

CL-10895655-8235

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

August 3, 2016

From:

[REDACTED]  
Hanover, PA  
[REDACTED]

AUG 10 2016

TO: National Highway Traffic Safety Administration  
Attention: Air Bag Deactivation Requests  
1200 New Jersey Ave, SE  
Washington, DC 20590

This letter is in reference to Ford Safety Recall Notice 16S03/NHTSA Recall 16V-036 dated Feb 2016 on my 2004 Ford Ranger (VIN 1FTYR10D04P [REDACTED]). I purchased this vehicle "used" in Pennsylvania in May 2013. Not long after this purchase, I received a passenger side air bag recall which took approximately one year to resolve while awaiting parts availability. While I was not pleased with this long wait, I was at least able to de-activate the passenger airbag during this time while waiting for the part to become available in late 2015. I then received the latest airbag recall notice for my driver's side airbag in Feb 2016.

I find it difficult to believe that both the driver's side and passenger side airbags could not have been included the same safety recall. Since receiving my Feb 2016 notice for my driver's side airbag, I have been in contact with both the local Ford dealership as well as various representatives from Ford Corporate Customer Relations on several occasions to ask when the driver's side airbag will become available with little success. Approximately mid- July, 2016, I was advised by the local Ford dealership (Gene Latta Ford, Hanover, PA 17331) that they were finally authorized to at least order the part which was supposedly done. When I contacted the Ford dealer for an update on 01 Aug 2016, I was advised the part was on back-order. While the dealership advised it would be at least another 30 days, no one from Ford's corporate HQ would confirm or advise any date for which the part will be available.

When I expressed my concerns to Ford Corporate Customer Service representatives again this week, they provided me Case # [REDACTED] to work with the dealership for resolution. The dealership attempted to get this elevated for two days to no avail (to include no rental car) and advised me to call Ford corporate back. I was advised on 03 Aug 2016 from Ford Customer Relations nothing else would be done, there were no other supervisors to talk with, and that I would just have to wait until I received a notice stating the part was available.

As you know, I have no capability to de-activate the driver's side airbag (as I did for the passenger airbag). I have been dealing with this issue on this vehicle since 2013. I am tired of constantly having to be in fear of an air bag exploding in my face and killing or injuring either myself or a member of my

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family every time I get behind the wheel. While I reside in Pennsylvania, I purchased this vehicle "used" and have no idea in what part of the country it spent the majority of its service.

I am requesting authorization to have the driver's side airbag de-activated on my 2004 Ford Ranger only until a new airbag becomes available. I am [REDACTED] years old, and have spent the majority of my life driving vehicles that were not equipped with airbags and have made it this far. As the wait for replacement parts continues and the quantity of airbag recalls continues to expand, I would much prefer to take the risk of having no airbag vs the risk me or a member of my family being killed by shrapnel from an exploding airbag at this point.

I find it hard to believe that DOT (not to mention the auto manufacturer's) continues to allow this situation to persist. Either the airbags are dangerous or they are not. If they are dangerous the situation needs to be resolved now, not years from now. People cannot afford to pay for trucks, cars, insurance, license plates etc. for vehicles that are not safe to operate with a recommendation to limit driving or to just park them with no resolution in sight for months to years. Please feel free to contact me by phone if you have any questions.

