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TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Safety Recall 19S01 – Supplement #2**
Certain 2005-2014 Mustang, 2005-2006 GT, 2007-2011 Ranger, 2006-2012 Fusion and MKZ/Zephyr, 2006-2011 Milan, and 2007-2010 Edge and MKX Vehicles
Passenger Airbag Inflator Replacement

REF: **Safety Recall 16S26** - Passenger Airbag Inflator Replacement
Safety Recall 17S01 - Passenger Airbag Inflator Replacement
Safety Recall 18S01 - Passenger Airbag Inflator Replacement

This safety recall supersedes safety recalls 16S26, 17S01, and 18S01 and includes additional affected vehicles. Dealers should review the Dealer Bulletin and attachments in their entirety to become familiar with all changes.

NOTE: To allow dealers to be creative in their approach to completing Takata airbag recall repairs, technician time recording requirements, as specified in the Warranty & Policy Manual, are not required for this recall. For examples of creative approaches, refer to the 'Non-Traditional Repair Approaches' section in this Bulletin.

New! REASON FOR THIS SUPPLEMENT

- *Parts are now on open order for all vehicle lines. See the Parts Ordering Information section for details.*

AFFECTED VEHICLES

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

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS SAFETY RECALL

NHTSA and Takata have determined that 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

Dealers are to replace the passenger airbag inflator or passenger airbag module as directed in the Technical Information attachments. This service must be performed on all affected vehicles at no charge to the vehicle owner.

For Mustang and GT vehicles, dealers should check OASIS to determine if safety recall 15S21 is open for the driver side airbag. If safety recall 15S21 is open, then it must be completed in addition to safety recall 19S01. Parts are readily available to complete safety recall 15S21.

NOTE: This is a final / permanent repair. All 2005-2006 Ford GT vehicles that were previously serviced under Safety Recall 14S28 must have this repair performed.

OWNER NOTIFICATION MAILING SCHEDULE

For vehicles that were not already recalled under previous FSAs 16S26, 17S01, or 18S01, these owner letters will be mailed in late February 2019. For vehicles that were added to this program, owner letters will be mailed in early March 2019. Dealers must repair any affected vehicles for which repairs are available, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$21,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

New! ATTACHMENTS

<i>Attachment I:</i>	<i>Administrative Information</i>
<i>Attachment II:</i>	<i>Labor Allowances and Parts Ordering Information</i>
Attachment III:	Technical Information – 2005-2009 Mustang
Attachment IV:	Technical Information – 2010-2014 Mustang and 2005-2006 Ford GT
Attachment V:	Technical Information – 2007-2011 Ranger
Attachment VI:	Technical Information – 2006-2009 Fusion and Milan
Attachment VII:	Technical Information – 2006-2009 MKZ/Zephyr
Attachment VIII:	Technical Information – 2010-2012 Fusion and 2010-2011 Milan
Attachment IX:	Technical Information – 2010-2012 MKZ
Attachment X:	Technical Information – 2007-2010 Edge
Attachment XI:	Technical Information – 2007-2010 MKX
Attachment XII:	Dealer Q&A
Attachment XIII:	Mobile Repair Guide
Attachment XIV:	Deployed, Missing, Incompatible, or Salvage Airbag Handling
Attachment XV:	Airbag Inflator Core Return
Attachment XVI:	Takata Airbag Recall Rental Vehicle Policy
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,



David J. Johnson

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OASIS ACTIVATION

OASIS was activated on January 13, 2019. For vehicles that were added to this program, OASIS will be activated on February 12, 2019.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were available through <https://web.fsavinlists.dealerconnection.com> on January 13, 2019. FSA VIN Lists will be available for the vehicles that were added to the program on February 12, 2019.

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.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for this repair.
- 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 customer vehicles over used vehicle inventory.

STOCK VEHICLES

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

DEALER-OPERATED RENTAL VEHICLES

The Fixing America's Surface Transportation (FAST) Act law effective June 2016 prohibits a rental company from selling, renting or leasing vehicles subject to a safety or compliance recall. Please consult your legal counsel for legal advice.

