



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

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

March 25, 2021

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

**SUBJECT: Safety Recall 21S12**

Certain 2007-2011 Ranger, 2007-2010 Edge and MKX, 2006-2012 Fusion and MKZ/Zephyr, and 2006-2011 Milan Vehicles  
Driver Airbag Inflator Replacement

**AFFECTED VEHICLES**

Vehicle	Model Year	Assembly Plant
Ranger	2007-2011	Twin Cities
Edge	2007-2010	Oakville
MKX	2007-2010	Oakville
Fusion	2006-2012	Hermosillo
Milan	2006-2011	Hermosillo
MKZ/Zephyr	2006-2012	Hermosillo

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

**SERVICE ACTION**

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

Dealers should also check OASIS to determine if safety recall 19S01 is open for the passenger side airbag. If safety recall 19S01 is open, then it must be completed in addition to safety recall 21S12.

## **OWNER NOTIFICATION MAILING SCHEDULE**

Owner letters are expected to begin mailing April 1, 2021. Due to parts not being available in sufficient quantities to service all of the affected vehicles, some vehicle owners will be advised to wait until they receive an additional notification on parts availability to schedule their recall repair. Dealers should repair any affected vehicles that arrive at their dealerships for which parts 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.**

### **ATTACHMENTS**

Attachment I:	Administrative Information
Attachment II:	Labor Allowances and Parts Ordering Information
Attachment III:	Technical Information – Ranger
Attachment IV:	Technical Information – Fusion, Milan, and MKZ/Zephyr
Attachment V:	Technical Information – Edge and MKX
Attachment VI:	Deployed, Missing, or Incompatible Airbag Handling
Attachment VII:	Airbag Inflator Core Return
Attachment VIII:	Rental Vehicle Policy
Attachment IX:	Restricted Vehicle Use Agreement
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 System (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 21S12**

Certain 2007-2011 Ranger, 2007-2010 Edge and MKX,  
2006-2012 Fusion and MKZ/Zephyr, and 2006-2011 Milan Vehicles  
Driver Airbag Inflator Replacement

**OASIS ACTIVATION**

OASIS will be activated on March 25, 2021.

**FSA VIN LISTS ACTIVATION**

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> by March 25, 2021. Owner names and addresses will be available by May 7, 2021.

**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**

- Ford has not issued instructions to stop selling/delivering or driving used vehicles under this safety recall. Owners should contact their dealer for an appointment to have their vehicles remedied as soon as practicable. Owners can continue to safely drive their vehicles.
- 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.

**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.

**DEPLOYED, MISSING, OR INCOMPATIBLE 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, or Incompatible Airbag Handling attachment for details prior to attempting a repair.

**Safety Recall 21S12**  
Certain 2007-2011 Ranger, 2007-2010 Edge and MKX,  
2006-2012 Fusion and MKZ/Zephyr, and 2006-2011 Milan Vehicles  
Driver Airbag Inflator Replacement

**OWNER REFUNDS**

Refunds are not approved for this program.

**RENTAL VEHICLES**

Ford has not issued instructions to stop driving vehicles under this safety recall and owners can continue to safely drive their vehicles. Parts are also available to repair many affected vehicles.

Rental/loaner vehicles are available if a customer requests one, however the process varies based on parts availability. Before providing a rental vehicle, refer to the Rental Vehicle Policy attachment for full process details. Note that it is not anticipated that there will be a need for many longer-term rentals, however provisions have been developed for them.

**IMPORTANT:** Dealers must receive prior approval from the Special Service Support Center (SSSC) if the rental days will exceed the pre-approved time as outlined in the Rental Vehicle Policy attachment. Dealers should not place customers in rental vehicles and request reimbursement after being invoiced by the rental agency. These reimbursement requests may be denied and associated costs would become the dealership's responsibility.

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

**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 outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.
- Related damage must be on a separate repair line with the "Related Damage" radio button checked.

**NOTE:** For vehicles with deployed, missing, or incompatible airbags, refer to the Deployed, Missing, or Incompatible Airbag Handling attachment prior to attempting a repair.

**Safety Recall 21S12**

Certain 2007-2011 Ranger, 2007-2010 Edge and MKX,  
2006-2012 Fusion and MKZ/Zephyr, and 2006-2011 Milan Vehicles  
Driver Airbag Inflator Replacement

**CLAIMS PREPARATION AND SUBMISSION****Claim Entry**

- 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 21S12 is the sub code.  
**NOTE:** The sub code may vary for rental vehicle expenses. Refer to Rental Vehicle Reimbursement on the following page and the Rental Vehicle Policy attachment for details.
- **IMPORTANT:** The serial number of the new driver airbag inflator 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 13 characters.
  - If the serial number is not readable, a new inflator/module must be installed.
  - If a serial number was not recorded, 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.

**Provision for Locally Obtained Supplies – Rangers Only**

Includes flocked tape and 3M™ Clear Repair Tape or equivalent. This provision is only for the amount required for one vehicle repair.

**NOTE:** These supplies can be used on multiple vehicles.

- Claim on the same RO line as the repair.
- Use Misc. Expense Code “OTHER”.
- Amount: Actual cost up to \$6.00

**Related Damage/Additional Labor and/or Parts**

- Must be claimed as Related Damage on a separate RO 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.

**Vehicles with Deployed, Missing, or Incompatible Airbags**

- The SSSC must be contacted for direction and claiming information. Refer to the Deployed, Missing, or Incompatible Airbag Handling attachment for full process details.

### Safety Recall 21S12

Certain 2007-2011 Ranger, 2007-2010 Edge and MKX,  
2006-2012 Fusion and MKZ/Zephyr, and 2006-2011 Milan Vehicles  
Driver Airbag Inflator Replacement

#### CLAIMS PREPARATION AND SUBMISSION (cont.)

##### Rental Vehicle Reimbursement

The rental vehicle process varies based on parts availability and will affect the reimbursement process. Refer to the Rental Vehicle Policy attachment for full process details

**NOTE:** Only actual expenses should be claimed, regardless of approval. OWS will accept claims up to the approved RO line amount. If the SSSC approved more than the required amount, proceed with claiming actual expenses only. The SSSC does not need to decrease already approved amounts.

**IMPORTANT:** Rental expenses must not be claimed using sub code 21S12 separate from the repair. If this occurs, the recall can close on the VIN and cause further warranty claiming concerns.

- **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 prior approval of required rental days. Refer to the Rental Vehicle Policy attachment for full process details.
  - **If SSSC approval was provided under program number 21S12**, enter the total amount of the rental expenses on the same claim, and same RO line, as the repair.
    - Use Misc. Expense Code "RENTAL" for the rental expenses.
    - Use sub code **21S12** on the claim.
    - The SSSC approval request must have included rental expenses, part costs, labor costs, and any other expenses listed on the RO line.
  - **If SSSC approval was provided under program number 21A04**, eligible rental expenses and the administrative fee should be claimed on an RO line that is separate from the repair.
    - Use Misc. Expense Code "RENTAL" for the rental expenses.
    - Use sub code **21A04** on the claim.
    - The SSSC approval request must have included rental expenses and the administrative fee.
    - The maximum number of days that can be claimed on one RO line is 30 days.
- 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 as the rental using Misc. Expense Code "FSAEXP". **NOTE:** The \$25 must be included in the SSSC approval amount.

**NOTE:** Rental agency invoices do not need to match individual claim amounts, but should match total rental amounts claimed for a particular VIN.

- **EXAMPLE:** A dealer can submit two claims for 30 days each to cover one 60-day invoice from a rental agency. Similarly, a dealer can submit one claim for 30 days to cover two 15-day invoices from a rental agency.
- The total number of rental days paid, across all rental claims submitted for this program on a particular VIN, would be compared against the total number of days included on the invoice(s).

**Safety Recall 21S12**

Certain 2007-2011 Ranger, 2007-2010 Edge and MKX,  
2006-2012 Fusion and MKZ/Zephyr, and 2006-2011 Milan Vehicles  
Driver Airbag Inflator Replacement

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Replace driver airbag inflator and knee bolster bracket – <b>Ranger only</b>	21S12B	0.9 Hours
Replace driver airbag module – <b>Edge and MKX only</b>	21S12C	0.3 Hours
Replace driver airbag inflator – <b>Fusion, Milan, and MKZ/Zephyr only</b>	21S12D	0.3 Hours
Deployed, Missing, or Incompatible Airbag Handling*	Contact the SSSC	

\*Refer to the *Deployed, Missing, or Incompatible Airbag Handling* attachment for documentation and process details

**PARTS REQUIREMENTS / ORDERING INFORMATION**

**IMPORTANT:** At the time of publishing, parts are not available in sufficient quantities to service all of the affected vehicles and therefore backorders may occur. Backorders will cancel on the 30<sup>th</sup> day if not placed “on hold”. Be sure to retain backorders via DOES II (BOHOLD screen) or DOW (Backorder Hold screen) to prevent the backorder from being cancelled.

