

NEF-010

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

[REDACTED]
West Windsor, New Jersey [REDACTED]

September 2, 2016

Ford Safety Recall Notice 16S26/ NHTSA Recall 16V-384

SEP 15 2016

Mark R. Rosekind, Ph. D.
Administrator
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Dear Ph. D. Rosekind,

Enclosed is my previous letter to you dated July 29, 2016, with enclosures, which has remained unanswered to date.

I had hoped that because of the serious safety concerns of this Recall a prompt response to my letter would be forthcoming. It's been over 40 days since the Recall Notice and I haven't received any notification from Ford as to when the problem will be fixed or to provide a loaner vehicle.

Please review this matter and I would appreciate your taking action to demand that Ford immediately correct the problem.

Sincerely

[REDACTED]

NAM
9/16
SMD

[REDACTED]
West Windsor, New Jersey [REDACTED]

July 29, 2016

Ford Safety Recall Notice 16S26/ NHTSA Recall 16V-384

Mark R. Rosekind, Ph. D.
Administrator
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Dear Ph. D. Rosekind,

Enclosed is a copy of the above Ford Safety Notice I received by mail on July 22, 2016. Was the remedy for correcting the need for the recall approved by NHTSA?

I am very concerned with the possibility of serious injury or death caused by the defect in the frontal airbag of my 2007 Milan vehicle.

Although Ford Motor Company will replace the airbag thru its dealers, **(when the parts are available)**, it gives no indication as to when the problem will be fixed. Today called the local Ford dealer and they said they didn't know when the parts would be available but would make repair as soon as they arrived.

Today called Ford Customer Service (1-800-392-3673) to inquire as to when the replacement parts would be available. The answer was – the parts are coming from Japan and they didn't know when they would be available and referred me to the enclosed letter. I asked if Ford was supplying a loaner car because of the seriousness of the defective airbag and the answer was no.

Ford "has decided that a defect which relates to motor vehicle safety exists in your (my) vehicle" which can cause serious injury or death required a recall, but I believe that the solution if agreed upon by Ford and NHTSA doesn't eliminate the problem nor protect the owners of the vehicles until the problem is fixed.

Does the recall notice and its solution eliminate any liability of Ford if someone is injured or dies during the period between the Safety Recall Notice and the repair of the airbag? Based on my conversation with Ford Customer Service Division I sensed no urgency or concern on the part of Ford to further protect their customers.

I would appreciate a full review of the above and request that the NHTSA (a) require Ford to provide loaner vehicles until my vehicle and all others are repaired and (b) closely monitor the progress of delivery of the parts from Japan to complete the repairs. Thanks for your attention and a prompt response to this serious matter.

Sincerely,

C-O-P-7



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



8301/933313/3357



PRINCETON JUNCTION, NJ

July 2016

***** IMPORTANT SAFETY RECALL *****
(PROGRAMA DE SEGURIDAD IMPORTANTE)

Safety Recall Notice 16S26 / NHTSA Recall 16V-384
Aviso de Revisión de Seguridad 16S26

2007 Milan

Your Vehicle Identification Number (VIN): 3MEHM02117R

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect which relates to motor vehicle safety exists in your vehicle, with the VIN shown above.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your dealer, is to provide you with the highest level of service and support.

What is the issue?

On your vehicle, the passenger frontal airbag inflator may rupture in the event of a crash necessitating airbag deployment. A ruptured inflator may result in metal fragments striking vehicle occupants causing serious injury or death. Additional information regarding Takata recalls can be found at www.safercar.gov and <http://owner.ford.com/Takata>.

What will Ford and your dealer do?

Ford Motor Company is working closely with its suppliers to produce parts for this repair. When parts become available for Safety Recall 16S26, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer to have the passenger frontal airbag inflator replaced free of charge (parts and labor). Coverage is automatically transferred to subsequent owners.

What should you do?

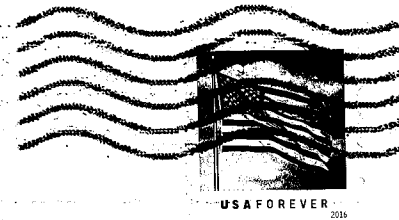
When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair.

Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

West Windsor, NJ

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1200 New Jersey Avenue, SE
Washington, DC 20590

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