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

November 6, 2017

Cape Canaveral, FL [REDACTED]

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

Re: Manufacturer Recall Number: 16S26  
NHTSA Recall Number: 16V384  
2008 Mustang VIN - 1ZVHT84N485 [REDACTED]

In my last letter to Ford dated August 1, 2017, I asked that your company give me a realistic estimate as to when a replacement part for my passenger air bag would be available. Your August 22, 2017, response simply reiterated the boilerplate language that you have been providing me for the past year and a half, i.e., that you are working closely with your suppliers to produce the parts for this recall. And more to the point, you entirely ignored my request for an *estimate* as to when the parts would be available.

On the other hand, the National Highway Traffic Safety Administration, to whom I sent a copy of my August 22 letter, was much more responsive. The agency stated that its guiding principle on these recalls is to address those vehicles at the greatest risk for rupture first, and informed me that it had issued an amended Coordinated Remedy Order on December 9, 2016. In none of Ford's four responses to the four letters of inquiry I sent after December 9, 2016, did you mention that order or the requirements and deadlines it imposes on your company.

Based on the criteria set forth in the Coordinated Remedy Order, it appears that my 2008 Mustang falls into Priority Group 1, which had a Sufficient Supply & Remedy Launch Deadline of March 31, 2016. According to the remedy completion schedule, 80% of the recalled vehicles in Priority Group 1 should have been remedied as of September 30, 2017. Has Ford met this deadline? Am I simply to assume that my car has somehow been relegated to the remaining 20% of vehicles not yet fixed? Is that my reward for complaining?

I would greatly appreciate it if you would send me a copy of Ford's latest Quarterly Supplement Assessment of the remedy completion and maximization plans required to be submitted to NHTSA per the December 9 order. And, I would again request that you provide me with a realistic estimate as to when replacement parts will be available to Island Lincoln Mercury in Merritt Island, Florida, or another local Ford dealer, so that my vehicle can be repaired and returned to the level of functionality for which I originally paid.

Sincerely,



cc: National Highway Traffic Safety Administration

[Redacted]  
Cape Canaveral, FL

ORLANDO FL 328

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