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

**Ranger Vehicles**

To place an order for the Driver Airbag Inflator and Knee Bolster Bracket Kit listed below, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
7L5Z-10043B13-B	Driver Airbag Inflator and Knee Bolster Bracket Kit	1	1
Obtain locally	Rotunda Flocked Tape Strip (164-R4903) - Included in Squeak & Rattle Kit (164-R4900) - One strip will cover eight (8) vehicles		As needed - claim as misc. OTHER
	3M™ Clear Repair Tape (03439) or equivalent - One roll (2.9 meters) will cover nine (9) vehicles		

**Safety Recall 21S12**

Certain 2007-2011 Ranger, 2007-2010 Edge and MKX,  
2006-2012 Fusion and MKZ/Zephyr, and 2006-2011 Milan Vehicles  
Driver Airbag Inflator Replacement

**PARTS REQUIREMENTS / ORDERING INFORMATION (cont.)****Edge and MKX Vehicles**

To place an order for the following parts, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

**NOTE:** Parts for Edge and MKX vehicles are dependent upon the vehicle's interior color and/or trim level. When part orders are placed through the SSSC, the correct part will be ordered based on the vehicle's VIN. Otherwise dealers should use the Ford ECat dealer parts catalog with the vehicle's VIN to identify the correct driver airbag module for each vehicle. The parts catalog can be used for Edge and MKX vehicles **only**.

Base Part Number	Description	Order Quantity	Claim Quantity
-78043B13-	Driver Airbag Module	1	1

**Fusion, Milan, and MKZ/Zephyr Vehicles**

To place an order for the following part, submit a VIN-specific Part Order contact via the SSSC Web Contact Site.

Part Number	Description	Order Quantity	Claim Quantity
8E5Z-54043B13-C	Driver Airbag Inflator	1	1

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION, RETURN, & SCRAPPING**

**It is critical that all original passenger airbag inflators removed from vehicles are not allowed back into the market. Therefore, all 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.

Refer to the [Airbag Inflator Core Return](#) attachment for full details.

**EXCESS STOCK RETURN**

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




## CERTAIN 2007-2011 MODEL YEAR RANGER VEHICLES — DRIVER AIRBAG INFLATOR AND KNEE BOLSTER BRACKET REPLACEMENT

### SERVICE PROCEDURE

**NOTE:** 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 reimbursement to contact the SSSC. Refer to the Deployed, Missing, or Incompatible Airbag Handling attachment for details prior to attempting a repair.


**IMPORTANT:** Both the airbag inflator and knee bolster bracket must be replaced to maintain acceptable crash performance. Additionally, 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.

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

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



3. Remove and discard the four airbag inflator retaining nuts from the driver side airbag. See Figure 1.

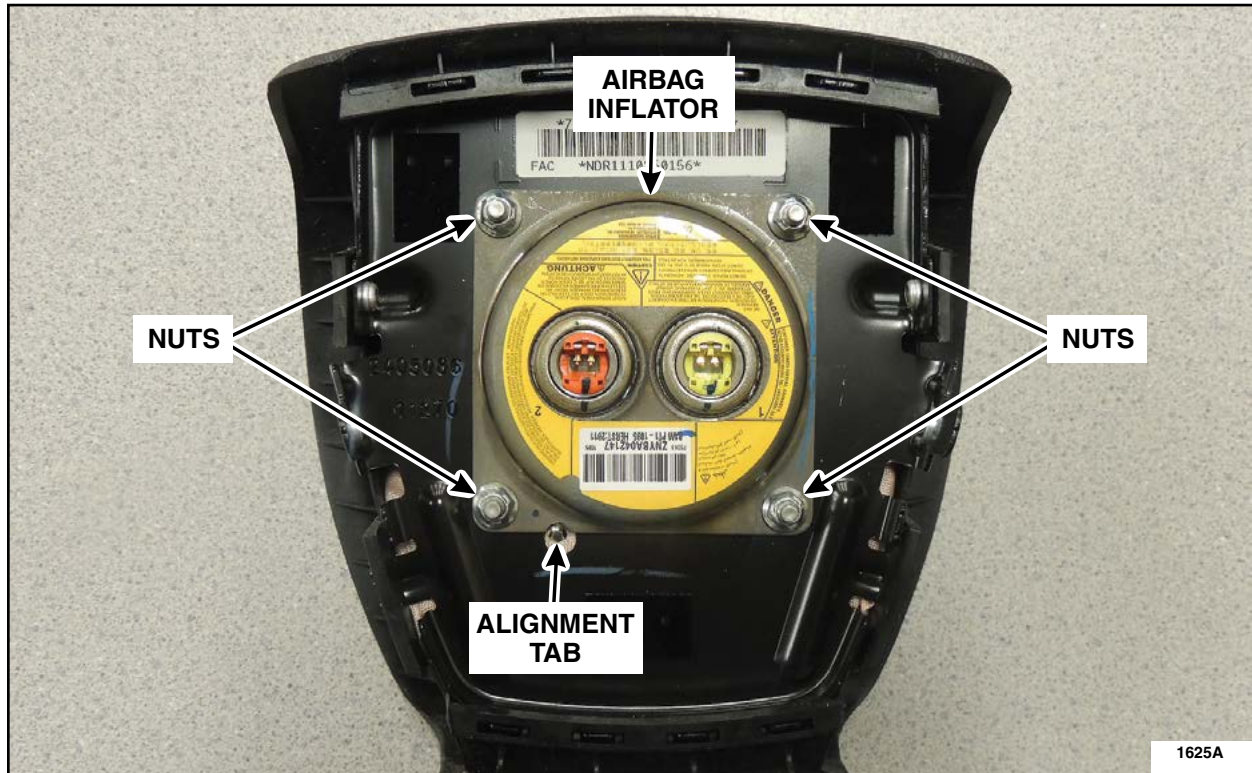


FIGURE 1

4. **NOTE:** In order to verify the correct airbag inflator is installed, mark the old airbag inflator with a felt tip marker prior to removal.

- Remove the airbag inflator and set aside for return shipping. See Figure 1.



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

5. Record the 13 character serial number of the *new* airbag inflator on the repair order. See Figure 2.



**FIGURE 2**

6. **NOTE:** The *new* airbag inflator must be installed in the same orientation as the original part.

Install the *new* inflator into the driver airbag. Verify the alignment tab on the airbag housing is aligned with the cut-out on the inflator. See Figure 1.

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

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

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

**NOTE:** Confirm that the Airbag Readiness light still indicates no SRS faults are present.

9. Package the replaced inflator in the *new* part box and provide to the appropriate dealership personnel for part returns. Proceed to the Knee Bolster Bracket Replacement Procedure on Page 4.