TITLE BRANDED / SALVAGED VEHICLES

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

OWNER REFUNDS

Refunds are not approved for this program.

DEPLOYED, MISSING, INCOMPATIBLE, AND SALVAGE AIRBAG HANDLING

For vehicles that have deployed, missing, incompatible, or modified airbags, these situations need to be reviewed by the Special Service Support Center (SSSC). Dealers are eligible for compensation to inspect these vehicles and contact the SSSC. Refer to the [Deployed, Missing, Incompatible, or Salvage Airbag Handling](#) attachment for details prior to attempting a repair.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

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

- Submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.
- For vehicles with deployed, missing, incompatible, or salvage airbags refer to the [Deployed, Missing, Incompatible, or Salvage Airbag Handling](#) attachment prior to attempting a repair.
- For related damage and access time requirements, refer to the Warranty & Policy Manual / Section 6 – Ford/Lincoln Program Policies / General Information & Special Circumstances for FSAs / Related Damage.
- Related damage must be on a separate repair line with the “Related Damage” radio button checked.

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New! NON-TRADITIONAL REPAIR APPROACHES

Based on increases in parts production and NHTSA-assigned completion mandates for the Takata airbag recalls, in 2019 these recall repairs are expected to account for up to 250,000 repairs per month.

To reduce service department capacity constraints, dealers are encouraged to utilize non-traditional repair strategies such as those listed below.

NOTE: For the Takata airbag recall repairs, technician time recording requirements, as specified in the Warranty & Policy Manual, **are not required**. Claims without recording technician time will be accepted.

TAKATA AIRBAG RECALL TRAINING

The Takata Airbag Recall Training eLearning course is now available to help train both dealership employees and non-dealership technicians on the Takata airbag recall repairs. See EFC07422 on FMCDDealer for details.

SPECIALTY WORK AREAS, EMPLOYEES, AND/OR HOURS

- Designate certain technicians and/or advisors for recall-only work to load schedules more efficiently and increase completion times through familiarity of the repairs.
- Designate and/or repurpose potential work areas. For example, wash bays and vehicle delivery areas may be repurposed during slower hours. Shop areas with large, roll-around tools or other items can be re-organized to accommodate repairs. If weather conditions allow, repairs can also be performed outside.
- Utilize evening hours and/or weekends to better accommodate customers and distribute shop workload.

AIRBAG ACTION DAY DEALER EVENTS

Ford has initiated the Airbag Action Day program to provide dealerships with resources to host a one-day event focused on completing Takata airbag recall repairs. The goal is to raise awareness about the Takata airbag recalls, improve customer satisfaction, and help manage the high volume of recall repairs.

Dealers that enroll to host an event will receive a free event kit with signage, games, and other items, as well as assets to help with the promotion of their Airbag Action Day event. Dealers are encouraged to host events on evening hours and/or weekends to better accommodate customers and distribute shop workload.

For more information and to enroll, refer to www.FordAirbagActionDay.com.

MOBILE REPAIRS

Recent market research conducted by Ford, NHTSA, and other automotive manufacturers indicated that many customers have not had their airbag recall repair completed due to the inconvenience of taking their vehicle in for repairs. Most airbag recall repairs are simple and quick enough to be completed at a customer's house, customer's workplace, public events, etc. By offering mobile repair services, dealers can:

- Increase their customer base by reaching customers that may otherwise not do business with Ford or Lincoln dealerships
- Improve customer satisfaction
- Free up shop space for retail work

Dealers are eligible to claim an allowance equal to 0.5 labor hours per repair to cover costs associated with completing any mobile repairs. Refer to the Mobile Repair Guide attachment for further details.

NOTE: Due to a more invasive repair procedure, mobile repair service is not recommended for 2010-2012 Fusion and MKZ, or 2010-2011 Milan vehicles and the mobile repair labor operation cannot be claimed on these vehicles.

