIRBAG INFLATOR INSPECTION

⚠ WARNING: Failure to follow the instructions and warnings in the WSM may result in injury.

NOTE: The ignition must remain OFF until this service procedure is completed.

1. Remove the driver airbag module. 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.



3. Inspect the label on the Driver Airbag inflator as shown in Figure 2. Is the label white in color?

Yes: Inspection **PASS** - No Repair Is Needed.

- Capture a photo of the driver airbag inflator and submit the photo via Concern Reports using the "Report a Vehicle Concern" process. Concern Reports may be submitted via Web Based PTS or through Mobile PTS using any mobile device (e.g. , tablets, smart phones). Please see Page 6 for additional details.
- Driver airbag inflator inspection complete. Reinstall the driver airbag module. Please follow the WSM procedures in Section 501-20B.

NOTE: If the label cannot be inspected or is missing entirely, the inspection has failed.

No: Inspection **DOES NOT PASS. – REPAIR IS REQUIRED**

- Capture a photo of the driver airbag module showing the yellow label.
- Submit a web contact to the Special Service Support Center (SSSC) for approval to perform the recall repair AND to get the specific repair instructions for this vehicle. Attach a copy of the photo(s) taken of the airbag inflator that failed the inspection, and include the following details in the submission:
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 - Does the passenger airbag require a repair? Yes/No?
 - Was a driver airbag inspection performed? Yes/No?
 - Does the driver airbag require a repair? Yes/No?

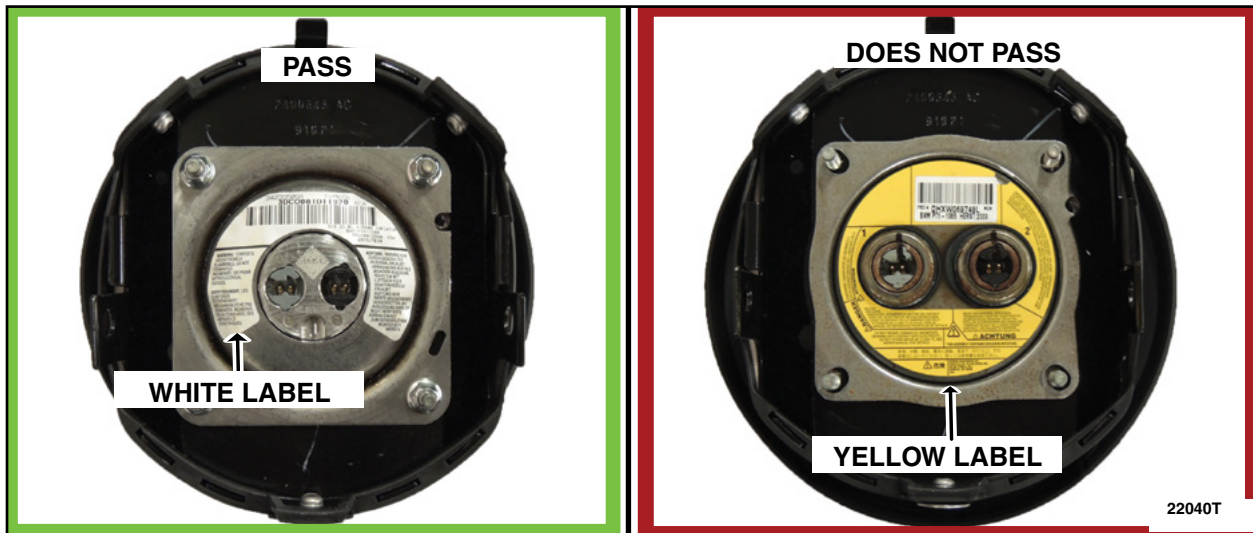


FIGURE 2



Using Web Based “Report a Vehicle Concern”

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