### Knee Bolster Bracket Replacement Procedure

1. Remove the two hood release handle retainers and position the handle and cable aside. See Figure 3.

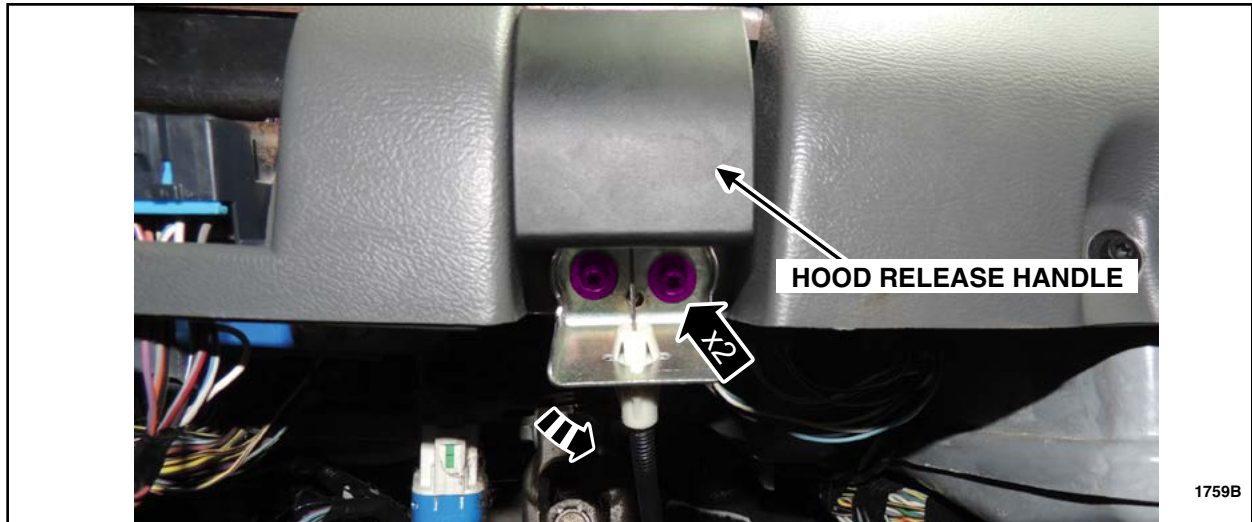


FIGURE 3

2. Remove the two parking brake handle retainers and position aside. See Figure 4.

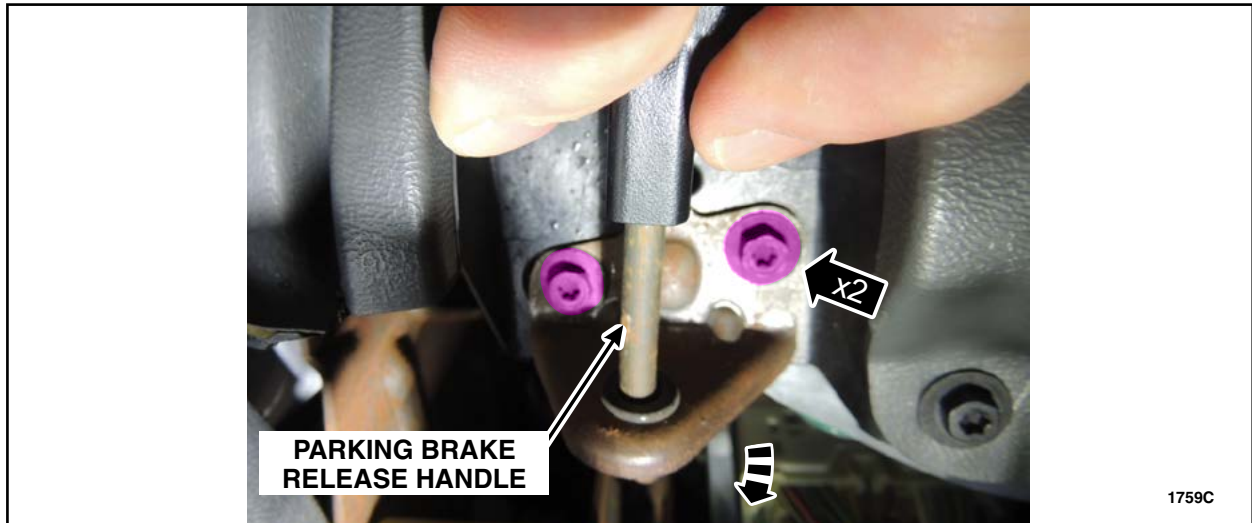
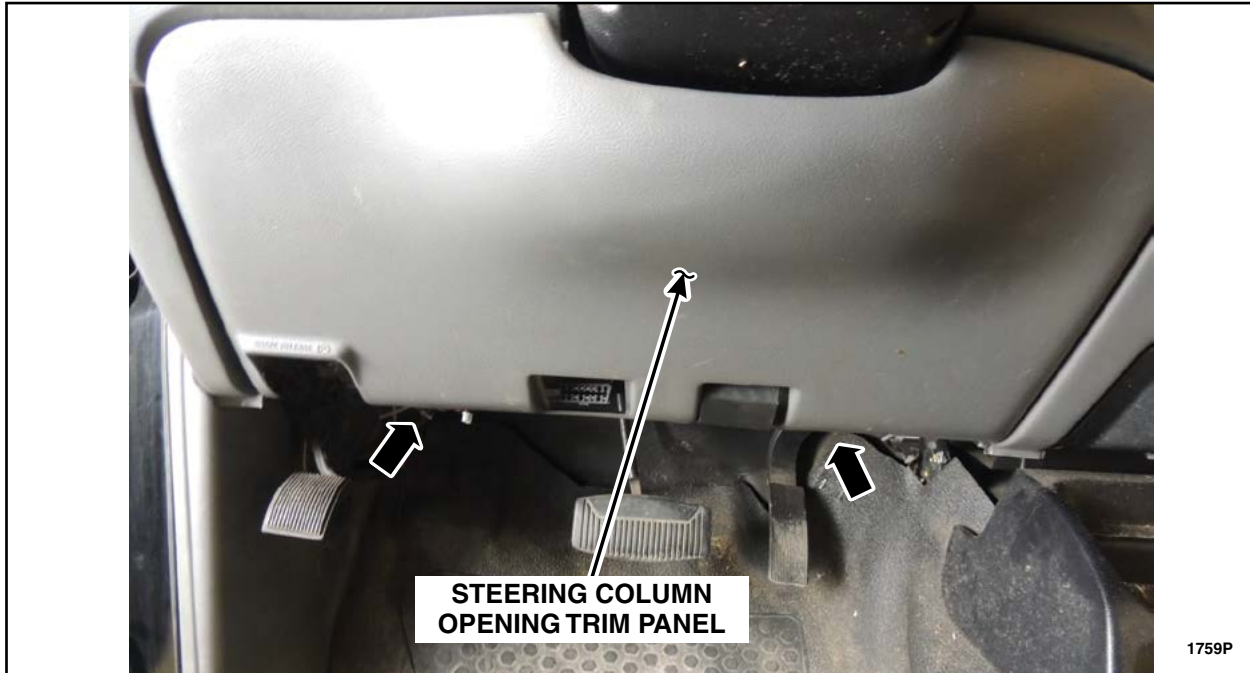


FIGURE 4





3. Remove the two lower steering column opening trim panel retainers. See Figure 5.



**FIGURE 5**

4. Remove the steering column opening trim panel by pulling the panel toward the rear of the vehicle to release the upper panel clips. See Figure 6.



**FIGURE 6**



5. Remove the five retainers and the steering column opening knee bolster. See Figure 7.

- Tighten to 62 in-lb (7 Nm).

