

**RESTRAINT SYSTEM—AIR BAG MODULES—  
INSTRUCTIONS FOR ORDERING AND RETURNING  
SERVICE REPLACEMENT PARTS**

**Article No.  
90-21-2**

**FORD:** 1985-1991 TEMPO  
1990-1991 CROWN VICTORIA, MUSTANG, TAURUS

**LINCOLN:** 1989-1991 CONTINENTAL  
1990-1991 MARK VII, TOWN CAR

**MERCURY:** 1985-1991 TOPAZ  
1990-1991 GRAND MARQUIS, SABLE  
1991 CAPRI

This TSB article is being republished in its entirety to expand the model applications and model years.

**ISSUE**

Specific instructions for ordering and returning non-deployed "LIVE" air bag module service replacement parts are now provided.

Although the various Car Shop Manuals, Section 41-58, furnish general shipping information, they do not provide specific packaging, labeling and shipping instructions to meet current DOT (Department of Transportation) requirements.

**ACTION**

Use the following instructions when ordering service replacement air bag modules and shipping the defective "LIVE" modules back to Ford Motor Company. These instructions supersede all previous "OASIS" messages on this subject.

**ORDERING AIR BAG MODULES**

Do not order air bag modules for stock.

- Air bags are classified by DOT as "flammable solids" and require special shipping and storage procedures that most dealers are not equipped to handle.
- New replacement air bag modules will be shipped only if a "vehicle is in an inoperative condition" and is so identified on the order.

**NOTE**

**"INOPERATIVE" REFERS TO ANY CONDITION THAT WOULD TAKE A CUSTOMER'S VEHICLE OUT OF SERVICE DUE TO A DEPLOYED AIR BAG, AN AIR BAG DIAGNOSED AS FAULTY AND WARRANTABLE COSMETIC FLAWS.**

**SHIPPING "LIVE" AIR BAG MODULES:**

Use the following guidelines when returning "LIVE" air bag modules.

- To satisfy DOT requirements, reuse the new part packaging to return the non-deployed "LIVE" modules.
- Reuse the shipping box with the "FLAMMABLE SOLIDS" and "CARGO-AIRCRAFT ONLY" labels and internal packaging unless directed otherwise by Ford Parts & Service Division.
- Return all NON-DEPLOYED modules (100% mandatory return) to:

Ford Motor Company

Warranty Parts Return Center

1285 South Mill Street

Plymouth, MI 48170

- Include the vehicle VIN, fault code, comments and phone number for contact in the shipping box.

**NOTE**

**DEPLOYED AIR BAGS SHOULD CONTINUE TO BE SCRAPPED AT THE DEALERSHIP AS DIRECTED IN SECTION 41-58 OF THE CAR SHOP MANUALS. THE DEPLOYED AIR BAG HAS TRACES OF A POTENTIAL SKIN AND EYE IRRITANT. WEAR GLOVES AND SAFETY GLASSES IF AVAILABLE OR WASH YOUR HANDS WITH MILD SOAP AND WATER AFTER HANDLING A DEPLOYED AIR BAG.**

**Article No. 90-21-2 Cont'd.**

**OTHER APPLICABLE ARTICLES:** None

**SUPERSEDES:** 90-19-6

**WARRANTY STATUS:** INFORMATION ONLY

**OASIS CODES:** 104000, 190000