



David J. Johnson  
Director  
Service Engineering Operations  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

March 14, 2018

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

**SUBJECT:** **Safety Recall 16S26 – Supplement #1**  
Certain 2005-2006 Ford GT, 2005-2011 Mustang, 2006-2011 Fusion and Milan,  
2006 Zephyr, 2007-2011 MKZ, 2007-2010 Edge and MKX, and 2007-2011 Ranger  
Vehicles  
Passenger Airbag Inflator Replacement

**New! REASON FOR THIS SUPPLEMENT**

- *Repairs are now available for 2005-2011 Mustang and 2005-2006 Ford GT vehicles under safety recall 16S26.*
- *Additional request and claiming information has been added to the rental vehicle section.*

**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](http://www.nhtsa.gov) and [www.safercar.gov](http://www.safercar.gov).

**AFFECTED VEHICLES**

Vehicles included in this safety recall were **originally sold or at some point registered** in certain states only. Affected vehicles are identified in OASIS and FSA VIN Lists.

**New! REPAIRS ARE CURRENTLY AVAILABLE FOR THE FOLLOWING VEHICLES ONLY**

Vehicle	Zone A* Model Year	Zone B* Model Year	Zone C* Model Year	Assembly Plant
<i>Mustang</i>	<i>2005-2011</i>	<i>2005-2008</i>	–	<i>Flat Rock</i>
Ford GT	2005-2006	2005-2006	–	Wixom

\*Refer to Figure 1.

**NOTE:** Repairs are only available for 2005-2011 Mustang and 2005-2006 Ford GT vehicles under safety recall 16S26. Repairs for most other vehicles affected by this safety recall are expected to become available throughout the second quarter of 2018. The dealer bulletin will be updated as repair information becomes available.

Due to owner relocations and vehicle resale activity, dealers in Zones B and C (Mustang) and Zone C (Ford GT) may have some vehicles assigned to their FSA VIN list. All vehicles affected by this safety recall must be repaired, regardless of the vehicle's current location. Always use OASIS to identify affected vehicles.

The Takata airbag recall zones have been defined by the NHTSA, based on temperature and humidity.