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New! NON-TRADITIONAL REPAIR APPROACHES (continued)**SUBLET REPAIRS**

Dealers are encouraged to establish relationships with outside repair facilities, body shops, etc. that the dealer feels are capable of performing quality repairs. The Takata airbag recall repairs may be sublet to outside repair facilities to assist with repair completions. This can be especially helpful to customers in remote areas that may have difficulties traveling to a dealership.

Dealers are responsible for providing all required technical information and parts to the facilities to support appropriate completion of the repair. Refer to the Warranty & Policy Manual for details on sublet invoice requirements.

NOTE: Claim processing, hazardous material handling, and parts returns must be processed through the dealership's warranty submission process and parts department. Labor operations published in this bulletin should be claimed, not an OSL amount.

EXPRESS SERVICE REPAIRS

Dealers with Express Service bays are encouraged to identify slow parts of the day to schedule Takata airbag recall repairs for your Express Service technicians. These straightforward repairs take less than one hour to complete and can reduce unapplied time for hourly Express Service technicians.

- Mustang and Ranger vehicles with both airbags affected are ideal for accommodating both technicians.*
- Repairs on Ford GT, 2010-2012 Fusion and MKZ, and 2010-2011 Milan vehicles are not recommended for Express Service bays.*
- Use the Takata Airbag Recall Training web course (course number F501101103 in STARS) to help train the technicians on the repairs.*

Train your appointment coordinators to schedule these vehicles during your slow Express Service times and days. Be sure to keep enough time open in the schedule for walk-in customers requiring maintenance work.

QUICK LANE REPAIRS

At the dealer's discretion, dealers with Quick Lanes may now use Quick Lane bays and technicians to perform Takata airbag recall repairs. No other warranty or recall repairs are allowed at Quick Lanes at this time.

NOTE: Claim processing, hazardous material handling, and parts returns must be processed through the main dealership's warranty submission process and parts department.

USED CAR LOTS / OTHER FRANCHISES / AUCTION FACILITIES

Dealers are encouraged to establish ongoing contacts with local used car lots, non-Ford or Lincoln branded dealerships, independent repair facilities, and local vehicle auctions. Dealers should request that these businesses notify them if they acquire vehicles affected by a Takata airbag recall so the repairs can be completed promptly. Mobile repairs can be performed on-site to accommodate these businesses.

FORD GT SPECIAL HANDLING

Dealers are authorized to claim up to a maximum combined value of \$200 to provide unique services to Ford GT owners under this recall. Examples of potential services include:

- Vehicle transportation (towing/flatbed/valet) to and from the dealership
- Technician travel to the vehicle's location for a mobile repair

In some cases, \$200 may not be sufficient to tow the vehicle to the dealership and redeliver to the customer. Dealers are encouraged to consider mobile repairs at the vehicle's location in these cases.

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RENTAL VEHICLES

Parts are available to order for all affected vehicle lines. With proper dealer parts ordering and service appointment scheduling, rental vehicles should not be required to complete the recall repair.

Short-term rentals are available if a customer **requests** a rental vehicle while their vehicle is being repaired. Refer to the flow chart in the Takata Airbag Recall Rental Vehicle Policy attachment for the rental vehicle reimbursement process before providing a rental vehicle. If a customer requests a rental vehicle, dealers must:

- order required parts prior to a customer's appointment.
- retain the customer's vehicle until the recall repair is completed and the rental vehicle is returned.
- notify the customer the same day that the recall repair is completed and request that they promptly return the rental vehicle. Rentals exceeding 7 days from the date the customer is notified that their vehicle is repaired, will not be reimbursed.

NOTE: The short-term rental vehicle program is an effort to make it easier for customers to have this recall repair completed and should only be offered when a customer **requests** a rental vehicle. Rental vehicles must not be used to help manage service department scheduling.