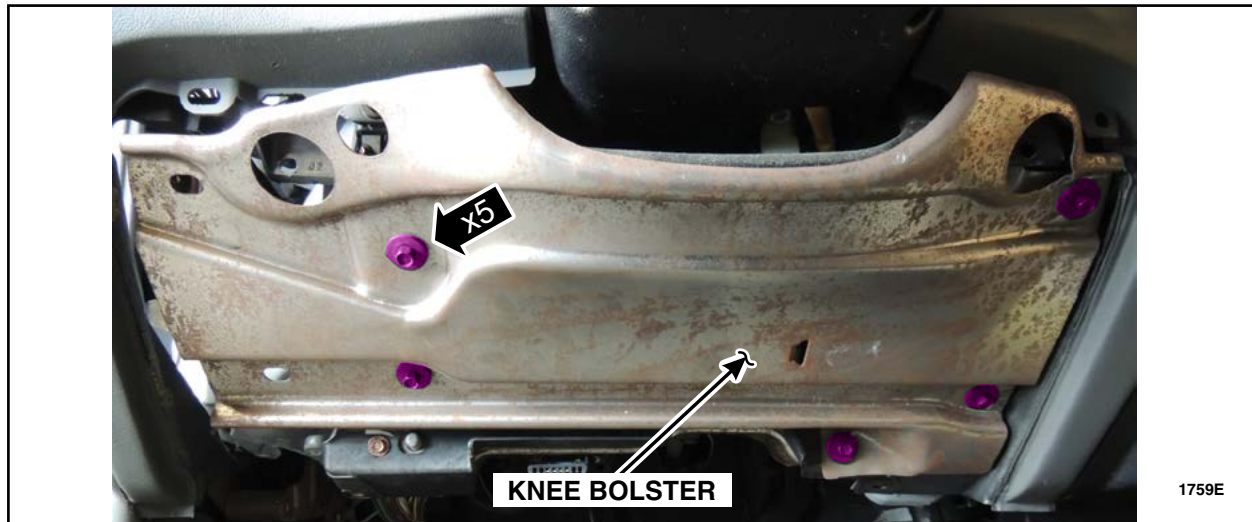


FIGURE 7

6. Using a small hand saw, cut the lower instrument panel substrate in the two areas indicated in Figure 8.

**NOTE:** Take care not to cut the instrument panel metal frame behind the substrate.

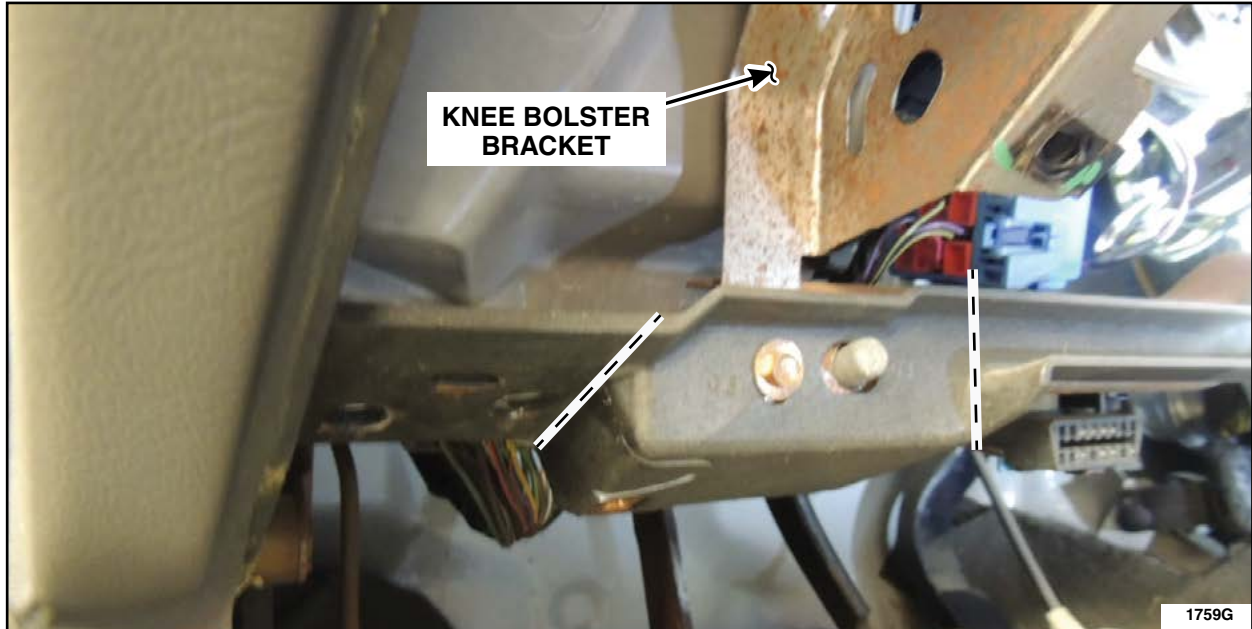


FIGURE 8



7. Remove the lower knee bolster bracket retainer. See Figure 9.



**FIGURE 9**

8. Remove the section of the lower instrument panel, that was cut out previously, and set aside to be used later in this procedure. See Figure 10.



**FIGURE 10**





9. Loosen, **but do not remove**, the upper knee bolster bracket retainer, then fully remove the center knee bolster bracket retainer. See Figure 11.

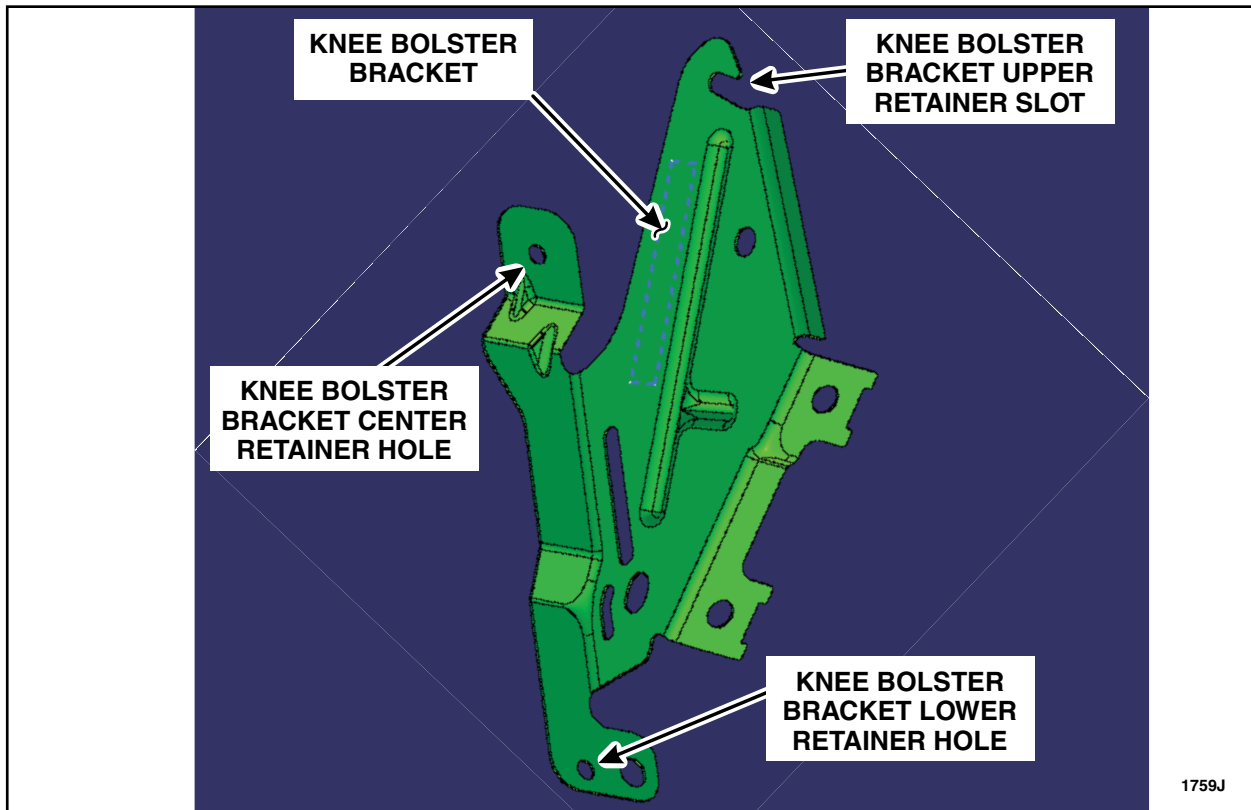


FIGURE 11

10. Remove and discard the LH instrument panel knee bolster bracket by sliding the lower portion of the bracket off of the alignment pin, then lift the bracket off of the upper bracket retainer. See Figure 12.



FIGURE 12

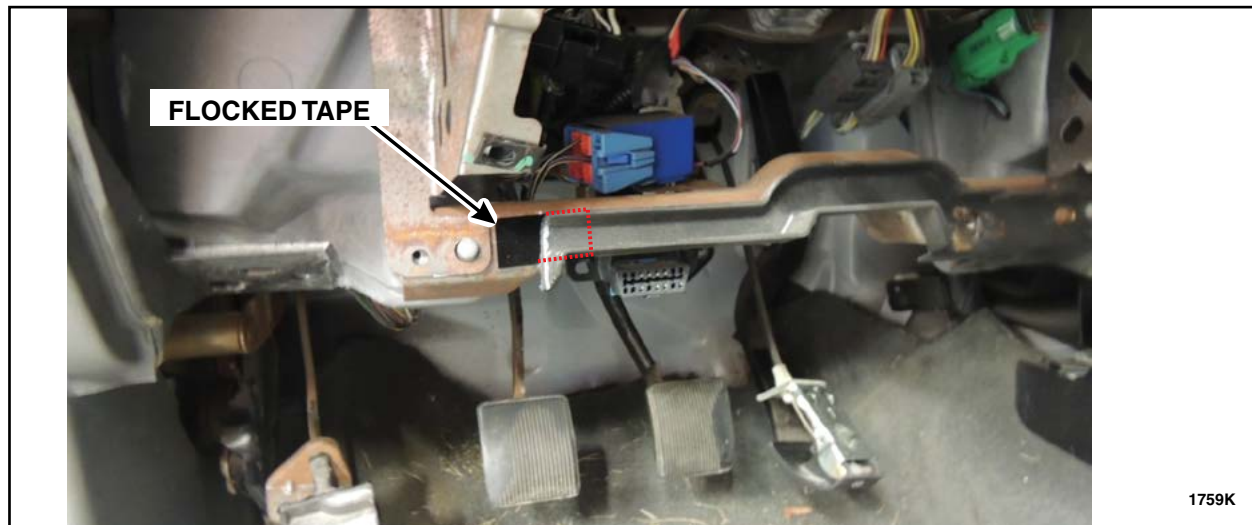




11. Install the *new* LH instrument panel knee bolster bracket by reversing the removal procedure.

- Tighten the upper and center retainers to 28 in-lb (3.2 Nm).