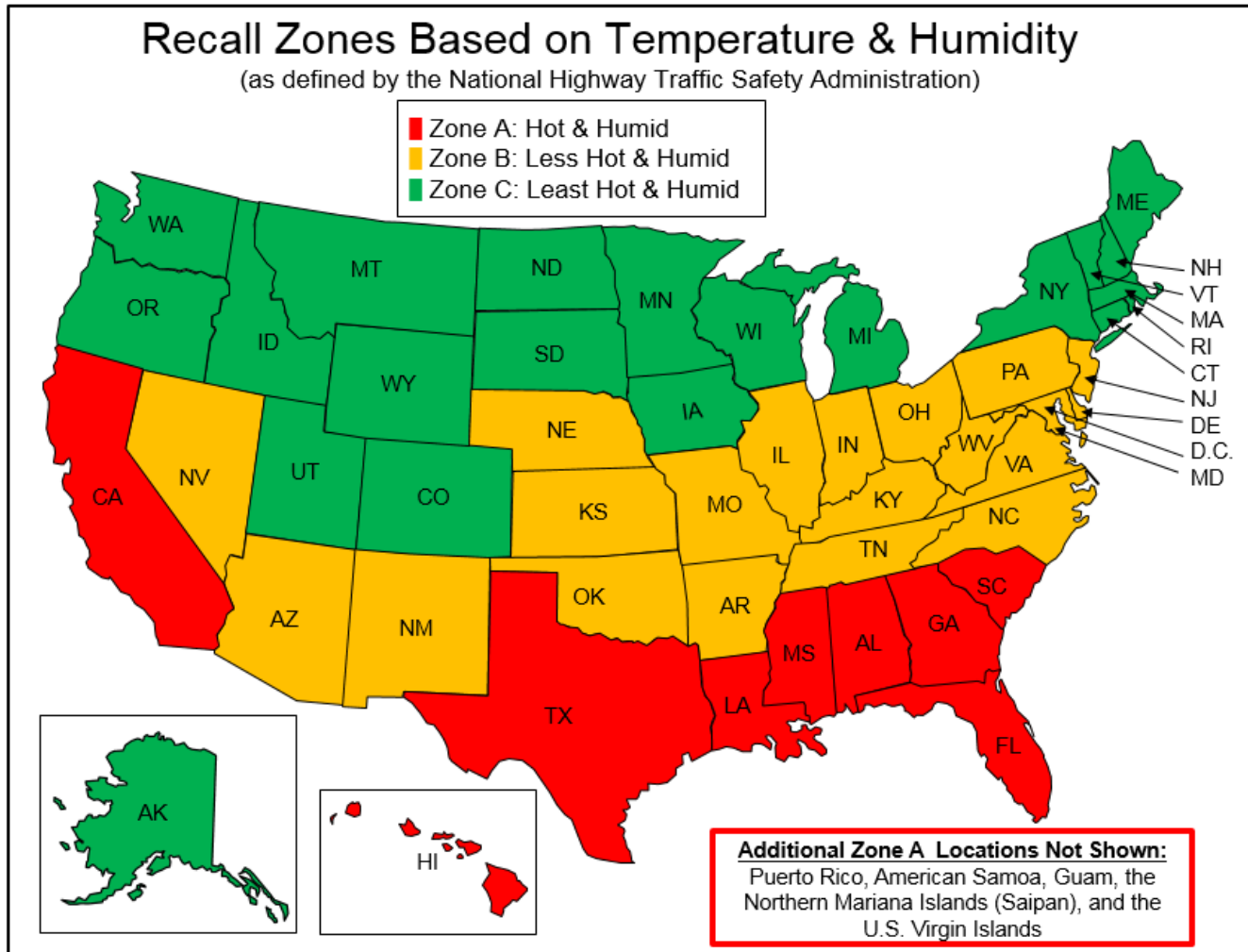


FIGURE 1

### **SERVICE ACTION**

Dealers are to replace the passenger airbag inflator. This service must be performed on all affected vehicles at no charge to the vehicle owner.

**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.

### **New! OWNER NOTIFICATION MAILING SCHEDULE**

*Owner letters for 2005-2009 Mustang vehicles under safety recall 16S26 will be mailed in separate phases. Owner mailing is scheduled to begin March 21, 2018, and is expected to be completed by April 6, 2018.* Dealers should repair any affected vehicles that arrive at their dealerships, 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**

Attachment I: Administrative Information  
*Attachment II: Labor Allowances and Parts Ordering Information*  
Attachment III: Technical Information – 2010-2011 Mustang and 2005-2006 Ford GT  
*Attachment IV: Technical Information – 2005-2009 Mustang*  
Attachment V: Regional Core Recovery Center – Airbag Inflator Return Process – Parts with  
Core Charges  
Attachment VI: Dealer Q & A  
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

**Safety Recall 16S26 – Supplement #1**

Certain 2005-2006 Ford GT, 2005-2011 Mustang, 2006-2011 Fusion and Milan, 2006 Zephyr, 2007-2011 MKZ, 2007-2010 Edge and MKX, and 2007-2011 Ranger Vehicles  
Passenger Airbag Inflator Replacement

**OASIS ACTIVATION**

OASIS was activated on June 30, 2016.

**New! FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on *March 16, 2018, for vehicles that can be repaired at this time.*

**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 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 used vehicle inventory.

**STOCK VEHICLES**

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

**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.

**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 – Field Service Actions (FSA) – Related Damage.
- Submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

**OWNER REFUNDS**

Refunds are not approved for this program.

**Safety Recall 16S26 – Supplement #1**

Certain 2005-2006 Ford GT, 2005-2011 Mustang, 2006-2011 Fusion and Milan, 2006 Zephyr, 2007-2011 MKZ, 2007-2010 Edge and MKX, and 2007-2011 Ranger Vehicles  
Passenger Airbag Inflator Replacement

**New! RENTAL VEHICLES**

To the extent a customer requests a rental vehicle to allow for full utilization of the front passenger seat, and until parts become available, Dealers are to direct the customer to the Customer Relationship Center (CRC) at 1-866-436-7332.

