

 U.S. Department of Transportation National Highway Traffic Safety Administration	DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline			FOR AGENCY USE ONLY 100148	
	Name: [REDACTED]		Date Received: 15-NOV-2017 JAN 1 1 2018		Repository <input type="checkbox"/> Reference No.: 11046366
OWNER INFORMATION (Type or Print)			Daytime Telephone Number: [REDACTED]		E-mail Address:
Address: [REDACTED]			Evening Telephone Number:		
City: FONTANA	State: CA	Zip Code: [REDACTED]			
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 1ZVHT82H465 [REDACTED]		Make: FORD	Model: MUSTANG	Model Year: 2006	
Date Purchased: 8-26-2006	Dealer's Name and Telephone Number: Sunrise Ford 1-888-901-1896		Engine: No. Cylinders: 8	Fuel Type: Gas	
Original Owner: <input type="checkbox"/>	Dealer's City:	State:	Zip Code:		
Transmission Type: Auto	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain:	Multiple Failure:	Incident Date(s): 15-NOV-2017	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS			Failure Mileage: 78,000	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):	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured:	Number of Deaths:	Reported to Police: N	
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 2006 FORD MUSTANG. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V384000 (AIR BAGS); HOWEVER, THE PART FOR THE RECALL REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT CALLED SUNRISE FORD OF FONTANA (16005 VALLEY BLVD, FONTANA, CA 92335; 833-660-7724) AND WAS INFORMED THAT THE REMEDY WAS NOT AVAILABLE. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND STATED THAT THEY WERE UNABLE TO PROVIDE AN ESTIMATED TIME OF WHEN THE REMEDY WOULD BE AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.					
Include, if 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.					

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

This airbag recall has been going on for close to 2 years for me. I'm unable to drive my 2006 Mustang with any passenger and for the time it took for them to finally replace the driver's side airbag I drove afraid for my life. We do not drive the Mustang if there are 2 of us. This has caused an increase of the mileage and wear and tear on our other family vehicle which was bought at the same time as the Mustang. That vehicle now has over 177,000 miles on it. We're unable to sell the Mustang due to the dangerous condition. The Ford dealership (Sunrise) has been evasive - my very 1st call to them I was told that since I'd misplaced the initial recall letter, I couldn't get the repair when in actuality all they needed was my VIN number. FORD has failed epically!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

2

email
crefmc@ford.com

Gosch 951-708-9148



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

7/28/16 Amber @ Gosch
Can't order the part for this
until the end of October.
Will call when in.



FONTANA, CA

2/9/17 Reggie @ Sunrise
1:16 pm will have coordinator
get back to me
No call back 2 weeks later
and agent says "we don't
even have a Reggie."

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

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

2006 Mustang
Your Vehicle Identification Number (VIN): 1ZVHT82H465

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 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 to replace the **passenger** frontal airbag inflator, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair.

NOTE: Your vehicle is also affected by Safety Recall 15S21, **Driver Airbag Inflator Replacement**, and parts are available to complete this repair. Please remember that this repair is free of charge. Ford Motor Company wants you to have this safety recall completed on your vehicle immediately. Please call your dealer without delay and request a service date for Safety Recall 15S21.

Ref # 11046366



Gosch 951-708-9148



833 619 7579
920 238 6810

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

Amber
@ Gosch
will order part



FONTANA, CA

perator
at Sunrise
Marisa

Safecar.gov

Called NHTSA
1-888-327-4236

July 2016

ODI #
11046366 Complaint File #

6-8 wks - cc of complaint

11/15/17
filing
Complaint
against Ford
failed to replace in
reasonable time

11/15/17 Sunrise Ford
airbags not available

Ford Corporate
1-800-392-3673

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

**Safety Recall Notice 15S21 / NHTSA Recall 15V-319
Aviso de Revisión de Seguridad 15S21**

2006 Mustang
Your Vehicle Identification Number (VIN): 1ZVHT82H465 [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? Parts are now available to repair your vehicle. Ford Motor Company has authorized your dealer to replace the front driver side airbag inflator free of charge (parts and labor). **This is a permanent repair for your vehicle and must be performed even if you had an airbag inflator previously replaced as an interim repair.**

How long will it take? The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What should you do? Please call your dealer without delay and request a service date for Recall 15S21. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.
If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

Ref. # 11046366

**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 have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com.

For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option #3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.

Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

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-319.

~~Para asistencia en Español~~

~~Visite nuestro sitio web para ver este anuncio en Español; al siguiente dirección: <https://es.owner.ford.com/tools/account/maintenance/recalls.html>~~

~~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.~~

Thank you for your attention to this important matter.