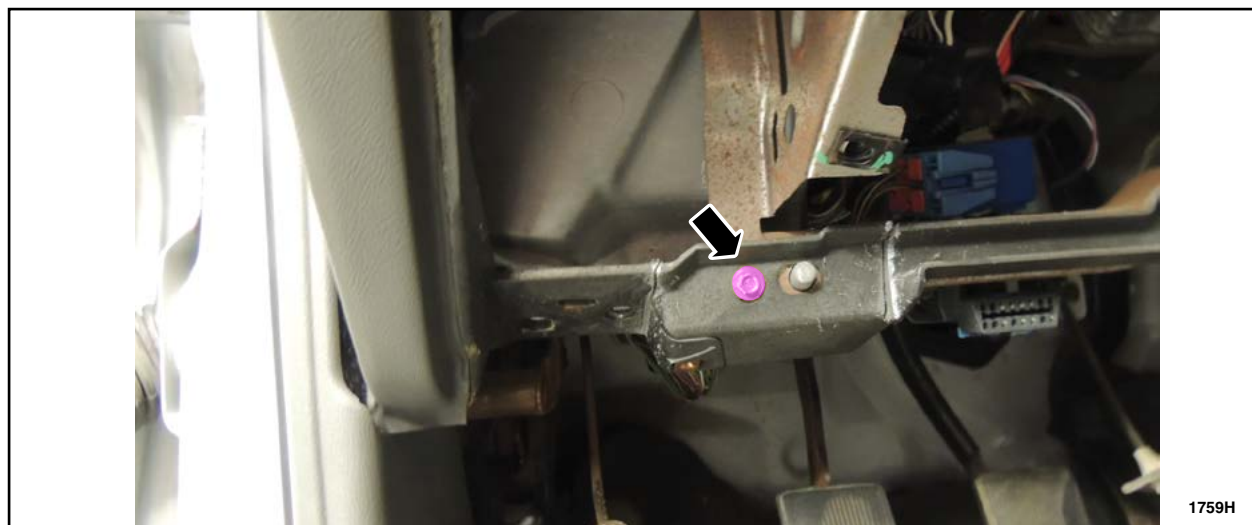
12. Using a strip of flocked tape from the Rotunda - Squeak and Rattle Repair Kit (164-R4900), measure and cut a 0.75 inch (19mm) x 1.75 inch (44mm) piece of flocked tape. Using the adhesive backing, adhere the piece of flocked tape onto the metal frame half way between the inboard substrate cut, as shown in Figure 13.



**FIGURE 13**

13. Reinstall the piece of instrument panel substrate that was previously cut out and install the retainer. See Figure 14.

- Tighten to 28 in-lb (3.2 Nm).



**FIGURE 14**



14. Using a clear automotive repair tape, such as 3M™ Clear Repair Tape (03439), cut a strip 12 inches (304mm) in length. wrap the tape around the inboard cut on the substrate and the instrument panel frame as shown in Figure 15.



FIGURE 15

15. Reassemble the vehicle by reversing the removal procedures from steps 1-5 above.

**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 FUSION, MKZ/ZEPHYR AND 2006-2011 MODEL YEAR MILAN VEHICLES — DRIVER AIRBAG INFLATOR REPLACEMENT

### SERVICE PROCEDURE

**NOTE:** 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 reimbursement to contact the SSSC. Refer to the Deployed, Missing, or Incompatible Airbag Handling attachment for details prior to attempting a repair.


**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.

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

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



3. Remove and discard the four airbag inflator retaining nuts from the driver side airbag. See Figure 1.

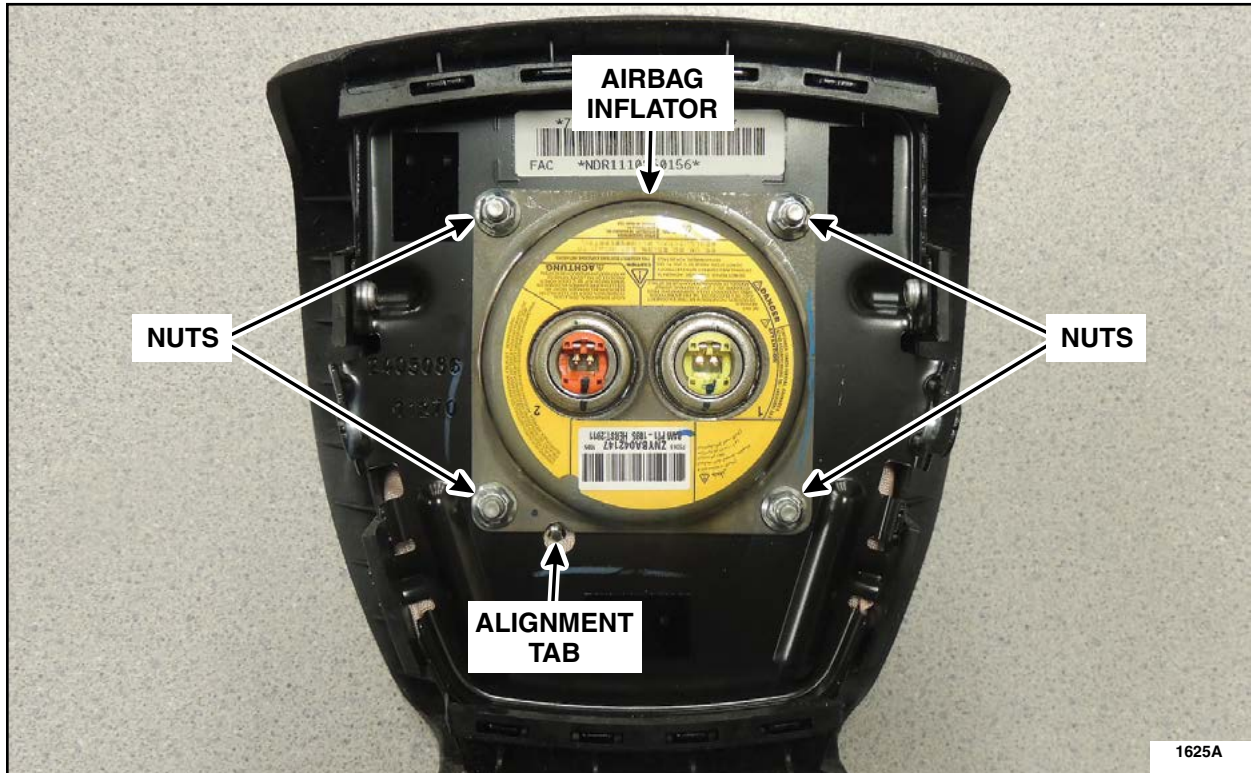


FIGURE 1

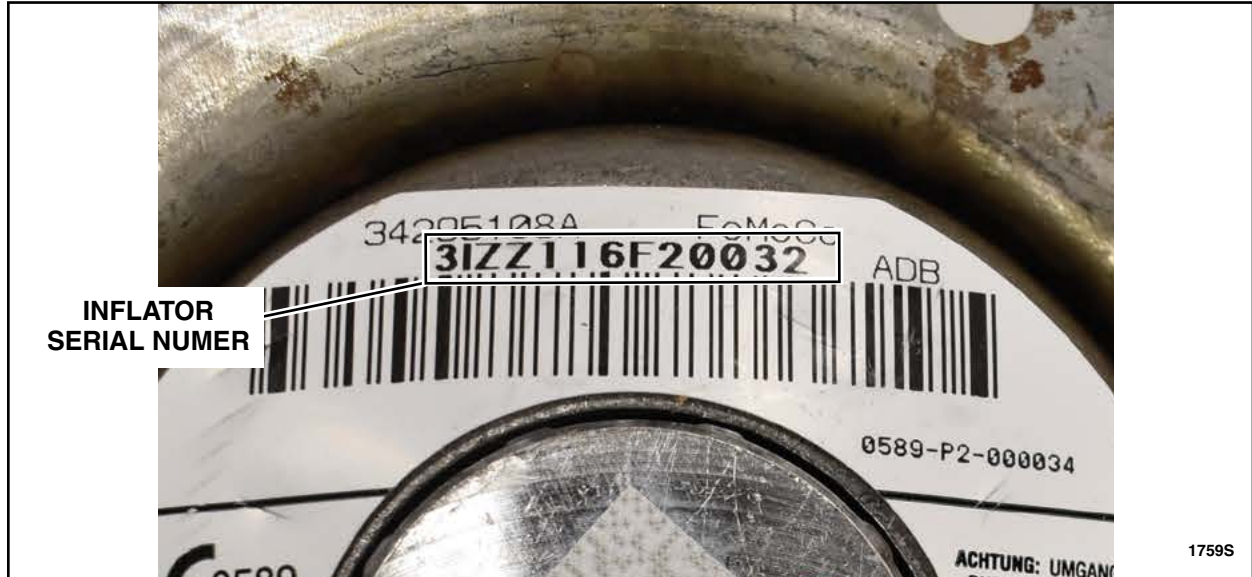
4. **NOTE:** In order to verify the correct airbag inflator is installed, mark the old airbag inflator with a felt tip marker prior to removal.