The CRC will review the customer's request for a rental vehicle and assist as required. If approved:

- CRC will instruct the customer to call the Dealer to arrange a rental.
- CRC will provide the customer with an FMC360 Case ID for reference.
- Dealer will receive an open FMC360 case with extended loaner approval status.
- *Dealer will contact the Special Service Support Center (SSSC) for rental payment approval code 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.*
  - *If approved, follow Extended Service Plan (ESP) guidelines for dollar amounts (currently \$30/day for a Ford rental vehicle and \$45/day for Lincoln rental vehicle).*
  - *The preference is to put Lincoln owners into a Lincoln rental, where available. If the Lincoln owner is placed in a Ford rental vehicle, rental reimbursement will be \$30/day.*
  - *Rentals must be renewed every 30 days through the SSSC.*
- *Rental cars provided can be from either dealer owned rental inventory or local rental agencies.*
- *Dealers are not authorized to store customer vehicles. Customers retain their recalled vehicle and drive the rental vehicle until recall repairs are completed.*
- *Both Ford and Lincoln dealers are to assist customers with approved requests to obtain a rental vehicle.*

*Dealers with 2005-2009 Mustang owners in a rental vehicle should contact those owners to schedule service appointments as soon as parts arrive at the dealer.*

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
  - When entering claims, select claim type 31: Field Service Action. The FSA number (16S26) 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.
- Additional labor and/or parts must be claimed as related damage on a separate repair line from the FSA. **IMPORTANT:** Click the radio button on the Related Damage Indicator.

**NOTE:** The serial number of the new passenger airbag inflator 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. Enter the serial number of the new airbag inflator in the claim as follows:

**Safety Recall 16S26 – *Supplement #1***

Certain 2005-2006 Ford GT, 2005-2011 Mustang, 2006-2011 Fusion and Milan, 2006 Zephyr, 2007-2011 MKZ, 2007-2010 Edge and MKX, and 2007-2011 Ranger Vehicles  
Passenger Airbag Inflator Replacement

**CLAIMS PREPARATION AND SUBMISSION (Continued)**

- 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.
  - The serial number must entered without spaces or dashes.Example:
  - 2NU 818 3Y CMN – **incorrect**
  - 2NU8183YCMN – **CORRECT**

**Safety Recall 16S26 – Supplement #1**

Certain 2005-2006 Ford GT, 2005-2011 Mustang, 2006-2011 Fusion and Milan, 2006 Zephyr, 2007-2011 MKZ, 2007-2010 Edge and MKX, and 2007-2011 Ranger Vehicles  
Passenger Airbag Inflator Replacement

**New! LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace Passenger Airbag Inflator – 2005-2011 Mustang	16S26B	0.5 Hours
Replace Passenger Airbag Inflator – 2005-2006 Ford GT	16S26C	0.6 Hours

Performing the supplemental restraint depower procedure and clearing DTCs was included in previous airbag inflator recall 14S28, but is no longer required.

**New! PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity	Claim Quantity
6G7Z-63044A74-A	Passenger Airbag Inflator – 2010-2011 Mustang and 2005-2006 Ford GT	1	1
5R3Z-63044A74-B	Passenger Airbag Inflator – 2005-2009 Mustang	1	1

*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.***

**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 (16S26).

The DOR/COR number for this recall is 51115.

To ensure highest risk vehicles are repaired as soon as possible, there will be a seed stock of parts sent to dealers with vehicles affected by this safety recall assigned to them on their FSA VIN List. Dealers will receive a percentage of parts based on the number of the vehicles assigned to them on their FSA VIN Lists. *Dealers should expect to receive 5R3Z-63044A74-B inflator kits for the 2005-2009 Mustang beginning the week of March 19, 2018. All shipments of this inflator kit are expected to arrive at dealers that have vehicles assigned to them on their FSA VIN List by April 6, 2018. If dealers also have 2005-2009 Mustangs on their FSA VIN list for 17S01, shipments of the 5R3Z-63044A74-B inflator kit for 17S01 will be combined with the 16S26 parts shipment.*

**NOTE:** If a repair is required for a 2005-2011 Mustang or 2005-2006 Ford GT and parts are not available, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Dealers will need to access <https://web.fsavinlists.dealerconnection.com> to determine the total number of affected vehicles assigned to their dealership in order to calculate the number of parts that they will receive under the seed stock.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering begins.

**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 Recover Center (RCRC), including dealers in Alaska and Hawaii, will pick up these airbag inflators along with all other core returns during your normal core retrieval visit.

For additional information, refer to Attachment IV: Regional Core Recovery Center – Airbag Inflator Return Process.

**Safety Recall 16S26 – *Supplement #1***

Certain 2005-2006 Ford GT, 2005-2011 Mustang, 2006-2011 Fusion and Milan, 2006 Zephyr, 2007-2011 MKZ, 2007-2010 Edge and MKX, and 2007-2011 Ranger Vehicles  
Passenger Airbag Inflator Replacement

**DEALER PRICE**

For latest prices, refer to DOES II.

**EXCESS STOCK RETURN**

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