Ford Customer Service Division

7/16/16

1-866-436-7332

Ford Motor Company CAS [REDACTED]

crcfmc@ford.com
[REDACTED]

Thursday, March 9, 2017 08:46:14 AM

Hello,

My name is Richelle, I am from Ford's Customer Relationship Center (CRC). I have reviewed your email inquiring about safety recall 15S21 DRIVER AIRBAG INFLATOR REPLACEMENT and 16S26 TAKATA NON-DESICCATED PHASED STABILIZED AMMONIUM NITRATE (PSAN) PASSENGER FRONTAL AIRBAG INFLATORS. I am sure this has been a frustrating situation.

Ford's number one priority is to ensure the safety of our customers. Please bear in mind, this recall is a nationwide issue amongst many automakers. Because of this, it is taking longer than usual to receive parts. Rest assured, Ford is working with suppliers to get parts as quickly as possible. Once parts do become available, you will be notified to have the repair completed. Additional information regarding Takata recalls can be found at [www.ford.com/Takata](#) and [owner.ford.com/Takata](#)

Thank you for contacting Ford Motor Company.

Sincerely,

Richelle
Customer Relationship Center
Ford Motor Company

Should you feel that we have not adequately addressed your inquiry, we may require additional information, please feel free to contact us via telephone at (800)392-3673 between the hours of 8:00 a.m. - 8:00 p.m. EST (Monday-Friday) / 9:00 a.m. - 5:30 p.m. EST (Saturday). Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Your reference number is CAS [REDACTED]

In addition, you can try online support at [www.ford.com/support](#) and [www.ford.com/ownersupport](#). Here you can find answers to frequently asked questions (FAQs) and links to other key product and service information.

Ford Confidentiality:

For security reasons, please DO NOT submit any sensitive personally identifiable information (PII), such as credit card numbers, driver license number, SSN, DOB, etc. Thank you

----- Original Message -----

From: [REDACTED]
Received: 2/24/2017 2:37 PM
To: Tier 1 Email - CRCFMC
Subject: Safety Recalls 15S21 and 16S26

Below is a copy of the email I sent to you yesterday along with other emails from 2016 and 2015 regarding my first recall repair efforts. Please respond in a timely manner so that this issue can be resolved.

Thank You, [REDACTED]

Ref. # 11046366

VIN 1ZVHT82H465 [REDACTED]

I've been trying since last summer to have the second recall taken care of on my 2006 Mustang. Initially, I was able to get the first recall service at Gosch Ford in Temecula/Murietta after a horrible service experience with Sunrise Ford in Fontana (*see copy of email below for incidentals). When I called Gosch for the second recall, Amber at Gosch told me that they wouldn't be able to get the part until the end of October 2016 and that she would call me when it came in. I never heard back from them.

On February 9, 2017 I called Sunrise Ford hoping that perhaps their customer service had improved (Sunrise is a few miles from me whereas Gosch is over 60). I spoke to Reggie at Sunrise and he took my information and he would have their recall coordinator call or email me with an appointment. That was over 2 weeks ago and I have not heard anything.

I received a postcard from Ford Motor Customer Service Division before I began again to get the recall service resolved. You make it clear that it is imperative that it be done because the airbag deploying could result in serious injury or death; and so, every time I drive my Mustang I'm very much aware that my life or someone dear to me, is in danger.

I have documented all my efforts. If this is not handled in a timely manner, I will not hesitate at this point to contact an attorney. Really, all I want is to be able to feel safe in my car. It's unconscionable for Ford dealers to treat this issue so haphazardly.

Thank You [REDACTED]

***Copy of previous email (2016):**

This week I received a new recall notice for my 2006 Mustang. I was hoping that the previous issues I had with Sunrise Ford in Fontana would have been resolved, so I called them to schedule service to replace the airbag inflator housing. Sunrise advised that it would be a 1-1/2 to 3 hour wait for me to bring in my vehicle for an "inspection" wherein they would order the part off of my VIN number; after which they would order the part and schedule me for replacement. I believe their process is transparently a way to discourage customers from going to them for recall repairs. Last June I requested that they handle my initial recall notice from last year and they were a nightmare to deal with as can be seen in my emails to you at that time, reference (Ford Motor Company CAS- [REDACTED])

Again I contacted Rancho Ford (now Gosch Ford) in Temecula and as before, their customer service was excellent and within less than a minute, Amber at Gosch had promised to order the needed part and to call me as soon as it gets in to schedule the repair. While I really appreciate their level of customer service, it is really burdensome to have to go 60 miles away to have the recall work done when Sunrise is only a few miles away. At a time when my son-in-law, husband, and myself are considering new vehicles, experiences such as with Sunrise give us pause to consider continuing as Ford customers. Especially with the possibility of future recalls. We don't feel like valued customers at all.