Remove the airbag inflator and set aside for return shipping. See Figure 1.



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

5. Record the 13 character serial number of the *new* airbag inflator on the repair order. See Figure 2.



**FIGURE 2**

6. **NOTE:** The *new* airbag inflator must be installed in the same orientation as the original part.

Install the *new* inflator into the driver airbag. Verify the alignment tab on the airbag housing is aligned with the cut-out on the inflator. See Figure 1.

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

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

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

**NOTE:** Confirm that the Airbag Readiness light still indicates no SRS faults are present.

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

**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 MODEL YEAR EDGE AND MKX VEHICLES — DRIVER AIRBAG MODULE REPLACEMENT

### SERVICE PROCEDURE

**NOTE:** 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 reimbursement to contact the SSSC. Refer to the Deployed, Missing, or Incompatible Airbag Handling attachment for details prior to attempting a repair.

**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.

 **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 driver airbag. Please follow the WSM procedures in Section 501-20B.



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

2. Record the 13 character serial number of the *new* airbag inflator on the repair order. See Figure 1.



FIGURE 1

3. Install the *new* driver airbag. Please follow the WSM procedures in Section 501-20B.

**NOTE:** Confirm that the Airbag Readiness light still indicates no SRS faults are present.

4. Package the original airbag in the *new* part box and provide to the appropriate dealership personnel for part returns.

**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.



**Safety Recall 21S12**

Certain 2007-2011 Ranger, 2007-2010 Edge and MKX,  
2006-2012 Fusion and MKZ/Zephyr, and 2006-2011 Milan Vehicles  
Driver Airbag Inflator Replacement

**DEPLOYED, MISSING, OR INCOMPATIBLE AIRBAG HANDLING****OVERVIEW**

If a vehicle is found to have deployed, missing, or incompatible (non-original equipment) airbag components please refer to the processes below for handling these vehicles and customers. Dealers are eligible for compensation for time spent inspecting these vehicles and components.

**NOTE:** Compensation will only be provided for first-hand inspections by the dealership. Information gathered through web searches or other means are not eligible.

**NOTE:** The Field Service Action covers costs to replace the airbag inflator/module (whichever is applicable per the Technical Instructions), however it does not cover the costs associated with replacing/installing additional components due to deployment, being incompatible, or missing. If the customer is willing to pay to restore the airbag system so the recall repair to be performed (i.e. replacement of deployed or missing airbag modules) then a new airbag inflator/module will be covered under this recall if still required. If repairs are unable to be performed, the letter at the end of this document can be provided to the customer.

**IMPORTANT:** The Ranger knee bolster bracket should not be installed if the airbag is found to be deployed, missing, or incompatible. The knee bolster bracket should only be installed if a new airbag inflator is also installed.

**AIRBAG DEPLOYED**

1. Remove or access the suspect airbag module. Refer to the FSA Technical Instructions.
2. Document the deployed airbag inflator serial number on the repair order (see Airbag Inflator Serial Number Location later in this document).  
**NOTE:** If the airbag inflator is found to be missing, refer to the 'Missing or Incompatible Components' section below.
3. Photograph the airbag module, deployed airbag inflator serial number, the vehicle's VIN plate, and the deployed airbag (horn pad/steering wheel area).
4. Submit a VIN-specific web contact to the SSSC (contact type "Claiming Concern") and attach the photos to the request. The SSSC will provide a special labor operation code for warranty claiming and instructions on how to handle the vehicle.

**MISSING OR INCOMPATIBLE (NON-ORIGINAL EQUIPMENT) COMPONENTS**

1. Remove or access the suspect airbag module. Refer to the FSA Technical Instructions.
2. Photograph the vehicle's VIN plate and the missing or incompatible airbag parts/areas that demonstrate why the FSA repair is unable to be performed.
  - For example, if no airbag module is present, photograph the steering wheel area. If only the inflator is missing, or if the inflator is not original equipment, the driver airbag module should be removed and the inflator area photographed.
3. Submit a VIN-specific web contact to the SSSC (contact type "Claiming Concern") and attach the photos to the request. The SSSC will provide a special labor operation code for warranty claiming and instructions on how to handle the vehicle.



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Driver Airbag Inflator Replacement

**ORIGINAL AIRBAG INFLATOR SERIAL NUMBER LOCATION**

The photo below outlines the location of the 11-digit serial number on original airbag inflators for the purposes outlined in this document only.





L I N C O L N

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

Dear Customer,

Your dealer is unable to complete the Takata airbag recall repair on your vehicle because the airbag in your vehicle is either deployed, missing, or has incompatible parts installed from a preexisting condition. The Takata airbag recall covers the cost of parts and labor for replacing the defective airbag inflator or module, but not the entire airbag system.

Your dealer has verified that the safety risk associated with the airbag inflators, and the reason for this recall, is not currently present on your vehicle. However, because your vehicle's airbags are either deployed, missing, or have incompatible parts installed, your vehicle's airbags may not operate as designed in the event of a crash, increasing the risk of injury or death. You are responsible for the cost of restoring your vehicle's airbag system. If the recall condition is present once the airbag system is restored, your dealer will replace the airbag inflators free of charge.

Ford Customer Service Division

**Safety Recall 21S12**

Certain 2007-2011 Ranger, 2007-2010 Edge and MKX,  
2006-2012 Fusion and MKZ/Zephyr, and 2006-2011 Milan Vehicles  
Driver Airbag Inflator Replacement

**AIRBAG INFLATOR CORE RETURN PROCESS**

Parts used under this safety recall are subject to a core charge and will be identified as such with the yellow core label on the packaging. The Regional Core Recover Center (RCRC) will pick up these airbag inflators along with other core returns during your normal core retrieval visit. This includes dealers in Alaska and Hawaii.

**KEY INFORMATION**

- All replaced driver airbag inflators and modules must be returned in the new part box with original packaging. If the new part box is damaged or lost, contact XPO logistics at 210-250-5079 or [SCFieldAction.14305@xpo.com](mailto:SCFieldAction.14305@xpo.com) for a replacement box.
  - Ensure that you have processes in place to safeguard the packaging.
  - The dealer-provided Haz-Mat Materials must also be returned in the packaging. The new replacement service part packaging is certified with the appropriate DOT marks and labels.
  - RCRCs will not accept any airbag inflators without correct packaging or Haz-Mat documentation.
  - Ensure that all marks and labels are present prior to tendering to the RCRC for core credit.
- Disregard prepaid FedEx shipping instructions that may be included in new part boxes.

**PART RETURN INSTRUCTIONS**

1. Package the airbag inflator or module in the new part box as outlined above.
2. Print and provide both of the following completed documents to the RCRC driver:
  - Hazardous Materials Shipping Document (Page 2)
    - In the box titled Shipper, enter your dealership name and address.
    - In the box titled Receiver, enter the address of your Regional Core Recovery Center.  
**NOTE:** Page 4 contains a list of RCRC locations. If you are unsure of which RCRC location services your dealership, consult the RCRC driver.
    - In the box titled Number/Type of Package, enter the number of boxed inflators.
    - In the box titled Weight, enter the total shipment weight of all boxed inflators.
    - At the bottom of the Hazardous Materials Shipping Document, complete the Shipper's Certification
  - North American Emergency Response Guide 171 (Page 3)

**HAZARDOUS MATERIALS SHIPPING DOCUMENT – GROUND TRANSPORTATION**

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

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

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

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

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

**NAME:** \_\_\_\_\_ **SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**POTENTIAL HAZARDS**

**FIRE OR EXPLOSION**

- Some may burn but none ignite readily.
- Containers may explode when heated.
- Some may be transported hot.

**HEALTH**

- Inhalation of material may be harmful.
- Contact may cause burns to skin and eyes.
- Inhalation of Asbestos dust may have a damaging effect on the lungs.
- Fire may produce irritating, corrosive and/or toxic gases.
- Some liquids produce vapors that may cause dizziness or suffocation.
- Runoff from fire control may cause pollution.

