

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)

AGENCY USE ONLY 100148



U.S. Department of Transportation
National Highway Traffic Safety Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received

Repository

30-SEP-2016
JAN - 4 2017

Reference No.
10910825

OWNER INFORMATION (Type or Print)

Name

Address

City

BEAUMONT

State CA

Zip Code

Daytime Telephone Number

Evening Telephone Number

Email Address

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1FTYR44U

Make

FORD

Model

RANGER

Model Year

2004

Date Purchased

06-2003

Dealer's Name and Telephone Number

ORIGINAL owner, sold it to me

Engine:

No. Cylinders

6

Fuel Type:

GAS

Original Owner

Dealer's City

Cherry Valley, CA.

State

CA.

Zip Code

Transmission Type

Auto

Antilock Brakes

Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

27-MAY-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example: P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

YES NO

YES NO

YES NO

YES NO

YES NO

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* TAKATA RECALL. THE CONTACT OWNS A 2004 FORD RANGER. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 15V322000 (AIR BAGS) AND 16V036000 (AIR BAGS). THE PART TO DO THE REPAIR WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

Available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



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



BEAUMONT, CA

July 2015

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

**Safety Recall Notice 15S22 / NHTSA Recall 15V-322
Aviso de Revisión de Seguridad 15S22**

2004 Ranger

Your Vehicle Identification Number (VIN): 1FTYR44U84P [REDACTED]

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 Vehicle Identification Number 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? In certain vehicles, the front passenger side air bag inflator housing may rupture and deploy abnormally in the event of a crash necessitating deployment of the passenger side frontal airbag. An inflator rupture could result in metal fragments striking the driver or other occupants resulting in serious injury or death.

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 15S22, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer to have the front passenger airbag inflator replaced free of charge (parts and labor). Coverage is automatically transferred to subsequent owners.

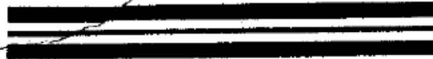
What should you do? When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair.

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.

Thank you for your attention to this important matter.

Ford Customer Service Division

RECALL
REMINDER



BEAUMONT, CA



A 10746/00000000014205



PRESORTED
FIRST CLASS
U.S. POSTAGE
PAID
Southgate, MI
Permit No. 227

P.O. BOX 1904
DEARBORN, MI 48121-1904



IMPORTANT SAFETY RECALL

ROBERTO B SILVA

June, 2016

**Please contact your Ford dealer today
regarding Recall 15S22**

There is no charge to vehicle owners for recall repairs performed by an authorized dealer. If your dealer has recently completed this recall repair, please disregard this reminder.

Thank you for your attention to this very important matter.

Year/Model: 2004 Ranger

VIN#: 1FTYR44U84P [REDACTED]

Subject: Passenger Airbag Inflator Replacement

Ford Customer Service Division



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



BEAUMONT, CA [redacted]

February 2016

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

**Safety Recall Notice 16S03 / NHTSA Recall 16V-036
Aviso de Revisión de Seguridad 16S03**

2004 Ranger

Your Vehicle Identification Number (VIN): 1FTYR44U84P [redacted]

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? The front driver side airbag inflator housing may rupture and deploy abnormally in the event of a crash necessitating deployment of the driver side frontal airbag. An inflator rupture could result in metal fragments striking the driver or other occupants resulting in serious injury or death.

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 16S03, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer to have the front driver 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.

Thank you for your attention to this important matter.

Ford Customer Service Division

What should you do?
(continued)

Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed.

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.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner.

You received this notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

If you wish to contact us through the Internet, our address is: www.Fordowner.com.

Para asistencia en Español:

Si necesita ayuda o tiene alguna pregunta, por favor llame al Centro de Relación con Clientes al 1-866-436-7332 y presione 2 para Español.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

Or you may contact us through the Internet at www.fleet.ford.com.

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 15V-322.

Thank you for your attention to this important matter.

Ford Customer Service Division