[REDACTED] 12/11/2017

Copy of previous email (2015):

-----Original Message-----

From: Tier 1 Email - CRCFMC <crfmc@ford.com>

To: [REDACTED]

Sent: Wed, Jun 3, 2015 9:53 am

Subject: Ford Motor Company CAS [REDACTED]

Hello [REDACTED]

My name is Maria, I am from Ford's Customer Relationship Center (CRC). I have reviewed your email regarding your negative service experience at Sunrise Ford, Fontana CA as well as your positive comments with Rancho Ford.

Ford Motor Company is concerned with the satisfaction of Ford owners. Excellent dealer service helps us maintain our customers' good will. When that service affects you, we need to know. Customers such as you give us information that helps keep dealer services at the highest possible level.

I have documented your comments and forwarded them to the management at the dealership for their review.

Thank you for contacting Ford Motor Company.

Sincerely,

Maria
Customer Relationship Center
Ford Motor Company

Should you feel that we have not adequately addressed your concern(s), we may require additional information, please feel free to contact us via telephone at (800)392-3673 between the hours of 8:00 a.m. - 8:00 p.m. EST (Monday-Friday) / 9:00 a.m. - 5:30 p.m. EST (Saturday). Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Your reference number is CAS-[REDACTED]

In addition, you can try online support at [REDACTED]. Here you can find answers to frequently asked questions (FAQs) and links to other key product and service information.

Ford Confidentiality:

For security reasons, please DO NOT submit any sensitive personally identifiable information (PII), such as credit card numbers, driver license number, SSN, DOB, etc. Thank you.

----- Original Message -----

From: [REDACTED]**Received:** 5/31/2015 2:10 PM**To:** Lincoln Email - CRHELP1**Subject:** Vehicle Service Issues

WHAT IS YOUR VEHICLE SALES OR SERVICE ISSUE?:Air bag passenger module recall and airbag recall (2014)

WHAT ACTION HAS YOUR DEALER TAKEN TO ADDRESS THE ISSUE?:Sunrise Ford, Fontana CA, was called to handle the recall issue; they were rude, told me that without a letter from Ford, they could not make the fix. The service person did not ask for my VIN # to check the recall, and said I was out of luck; we ended the conversation with my saying that I guess I'd have to hope for the best with my air bag. He agreed and hung up.

WHAT ASSISTANCE ARE YOU SEEKING FROM FORD MOTOR COMPANY?:I spoke to Robert at Ford Customer Relations, he was wonderful. He offered to find a dealership to help me. I just want to be assured that Sunrise Ford is contacted by you to address this issue and actually, previous negative service dept. bad customer service problems I never reported. Recall work has been done by Rancho Ford, EXCELLENT!

[REDACTED] 12/11/2017

Are you the owner of the vehicle :Yes
VIN : 1ZVHT82H46: [REDACTED]
MILEAGE : 80000
WHERE IS YOUR VEHICLE NOW : InPossession
HAVE YOU CONTACTED THE DEALER :Yes
DEALER NAME :Sunrise Ford

Contact Information

First Name [REDACTED]
Last Name [REDACTED]
Address : [REDACTED]
City : Fontana, State :CA, country :USA, Zip [REDACTED]
Email Address : [REDACTED]
Phone Number [REDACTED]

Sent from Yahoo Mail.

To: Ford Motor Company CAS [REDACTED]

From: crcfmc@ford.com

Date: Wednesday, March 8, 2017 08:05:55 AM

Hello,

My name is Sharonica, I am from Ford's Customer Relationship Center (CRC). I have reviewed your email regarding your vehicle's recall involvement.

I can understand your concern with this recall. Please be assured that any time a customer writes to us, it is appreciated. Every customer is of the highest value to Ford, and we make every effort to assist anyone who contacts us regarding any situation. The safety of our customers is a top priority at Ford Motor Company, and we are working closely with our suppliers to produce the parts for this repair. The volume and scope of the industry-wide Takata airbag inflator recalls have created unique replacement part challenges for all vehicle manufacturers. Ford works closely with the U.S. National Highway Traffic Safety Administration (NHTSA) on vehicle safety issues. When the NHTSA Administrator was asked during a press conference if vehicles involved in this recall are safe to drive, he encouraged customers to bring their vehicles in for service as soon as they are notified that parts are available and said that they should continue to drive their vehicles until then. We value your thoughts and appreciate that this may not be the answer you were hoping for when you wrote to us. However, 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.

Thank you for contacting Ford Motor Company.

Sincerely,

Sharonica
Customer Relationship Center
Ford Motor Company

Should you feel that we have not adequately addressed your inquiry, we may require additional information, please feel free to contact us via telephone at (800)392-3673 between the hours of 8:00 a.m. - 8:00 p.m. EST (Monday-Friday) / 9:00 a.m. - 5:30 p.m. EST (Saturday). Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Your reference number is CAS [REDACTED]

In addition, you can try online support at [REDACTED] links to other key product and service information.