**PUBLIC SAFETY**

- **CALL EMERGENCY RESPONSE Telephone Number on Shipping Paper first. If Shipping Paper not available or no answer, refer to appropriate telephone number listed on the inside back cover.**
- As an immediate precautionary measure, isolate spill or leak area in all directions for at least 50 meters (150 feet) for liquids and at least 25 meters (75 feet) for solids.
- Keep unauthorized personnel away.
- Stay upwind.

**PROTECTIVE CLOTHING**

- Wear positive pressure self-contained breathing apparatus (SCBA).
- Structural firefighters' protective clothing will only provide limited protection.

**EVACUATION**

- Spill**
- See Table 1 - Initial Isolation and Protective Action Distances for highlighted materials. For non-highlighted materials, increase, in the downwind direction, as necessary, the isolation distance shown under "PUBLIC SAFETY".

**Fire**

- If tank, rail car or tank truck is involved in a fire, ISOLATE for 800 meters (1/2 mile) in all directions; also, consider initial evacuation for 800 meters (1/2 mile) in all directions.

**EMERGENCY RESPONSE**

**FIRE**

- Small Fire**
- Dry chemical, CO<sub>2</sub>, water spray or regular foam.
- Large Fire**
- Water spray, fog or regular foam.
- Do not scatter spilled material with high pressure water streams.
- Move containers from fire area if you can do it without risk.
- Dike fire-control water for later disposal.
- Fire Involving Tanks**
- Cool containers with flooding quantities of water until well after fire is out.
- Withdraw immediately in case of rising sound from venting safety devices or discoloration of tank.
- ALWAYS stay away from tanks engulfed in fire.

**SPILL OR LEAK**

- Do not touch or walk through spilled material.
- Stop leak if you can do it without risk.
- Prevent dust cloud.
- Avoid inhalation of asbestos dust.
- Small Dry Spill**
- With clean shovel place material into clean, dry container and cover loosely; move containers from spill area.

**Small Spill**

- Take up with sand or other non-combustible absorbent material and place into containers for later disposal.

**Large Spill**

- Dike far ahead of liquid spill for later disposal.
- Cover powder spill with plastic sheet or tarp to minimize spreading.
- Prevent entry into waterways, sewers, basements or confined areas.

**FIRST AID**

- Move victim to fresh air.
- Call 911 or emergency medical service.
- Give artificial respiration if victim is not breathing.
- Administer oxygen if breathing is difficult.
- Remove and isolate contaminated clothing and shoes.
- In case of contact with substance, immediately flush skin or eyes with running water for at least 20 minutes.
- Ensure that medical personnel are aware of the material(s) involved and take precautions to protect themselves.

<b>RCRC Locations</b>					
<b>RCRC CODE</b>	<b>Parent</b>	<b>Address</b>	<b>City</b>	<b>State</b>	<b>ZIP</b>
03956	FMP	300 Calais Dr Ste #1	Anchorage	AK*	99503
05399	FJ	1002 South 56th Ave	PHOENIX	AZ	85043
06201	FJ	1040 S Rockefeller	Ontario	CA	91761
08587	AER	2999 Miller Street	San Leandro	CA	94577
03199	AER	7103 E. 47th Ave. Dr.	Denver	CO	80216
06953	FJ	550 Gills Drive	Orlando	FL	32824
06954	FJ	5286 Georgia Hwy 85, Suite 200	Forest Park	GA	30297
01615	AER	144 Makaala St	Hilo	HI*	96720
07748	AER	1049 Kikowaena Place	Honolulu	HI*	96819
07953	AER	231 Papa St.	Kahului	HI*	96732
05495	AER	4161 Dixon Ave	Des Monies	IA	50313
09001	AER	3311 Corporate Dr	Joliet	IL	60431
05514	HPD	3645 Developers Rd.	Indianapolis	IN	46227
09121	HPD	444 Whitney St	Northborough	MA	1532
06615	HPD	8242 Sandy Court	Jessup	MD	20794
01183	HPD	20501 Pennsylvania Road Ste 140	Brownstown	MI	48192
02276	AER	4300 Round Lake Rd. W. Unit 200	Arden Hills	MN	55112
06583	AER	600 South Theresa Ave.	St Louis	MO	63103
08731	AER	8250 Ne Underground Dr. Pillar 153	Kansas City	MO	64161
06955	FJ	545 Ford Avenue	Jackson	MS	39209
06586	FJ	11515 Granite St	Charlotte	NC	28273
04861	AER	5503 F St	Omaha	NE	68117
01326	HPD	9040 Burrough Dover Lane	Pennsauken	NJ	8110
08263	AER	11 Chapin Road, Unit A	Pine Brook	NJ	7058
03001	AER	8333 Washington Pl Ne Suite E	Albuquerque	NM	87113
09252	HPD	1901 Lemoyne Ave.	Syracuse	NY	13208
06959	FJ	6200 SW 29 <sup>th</sup> Ste A	Oklahoma City	OK	73179
08454	AER	5220 N. E. 152 <sup>nd</sup> Place	Portland	OR	97230
00708	HPD	2511 Lovi Rd B/L 3/3a	Freedom	PA	15042
01728	AER	1123 Buffalo Run	Missouri City	TX	77489
01729	AER	5915 Corridor Parkway	Schertz	TX	78154
02454	AER	1605 Surveyor Blvd.	Carrollton	TX	75006
06952	FJ	7145 Industrial	El Paso	TX	79915
08858	AER	2233 S. 1800 West	West Valley	UT	84119
07089	FJ	4304 Eubank Road	Richmond	VA	23231
08453	AER	18637 72 <sup>nd</sup> Ave S	KENT	WA	98032

**Safety Recall 21S12**

Certain 2007-2011 Ranger, 2007-2010 Edge and MKX,  
2006-2012 Fusion and MKZ/Zephyr, and 2006-2011 Milan Vehicles  
Driver Airbag Inflator Replacement

**RENTAL VEHICLE POLICY****OVERVIEW**

Ford has not issued instructions to stop driving vehicles under this safety recall and owners can continue to safely drive their vehicles. Parts are also available to repair many affected vehicles. Rental/loaner vehicles are available if a customer requests one, however the process varies based on parts availability. Note that it is not anticipated that there will be a need for many longer-term rentals, however provisions have been developed for them.

Refer to the following pages of this document for the full rental vehicle process. Refer to the Dealer Bulletin for rental vehicle claiming instructions

**IMPORTANT:** Dealers must receive prior approval from the Special Service Support Center (SSSC) if the rental days will exceed the pre-approved time as outlined in the process below. Dealers should not place customers in rental vehicles and request reimbursement after being invoiced by the rental agency. These reimbursement requests may be denied, and associated costs would become the dealership's responsibility.

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

**REQUIRED DOCUMENTATION**

Dealers should retain rental vehicle documentation with their repair orders. Documentation must include the following:

- A rental invoice from a commercial rental agency or dealership (if loaner vehicle was used)
- Contract holder's name on the rental invoice
- Daily rental rate
- Proof of payment (for customer refund of rental expenses)
- Restricted Vehicle Use Agreement (if applicable)

**NOTE:** Rental agency invoices do not need to match individual claim amounts, but should match total rental amounts claimed for a particular VIN.

- EXAMPLE: A dealer can submit two claims for 30 days each to cover one 60-day invoice from a rental agency. Similarly, a dealer can submit one claim for 30 days to cover two 15-day invoices from a rental agency.
- The total number of rental days paid, across all rental claims submitted for this program on a particular VIN, would be compared against the total number of days included on the invoice(s).

**ADMINISTRATIVE ALLOWANCE**

Dealers are eligible to claim a \$25 administrative fee for any claims that include more than 4 rental days. Refer to the Dealer Bulletin for claiming instructions.

**Safety Recall 21S12**

Certain 2007-2011 Ranger, 2007-2010 Edge and MKX,  
2006-2012 Fusion and MKZ/Zephyr, and 2006-2011 Milan Vehicles  
Driver Airbag Inflator Replacement

**RENTAL VEHICLE PROCESS**

**IMPORTANT:** In all cases, dealers should 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:** If the vehicle has a deployed, missing, or incompatible driver airbag, parts may not be required. Inspect the customer's vehicle as outlined in the Deployed, Missing, or Incompatible Airbag Handling attachment. If the customer requests a rental vehicle while the vehicle is being inspected, refer to the process below for "If Dealer HAS Required Part(s) In Stock".

