

CL-11041581-9234

---

**Subject:** FW: Consumer Inquiry - ODI #11041581 / 2004 FORD RANGER (Air Bags Recall)

---

**Subject:** FW: Consumer Inquiry - ODI #11041581 / 2004 FORD RANGER (Air Bags Recall)

---

**Subject:** RE: Consumer Inquiry - ODI #11041581 / 2004 FORD RANGER (Air Bags Recall)

---

**Subject:** FW: Consumer Inquiry - ODI #11041581 / 2004 FORD RANGER (Air Bags Recall)

---

**Subject:** RE: Consumer Inquiry - ODI #11041581 / 2004 FORD RANGER (Air Bags Recall)

This consumer is complaining that he has received a second notice, but still no satisfaction getting the repair done. He says it has been 2 years, but his VIN is associated with Recall 17V788 published December 11, 2017 – so the Recall is actually only 6.5 months old. However, his IVOQ is dated October, 2017, so it appears he was aware of a Recall before 17V788 was published. Anyway, when we look up his VIN, the notice says *the parts are available and the dealer is authorized to make the repair*. You would think, given the age of the vehicle (2004 FORD RANGER), the state in which it is driven (GA), and the involvement of the Driver side frontal air bag, he might be high on the dealer's priority list for repair, especially since the parts are in.

NAM  
6.7.18  
WD

**Remedy**

PARTS ARE NOW AVAILABLE TO REPAIR YOUR VEHICLE. FORD MOTOR COMPANY HAS AUTHORIZED YOUR DEALER TO REPLACE THE DRIVER AND PASSENGER AIRBAG INFLATORS FREE OF CHARGE PARTS AND LABOR

Also, as a curious note, Recall **17V788** clearly states that it involves only the "Passenger Frontal Air Bag Inflator" However, when we look up Mr. Weaver's VIN, we see the one Recall involves both the "Driver & Passenger air bag inflator replacement". So there appears to be a bit of a disconnect here – an owner may think nothing of driving a vehicle w/o a passenger if only the passenger side were involved, only to find out later it was both.

Dec 13, 2017

Manufacturer Recall Number 17S42

NHTSA Recall Number 17V788

Recall Status Recall Incomplete

**Summary**

DRIVER AND PASSENGER AIRBAG INFLATOR REPLACEMENT

Sent: Monday, May 28, 2018 5:29 PM

To: donotreplyodi (VOLPE) <donotreplyodi@dot.gov>

Subject: Re: Thanks for Letting Us Know About Your Vehicle

Why is it taking so long to get called in for repairs?

This is the second noticed I have received in 2 years and still no satisfaction of getting this modification done.

Sent from my iPhone

On Oct 31, 2017, at 11:09, U.S. DOT National Highway Traffic Safety Administration <donotreplyodi@dot.gov> wrote:

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is **11041581**. Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

**What happens next?**

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such

information helps save lives, and we encourage you to share the resources available at [www.SaferCar.gov](http://www.SaferCar.gov) with your family, friends and others in your community.

### **Will my vehicle be recalled?**

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST(Spanish-speaking representatives available)  
TTY: 888-424-9153  
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>  
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

---

PLEASE DO NOT REPLY TO THIS EMAIL, IT HAS BEEN AUTO-GENERATED.

To find out more about NHTSA, visit [SaferCar.gov](http://SaferCar.gov), and follow us on [Facebook](#) and [Twitter](#).

[Review our Privacy Policy.](#)