

THOMAS J. MILLER
ATTORNEY GENERAL



IOWA DEPARTMENT OF JUSTICE
OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION

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Fax: 515-281-6771
consumer@iowa.gov
www.iowaattorneygeneral.gov

May 22, 2017

[REDACTED]
Granger, IA [REDACTED]

MAY 31 2017

Re: [REDACTED]

(Please refer to the above file number when communicating with our office.)

Dear [REDACTED]

Thank you for contacting the office of Attorney General Tom Miller. We appreciate the opportunity to review and respond to your concerns.

From the information you provided, it appears your inquiry would be more appropriately handled by the following agency:

National Highway Traffic Safety Administration
Phone: (888) 327-4236
Website: www.nhsta.dot.gov

I hope this information is helpful.

Sincerely,

MARTI QUIGLEY

Investigator

Marti.Quigley@iowa.gov

Martha.Quigley@iowa.gov

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

cc:

National Highway Traffic Safety Administration
Department of Transportation
400 7th Street SW #2318
Washington, DC 20590

NU
69M
SD

Quigley, Martha [AG]

From: [REDACTED]
Sent: Tuesday, April 25, 2017 3:14 PM
To: AG CONSUMER [AG]
Subject: FW: Ford recall forms
Attachments: [REDACTED]

Problem with Ford/ Takata airbag inflator recall program from back in July, 2016.

Dear Office of Consumer Protection:

My name is [REDACTED]. I am a retired former employee of the Iowa Insurance Division. I bought a used 2007 Ford Ranger pickup truck Car Max back in May of 2016. In July, I got a Recall notice from Ford Motor Company informing me that they were recalling the airbag inflator in my Ford truck as it could send shrapnel flying into the passenger in the event of an accident.

I have checked with Granger Motors and they are also aware that I have a recalled vehicle with the dangerous Takata airbag problem, but they have not received, and I have not been notified, that the parts are available yet. It has been 10 months since the recall notice was issued, and I am anxious to get the inflator module replaced. It is dangerous for my passenger to ride in my 2007 Ford Ranger.

I also have a 2013 Ford Escort that has been recalled. It has a possible hinge problem whereby the door could unexpectedly fly open. The recall notice, for the Focus, is allowing until the end of the second quarter of this year to get the problem fixed.

Can you help me get my 2007 Ford Ranger, with the dangerous airbag inflator problem, fixed very soon. This is too dangerous of a flaw in the product for Ford to be taking so long to get the problem corrected.

Any help you can give me would be greatly appreciated.

I am:

[REDACTED]
[REDACTED]
Granger, IA [REDACTED]

My email address is above and my cell phone number is [REDACTED]

I had contacted Senator Joni Ernst and her office referred me to my state Attorney General's Office. Any help that you can give me would be greatly appreciated. It would be great if both these problems could be resolved for me, but the Airbag Inflator in my 2007 Ford Ranger is the most serious and urgent problem.

Sent from Mail for Windows 10

From [REDACTED]
Sent: Tuesday, April 25, 2017 1:23 PM
To [REDACTED]
Subject: Ford recall forms

Attached are!the two Ford recall forms.

Sent from my Sprint Samsung Galaxy S® 6.

only be provided for parts and service related to side door latch replacement. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer.

Refund requests may also be sent directly to Ford Motor Company. To request your refund from Ford, send the refund request with all required documentation, including your original repair receipt (no photocopies), to Ford Motor Company at P.O. Box 6251, Dearborn, Michigan 48121-6251. Refund requests mailed to this address may take up to 60 days to process. Your original receipt will be returned to you.

Do you have additional concerns?

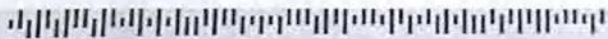
If you are having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to www.safercar.gov. Reference NHTSA Safety Recall 16V-643.

Para asistencia en Español

Visite nuestro sitio web para ver este anuncio en Español al siguiente dirección: <https://es.owner.ford.com/recall>.

Thank you for your attention to this important matter.

Ford Customer Service Division



October 2016

GRANGER, IA

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

**Safety Recall Notice 16S30 / NHTSA Recall 16V-643
Aviso de Revisión de Seguridad 16S30**

2013 Focus

Your Vehicle Identification Number (VIN): 1FADP3K20DL

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?

In your vehicle, a side door latch may break, which may make the door difficult to latch. A door that opens while driving increases the risk of injury. Parts are not currently available to repair all vehicles.

What should you do?

If your vehicle exhibits symptoms related to side door latching, immediately contact your dealer and request a service appointment for diagnosis and repair relating to Safety Recall 16S30. Provide the dealer with the VIN of your vehicle, which is printed near your name at the beginning of this letter.

If your vehicle does not exhibit these symptoms, Ford will notify you by mail when service parts are available, at which time a service appointment to perform this safety recall may be scheduled.

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 will Ford and your dealer do?

When parts are available for Safety Recall 16S30, you will be notified by Ford Motor Company via mail to schedule a service appointment with your dealer to replace your vehicle's side door latches. Parts for 16S30 are anticipated to be available to begin repairing vehicles in the second quarter 2017.

Repairs will be completed free of charge (parts and labor).

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

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

2007 Ranger

Your Vehicle Identification Number (VIN): 1FTYR14U67P

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.

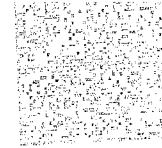
Please note: Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

State of Iowa
Department of Justice
CONSUMER PROTECTION DIVISION
Second Floor, Hoover Building
Des Moines, Iowa 50319-0109

Address Service Requested

National Highway Traffic Safety Administration
Department of Transportation
400 7th Street SW #2318
Washington, DC 20590

REGISTERED
FIRST CLASS



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