**If Dealer HAS Required Part(s) In Stock When A Rental Vehicle Is Requested**

Dealers are pre-approved for up to 4 days of rental reimbursement while repairs are being performed (no SSSC approval code required). See Rental Reimbursement Rates on page 4.

- 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.
  - Submit a VIN-specific web contact to the Special Service Support Center (SSSC) **under program number 21S12**.
  - In the web contact, provide details outlining why additional days are required.
  - The SSSC approval request must include rental expenses, part costs, labor costs, and any other expenses listed on the RO line. All amounts are required so the approval code will cover the entire RO line amount.

**If Dealer DOES NOT HAVE Required Part(s) In Stock When A Rental Vehicle Is Requested**

1. Order the required part(s) prior to a customer's appointment and prior to placing the customer in a rental vehicle.
2. Obtain a signed copy of the Restricted Vehicle Use Agreement (Attachment IX) and keep it with the repair order documentation.
  - A copy of this agreement may be requested by Ford for rental reimbursement purposes.
  - The customer should keep their recalled vehicle until the dealership receives the part(s) necessary to perform the recall repair. Once the required parts arrive at the dealership, customers are expected to promptly bring their recalled vehicle in for repair.
  - Be sure to provide the customer with a copy of the Agreement.

Once steps 1 and 2 are completed, the customer can be provided a rental vehicle.

- Dealers are pre-approved for up to 4 days of rental reimbursement (no SSSC approval code required).
- **If more than 4 rental days are required, dealers must request prior approval from the SSSC.** The remainder of the process will be dependent upon the part order status. Please go to step 3 on the following page.



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Certain 2007-2011 Ranger, 2007-2010 Edge and MKX,  
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Driver Airbag Inflator Replacement

**RENTAL VEHICLE PROCESS (cont.)**

3. Part orders placed through the SSSC will process overnight. Check your part order status in DOESII or DOW the day after ordering.
  - If the part is not on backorder, go to step 4a.
  - If the part is on backorder, go to step 4b.
- 4a. **If the part IS NOT on backorder**, schedule an appointment for the customer to bring their recalled vehicle in as soon as possible for the recall repair.
  - 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. Estimate the number of days required to receive the part(s), complete the repair, and return the vehicle to the customer.
    - Submit a VIN-specific web contact to the Special Service Support Center (SSSC) **under program number 21S12**.
    - In the web contact, provide details outlining why additional days are required.
    - The SSSC approval request must include all rental expenses, part costs, labor costs, and any other expenses listed on the RO line. All amounts are required so the approval code will cover the entire RO line amount.
- 4b. **If the part IS on backorder**, request prior approval from the SSSC for a total of 30 rental days, starting with the date that the customer was provided a rental vehicle. This must occur before the initial 4 days expire.
  - Submit a VIN-specific web contact to the Special Service Support Center (SSSC) **under program number 21A04**.
  - In the web contact, provide details outlining why additional days are required.
  - The SSSC approval request must include the rental expenses (not to exceed 30 days) and the \$25 admin fee on the same RO line.
  - **NOTE:** If additional rental days are required, dealers must receive prior approval from the SSSC before the initial 30 days expire.
    - Submit a new VIN-specific web contact to the SSSC requesting 30 days under program number 21A04.
    - Use a new RO line or RO number for the additional 30 days. The maximum number of days that can be claimed on one RO line is 30 days.

**IMPORTANT:** Part backorders will cancel on the 30<sup>th</sup> day if not placed “on hold”. Be sure to retain backorders via DOES II (BOHOLD screen) or DOW (Backorder Hold screen) to prevent the backorder from being cancelled.

Once the required parts arrive, please schedule the recall repair for the customer’s vehicle as soon as possible. Please then notify the customer once the repair has been completed and request that they promptly return the rental vehicle.

**Safety Recall 21S12**

Certain 2007-2011 Ranger, 2007-2010 Edge and MKX,  
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Driver Airbag Inflator Replacement

**RENTAL REIMBURSEMENT RATES**

The following table lists the maximum per-day dollar amounts that will be reimbursed under this policy.

<b>Make of Recalled Vehicle</b>	<b>Rental Vehicle Reimbursement Per-Day Limit</b>
Ford	\$44 (including tax)
Mercury	\$44 (including tax)
Lincoln	\$55 (including tax)

**Key Information:**

- a) If there is a unique customer circumstance that requires a rental vehicle with a higher per-day cost, dealers should submit a VIN-specific request to the Special Service Support Center (SSSC) for special consideration before placing the customer into the rental vehicle.
- b) 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 this Rental Vehicle Policy. Dealers must follow the same process for claiming rental vehicle reimbursement and then refund the customer.
- c) If a customer decides to rent a specialty vehicle, such as a large van or pickup, that is in excess of the per-day reimbursement limits, the additional cost beyond the approved rate will be the customer's responsibility.
- d) Drivers under the age of 25 may be subject to a youthful renter surcharge and additional insurance requirements. These additional fees are not eligible for rental vehicle reimbursement unless they fall within the per-day limits above. Youthful renter policies vary by rental vehicle provider and location. Contact your rental vehicle provider for further details.
- e) Rental vehicle reimbursement does not cover the following expenses, except as outlined on line 'd' above:
  - o Mileage charges
  - o Fuel charges
  - o Underage driver surcharge
  - o One-way fees
  - o Insurance

**NOTE:** Some vehicle insurance policies include rental vehicle insurance coverage. As such, the purchase of additional insurance may not be required.

**Safety Recall 21S12**

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**ALTERNATIVE TRANSPORTATION**

If a customer is unable or does not wish to rent a vehicle but still requires transportation, the rental reimbursement can be used for alternative transportation. The same per-day limits apply of \$44 per-day for Ford and Mercury customers and \$55 per-day for Lincoln customers. The per-day limits can be cumulative across multiple rides per-day (e.g. ride to work \$20 and ride home \$24).

- Any costs in excess of the per-day limits will be the customer's responsibility.
- The customer will need to pay up front and provide proof of payment to the dealer.
- Dealers will then need to submit for reimbursement following the Rental Vehicle Reimbursement Process and then refund the customer.

Examples of alternative transportation include, but are not limited to:

- Taxi
- Public Transportation (subway, train, or bus )
- Rideshare services (Uber, Lyft, etc.)

**STORAGE OF CUSTOMER VEHICLES**

A vehicle storage/upkeep allowance will not be provided to dealers. As outlined in the Rental Vehicle Process above, customers should retain and store their vehicles unless parts required to repair the vehicle are at the dealer or the part order is being fulfilled (not on backorder). If a dealer would like to store a vehicle as a service for their customers, this would be at the dealer's discretion, but a storage and upkeep allowance will not be provided.

**RESTRICTED VEHICLE USE AGREEMENT**

I \_\_\_\_\_ am the owner or lessee of a \_\_\_\_\_  
*Vehicle Owner's Name* *Model Year* *Make and Model*

\_\_\_\_\_  
 VIN

\_\_\_\_\_  
 Current Odometer Reading

I am aware that my vehicle is subject to an airbag safety recall and that parts are not currently available to complete this safety recall repair on my vehicle. An authorized Ford or Lincoln dealer is providing me with a rental or loaner vehicle until parts are available to complete the recall repair on my vehicle.

I understand that the dealership is not responsible for storage of my vehicle. Therefore, I am maintaining possession and responsibility of my vehicle and will store it at my home or other secure location.

As soon as parts become available to complete the recall repair, the dealer will contact me to request that I promptly bring my vehicle in for the repair. The rental vehicle will need to be returned within 7 days once I have been notified once the recall repair has been completed.

**I agree to the following:**

- Because Ford is providing a rental vehicle, I agree not to use, or allow anyone else to use my vehicle until the recall repair has been completed other than driving my vehicle to the location where it will be stored until parts are available and subsequently to the dealer to have the recall repair completed.
- My vehicle will be driven directly home or to a secure storage location of my choice.
- I will ensure that my vehicle's keys are secure and inaccessible to others.
- While my vehicle is in storage, I am responsible for all vehicle upkeep and security.
- I will promptly drop my affected vehicle off at the dealership for the recall repair upon notification from Ford or my dealership that parts are available.
- I will return the rental vehicle immediately, but not later than 7 days after being notified that the recall repair has been completed on my vehicle or I will be responsible for any additional rental charges incurred for not returning the rental car within this timeline.

**By signing below, I expressly agree to all of the terms and conditions set forth herein.**

\_\_\_\_\_  
*Name (print)* *Signature* *Date*

\_\_\_\_\_  
*Street Address* *City* *State* *ZIP*