IMPORTANT: Dealers are pre-approved for up to 4 days of rental reimbursement while repairs are being performed (no approval code required). As most repairs take less than 1 hour to complete, if more than 4 rental days are required, dealers must request prior-approval from the SSSC for any additional days **before** the initial 4 days expire. In the SSSC web contact, provide details outlining why additional days are required.

Refer to the flow chart in the Takata Airbag Recall Rental Vehicle Policy attachment for the full rental vehicle reimbursement process.

If the customer has paid for a rental vehicle or alternative transportation for the purpose of this recall, they are eligible for reimbursement within the guidelines outlined in the Takata Airbag Recall Rental Vehicle Policy. Dealers must follow the same process for claiming rental vehicle reimbursement and then refund the customer.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - Select claim type 31: Field Service Action. The FSA number (19S01) is the sub code.
 - 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 the same claim type and sub code as describe in Claim Entry above.

IMPORTANT: Click the radio button on the Related Damage Indicator.

- **NOTE:** If a repair was performed under FSA 16S26, 17S01, or 18S01 and related damage occurred, claim the related damage **under the original FSA number** (16S26, 17S01, or 18S01).
 - **If the original FSA repair order (RO) is still open, or can be re-opened:** submit the related damage claim on the original RO, but on a separate line from the FSA repair.
 - **If the original RO has been closed and cannot be re-opened:** create a new RO for the related damage repair and reference the original FSA repair on the RO. When entering the claim in OWS use the **original** RO open date from the FSA repair.

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CLAIMS PREPARATION AND SUBMISSION (continued)

The serial number of the new passenger airbag inflator or module must be provided to Ford for the claim to be processed. The Technical Information in this bulletin advises technicians to document the serial number from the new airbag inflator on the repair order. The passenger airbag inflator serial number is 11 characters for Ranger, Mustang, and GT and 13 characters for Fusion, Milan, MKZ/Zephyr, Edge and MKX. **If the serial number is not readable, a new inflator/module must be installed.** Enter the serial number of the new airbag inflator or module in the claim as follows:

- For claims submitted using DMS or OWS on-line, enter the serial numbers in the Test Results Section.
 - Select DTC REQUIRED MEASUREMENT OR RESULTS from the drop down list.
 - Enter the serial number in the CODE field without spaces or dashes.

SUBLET REPAIRS

- Refer to the Warranty & Policy Manual for details on sublet invoice requirements.

NOTE: Claim processing, hazardous material handling, and parts returns for sublet repairs must be processed through the dealership's warranty submission process and parts department. Labor operations published in this bulletin should be claimed, not an OSL labor operation.

SPECIAL ALLOWANCES

All Special Allowances must be claimed on the same RO line as the repair.

- Mobile repair allowances can be claimed for dealer-performed mobile repairs. Dealers that are working with Ford-contracted mobile repair companies should refer to those companies for claiming instructions.
 - For dealer-performed mobile repairs, a copy of a signed customer agreement must be retained with the repair order. Refer to the Mobile Repair Guide attachment for the agreement and details. Claim the mobile repair allowance Labor Operation Code "19S01MM" along with the applicable Labor Operation Code for the repair (refer to the Labor Allowances table in Attachment II).
- **NOTE:** Due to a more invasive repair procedure, mobile repair service is not recommended for 2010-2012 Fusion and MKZ, or 2010-2011 Milan vehicles. The mobile repair labor operation cannot be claimed on these vehicles.
- For vehicles with deployed, missing, or incompatible airbags or vehicles located in a salvage yard, the SSSC must be contacted. Refer to the Deployed, Missing, Incompatible, or Salvage Airbag Handling attachment for documentation and process details.
 - For inspection of vehicles with deployed, missing, or incompatible airbags, or vehicles located in a salvage yard, contact the SSSC for claiming information.
 - For reimbursement of purchased non-deployed salvage airbags, claim actual cost up to \$60.
 - Use Misc. Expense code "FSACOMP".
- For Ford GT Special Handling, claim up to a maximum of \$200.
 - Use Misc. Expense Code "OTHER".

