

NEF-010

CL-10888393-3029

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Ford Motor Company

7/14/16

Ford Customer Service Division

P.O.Box 1904

Dearborn, Michigan 48121-1904

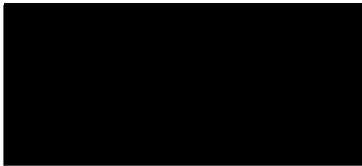
JUL 21 2016

RE: Safety Recall Notice 15S21 / NHTSA Recall 15V-319

To whom it may concern:

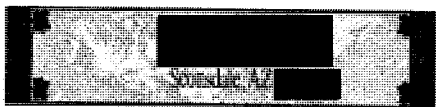
On July 13th, 2016, I received notice of the above designated airbag recall on my 2007 Ford Mustang. I called Auto Nation at 8555 Frank Lloyd Wright Blvd, Scottsdale, Az 85260 and scheduled an appointment for the airbag replacement on July 14th at 11am. When I arrived I was told by Mike in service that I was scheduled for a service appointment and that I could not get an airbag replacement because they were out of them. In other words, Mike wanted to charge me for service that I did not need or want instead of ensuring there were airbags for the appointments he had made that day. At the very least, he could have called me to tell me they had no more airbags before I drove 30miles round trip to discover this oversight. Presumably he and his fellow service men worked all night long replacing airbags to come up empty handed the next day. This leaves a nasty taste in the mouth of the customer and hopefully I will not have to file a legal suit in response to an exploding airbag.

Sincerely,



Scottsdale, Az 

NAM
72510
SMD



PHOENIX AZ 852

15 JUL 2016 PM 10 L



Administrator
National Highway Traffic Safety
1200 New Jersey Ave S.E.
Washington, D.C. 20590

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