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2006-2011 Milan, and 2007-2010 Edge and MKX Vehicles
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RENTAL VEHICLE REIMBURSEMENT – CLAIMING INSTRUCTIONS

NOTE: If a customer was placed in a long-term rental vehicle under FSA 16S26, 17S01, or 18S01, refer to the respective FSA Dealer Bulletin for rental claiming instructions.

Rental expenses for this FSA must be claimed under FSA 19S01 on the same claim, and same RO line, as the repair.

IMPORTANT: Rental claims **must not** be submitted against 19S01 on a separate claim or RO line from the repair. If this occurs, the FSA on that VIN can close erroneously and cause further warranty claiming concerns.

- Dealers are pre-approved for up to 4 days of rental vehicle reimbursement.
 - **If the rental period does not exceed 4 days**, submit the rental expense on the same claim and RO line as the repair. Use Misc. Expense Code “RENTAL”. No approval code is needed.
 - **If the rental period exceeds 4 days**, a web contact must be submitted to the Special Service Support Center (SSSC) for approval of all required rental days. Include details outlining why additional rental days are required.
 - The SSSC web contact must include all rental expenses, admin and special allowances (if applicable), parts costs, and labor costs. All of these amounts are required so the approval code will cover the entire RO line amount.
 - Enter the total amount of the rental expenses on the same claim, and same RO line, as the repair. Use Misc. Expense Code “RENTAL”.
 - A \$25 administrative fee can be claimed on any rental claims that exceed 4 days of rental. Claim the administrative fee on the same RO line under Misc. Expense Code “FSAEXP”. The \$25 must be included in the SSSC approval amount.

Only actual rental expenses incurred should be claimed, regardless of approval. OWS will accept claims up to the approved RO line amount; SSSC contacts do not need to be updated to decrease approval amounts.

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LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace Passenger Airbag Inflator – 2005-2014 Mustang	19S01B	0.5 Hours
Replace Passenger Airbag Inflator – 2005-2006 Ford GT	19S01C	0.6 Hours
Replace Passenger Airbag Inflator – 2007-2011 Ranger	19S01D	0.5 Hours
Replace Passenger Airbag Module – 2006-2009 MKZ/Zephyr	19S01E	0.5 Hours
Replace Passenger Airbag Module – 2006-2009 Fusion and Milan	19S01F	0.4 Hours
Replace Passenger Airbag Module – 2010-2012 Fusion and 2010-2011 Milan	19S01G	2.8 Hours
Replace Passenger Airbag Module – 2010-2012 MKZ	19S01H	2.9 Hours
Replace Passenger Airbag Module – 2007-2010 Edge	19S01J	0.4 Hours
Replace Passenger Airbag Module – 2007-2010 MKX	19S01K	0.7 Hours
Mobile Repair Allowance – Claim with applicable repair labor operation above. For all vehicles <u>except</u> 2010-2012 Fusion and MKZ, and 2010-2011 Milan* NOTE: This allowance is for <u>dealer-performed</u> mobile repairs only.	19S01MM*	0.5 Hours
Deployed, Missing, or Incompatible Airbag Handling*	Contact the SSSC	
Salvage Airbag Handling*	Contact the SSSC	

*Refer to the 'Claims Preparation and Submission' section in this bulletin for additional claiming details.

New! PARTS AVAILABILITY MATRIX

Refer to the 'Parts Requirements' and 'Parts Ordering Information' sections on the following pages for specific part numbers and ordering information by vehicle and model year.

Vehicle	Model Years	Parts Availability	Seed Stock
Mustang	2005-2014	Available on open order*	Seed stock completed
Ford GT	2005-2006	Available on open order*	Seed stock completed
Ranger	2007-2011	Available on open order*	Seed stock completed
Fusion	2006-2009	Available on open order	Not Applicable
Fusion	2010-2012	<i>Available on open order</i>	<i>Seed stock completed</i>
Milan	2006-2011	Available on open order	Not Applicable
MKZ/Zephyr	2006-2012	Available on open order	Not Applicable
Edge	2007-2010	Available on open order	Not Applicable
MKX	2007-2010	Available on open order	Not Applicable

**Orders for certain Mustang, Ford GT, and Ranger parts may be temporarily suspended at various times in 2019 to transition them from being supplier-direct-shipped to Ford parts depot-stocked. A seed stock will be sent to dealers prior to any transition to cover part demand during the transition. Refer to the Takata Airbag Recall Information Center, accessible from the FMCDealer homepage, for updates to part supply changes.*

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2006-2011 Milan, and 2007-2010 Edge and MKX Vehicles
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PARTS REQUIREMENTS

IMPORTANT: The parts used in this safety recall may physically appear to be identical, but they have differing operating characteristics. **It is crucial that parts are NOT interchanged or substituted. Do not disassemble, modify, or alter the parts or repair procedure in any way.** Doing so may prevent the airbag from operating properly during a deployment.

The DOR/COR number for this recall is 51115.

2005-2009 Mustang

Part Number	Description	Interior Color(s)	Component Color	Order Quantity	Claim Quantity
5R3Z-63044A74-B	Passenger Airbag Inflator	-	-	1	1

2010-2014 Mustang and 2005-2006 Ford GT

Part Number	Description	Interior Color(s)	Component Color	Order Quantity	Claim Quantity
6G7Z-63044A74-A	Passenger Airbag Inflator	-	-	1	1

2007-2011 Ranger

Part Number	Description	Interior Color(s)	Component Color	Order Quantity	Claim Quantity
8L5Z-10044A74-E	Passenger Airbag Inflator	-	-	1	1

2006-2009 Fusion/Milan

Part Number	Description	Interior Color(s)	Component Color	Order Quantity	Claim Quantity
8E5Z-54044A74-AC	Passenger Airbag Module	Camel	Dark Stone	1	1
8E5Z-54044A74-AD	Passenger Airbag Module	Black or Light Stone / Grey	Black	1	1

2010-2012 Fusion and 2010-2011 Milan

Part Number	Description	Interior Color(s)	Component Color	Order Quantity	Claim Quantity
AE5Z-54044A74-D	Passenger Airbag Module	-	-	1	1
W711044-S403	A-Pillar Trim Clip	-	-	1	2
W712961-S439	Steering Column Shaft-to-Steering Gear Bolt	-	-	1	1
AE5Z-7804500-A	Airbag Cushion Sheet	-	-	Only if required	

PARTS REQUIREMENTS CONTINUED ON THE FOLLOWING PAGE

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PARTS REQUIREMENTS (continued)

IMPORTANT: The parts used in this safety recall may physically appear to be identical, but they have differing operating characteristics. **It is crucial that parts are NOT interchanged or substituted. Do not disassemble, modify, or alter the parts or repair procedure in any way.** Doing so may prevent the airbag from operating properly during a deployment.

The DOR/COR number for this recall is 51115.

2006-2009 MKZ/Zephyr

Part Number	Description	Interior Color(s)	Component Color	Order Quantity	Claim Quantity
7H6Z-54044A74-AD	Passenger Airbag Module	Light Stone	Light Stone	1	1
7H6Z-54044A74-AE	Passenger Airbag Module	Black	Black	1	1
7H6Z-54044A74-AF	Passenger Airbag Module	Sand	Sand	1	1

2010-2012 MKZ

Part Number	Description	Interior Color(s)	Component Color	Order Quantity	Claim Quantity
AH6Z-54044A74-D	Passenger Airbag Module	-	-	1	1
W711044-S403	A-Pillar Trim Clip	-	-	1	2
W712961-S439	Steering Column Shaft-to-Steering Gear Bolt	-	-	1	1

2007-2010 Edge

Part Number	Description	Interior Color(s)	Component Color	Order Quantity	Claim Quantity
9T4Z-78044A74-AA	Passenger Airbag Module – 2007-2010 Edge Only	Black or Camel	Black	1	1
9T4Z-78044A74-AB	Passenger Airbag Module – 2008-2010 Edge Only	Medium Light Stone	Greystone	1	1
9T4Z-78044A74-AC	Passenger Airbag Module – 2007 Edge Only	Medium Light Stone	Medium Light Stone	1	1
9T4Z-78044A74-AD	Passenger Airbag Module – 2007 Edge Only	Med Camel	Medium Camel	1	1

2007-2010 MKX

Part Number	Description	Interior Color(s)	Component Color	Order Quantity	Claim Quantity
9A1Z-78044A74-A	Passenger Airbag Module	-	-	1	1

DEALER PRICE

For latest prices, refer to DOES II.

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New! PARTS ORDERING INFORMATION

Dealers will be notified via a DOESII communication if circumstances warrant a change in part supply strategy.

NOTE: FCSD is expediting all 19S01 parts that are on open order. 'Parts Availability' and 'Parts Order Status' PACO tickets for these parts will not be monitored at this time. Please utilize the appropriate PACO tool for delivery estimates and claims inquiries as outlined below. These are accessible on FMCDealer under the Parts & Service tab > Parts Department Tools > PACO (Parts Assistance Center Online).

- For delivery estimates, utilize the '[PDC Traffic Inquiry Forms](#)' and '[Track-Trace](#)'
- For claims inquiries, utilize '[Claims - Dealer](#)', '[Claims - Outbound Traffic](#)', and '[Claims - Transportation](#)'

ALL VEHICLES

Order through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed. The emergency order surcharge can be waived on Ford Motor Company-paid repairs; see section 2500 of the Dealer Parts Policy & Procedure Manual on FMCDealer for details on order submission requirements.

NOTE: The airbag inflators for Mustang, Ford GT, and Ranger vehicles are shipped directly from the supplier and will not show any parts warehouse inventory, however **parts are readily available for ordering.***

**Orders for certain Mustang, Ford GT, and Ranger parts may be temporarily suspended at various times in 2019 to transition them from being supplier-direct-shipped to Ford parts depot-stocked. A seed stock will be sent to dealers prior to any transition to cover part demand during the transition. Refer to the Takata Airbag Recall Information Center, accessible from the FMCDealer homepage, for updates to part supply changes.*

To ensure that parts are readily available at dealers to repair the millions of Ford, Mercury, and Lincoln vehicles affected by the Takata airbag recalls, dealers may receive seed stocks of additional parts.

EXCESS STOCK RETURN

To support NHTSA-assigned completion mandates for the Takata airbag recalls, and the millions of Ford, Mercury, and Lincoln vehicles that require repairs under the Takata airbag recalls, excess stock returns will not be accepted for unused new recall remedy parts until 85% of all affected vehicles have been repaired. Dealers should utilize their FSA VIN list and DMS information to contact their affected customers and repair all vehicles that are brought to your dealership with an open Takata airbag recall.

PARTS RETENTION AND RETURN

It is critical that all original passenger airbag inflators removed from vehicles are not allowed back into the market. Therefore, all passenger airbag inflators under this safety recall have been assigned a \$100 core charge to ensure they will be properly returned. The Regional Core Recovery Center (RCRC) will pick up these airbag inflators along with all other core returns during your normal core retrieval visit. This includes dealers in Alaska and Hawaii. For details, refer to the [Airbag Inflator Core Return](#) attachment.

IMPORTANT:

- Old part number 5G7Z-63044A74-A for 2005-2006 Ford GT vehicles used under 14S28 must no longer be installed in vehicles, and can be returned via the FSA parts return process. Please use "CG" as the claim code and note in the shipper field the FSA bulletin number (19S01).
- Any new, unused stock of part numbers AE5Z-54044A74-C or AH6Z-54044A74-C (previously utilized under FSAs 16S26, 17S01, and 18S01) must no longer be installed in vehicles, and must be returned following the instructions in EFC07026, published November 1, 2018 on FMCDealer.