[REDACTED] Here you can find answers to frequently asked questions (FAQs) and

Ford Confidentiality:

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----- Original Message -----

From: [REDACTED]
Received: 2/23/2017 5:18 PM
To: Tier 1 Email - CRCFMC
Subject: NHTSA Recall 15S21 and 16S26

VIN 1ZVHT82H465 [REDACTED]

I've been trying since last summer to have the second recall taken care of on my 2006 Mustang. Initially, I was able to get the first recall service at Gosch Ford in

Ref. # 11046366



Temecula/Murietta after a horrible service experience with Sunrise Ford in Fontana (*see copy of email below for incidentals). When I called Gosch for the second recall, Amber at Gosch told me that they wouldn't be able to get the part until the end of October 2016 and that she would call me when it came in. I never heard back from them.

On February 9, 2017 I called Sunrise Ford hoping that perhaps their customer service had improved (Sunrise is a few miles from me whereas Gosch is over 60). I spoke to Reggie at Sunrise and he took my information and he would have their recall coordinator call or email me with an appointment. That was over 2 weeks ago and I have not heard anything.

I received a postcard from Ford Motor Customer Service Division before I began again to get the recall service resolved. You make it clear that it is imperative that it be done because the airbag deploying could result in serious injury or death; and so, every time I drive my Mustang I'm very much aware that my life or someone dear to me, is in danger.

I have documented all my efforts. If this is not handled in a timely manner, I will not hesitate at this point to contact an attorney. Really, all I want is to be able to feel safe in my car. It's unconscionable for Ford dealers to treat this issue so haphazardly.

Thank You [REDACTED]

***Copy of previous email:**

This week I received a new recall notice for my 2006 Mustang. I was hoping that the previous issues I had with Sunrise Ford in Fontana would have been resolved, so I called them to schedule service to replace the airbag inflator housing. Sunrise advised that it would be a 1-1/2 to 3 hour wait for me to bring in my vehicle for an "inspection" wherein they would order the part off of my VIN number; after which they would order the part and schedule me for replacement. I believe their process is transparently a way to discourage customers from going to them for recall repairs. Last June I requested that they handle my initial recall notice from last year and they were a nightmare to deal with as can be seen in my emails to you at that time, reference (Ford Motor Company CAS- [REDACTED])

Again I contacted Rancho Ford (now Gosch Ford) in Temecula and as before, their customer service was excellent and within less than a minute, Amber at Gosch had promised to order the needed part and to call me as soon as it gets in to schedule the repair. While I really appreciate their level of customer service, it is really burdensome to have to go 60 miles away to have the recall work done when Sunrise is only a few miles away. At a time when my son-in-law, husband, and myself are considering new vehicles, experiences such as with Sunrise give us pause to consider continuing as Ford customers. Especially with the possibility of future recalls. We don't feel like valued customers at all.

Sent from Yahoo Mail.

Subject: Ford Motor Company CRM:0861500001096

From: crcfmc@ford.com

To: [REDACTED]

Date: Wednesday, June 21, 2017 02:01:57 PM

Hello ,

My name is Cara, I am from Ford's Customer Relationship Center (CRC). I have reviewed your email inquiring about your 2006 Mustang.

I understand your frustrations regarding the airbag recall. Your time and concerns are very important to us. Once the parts are available to replace the airbag, you will receive another recall letter. You can then schedule an appointment with the dealer to have this addressed. We recommend that you stay in contact with your service manager.

Thank you for contacting Ford Motor Company.

Sincerely,

Cara
Customer Relationship Center
Ford Motor Company

Should you feel that we have not adequately addressed your inquiry, we may require additional information, please feel free to contact us via telephone at (800)392-3673 between the hours of 8:00 a.m. - 8:00 p.m. EST (Monday-Friday). Hearing-impaired callers with access to a TDD may contact 1-800-232-5952. Your reference number is .

In addition, you can try online support at [\[REDACTED\]](#). Here you can find answers to frequently asked questions (FAQs) and links to other key product and service information.

Ford Confidentiality:

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----- Original Message -----

From: [REDACTED]
Received: 6/20/2017 3:43 PM
To: Tier 1 Email - CRCFMC
Subject: VIN 1ZVHT82H465 [REDACTED] Recalls 15S21 nd 16S26

My last email was in March of this year. I've been waiting since 2015 to have the airbags on my 2006 Mustang replaced. Since then one has been replaced only to find that the replacement was also defective, so the driver airbag has been replaced a second time. The passenger side remains a danger to me as a passenger and to anyone riding in my vehicle. Every time I drive my car, I am afraid of the consequences of being in an accident over and above the trauma of an accident. Me or my passenger could be impaled with shrapnel, seriously injured, or killed! This is unconscionable. Will it be necessary to seek legal help to get Ford to take care of this? I have documented all my efforts to get you to do what should have already been done. Also, sending me an email saying that there are so many others in my shoes doesn't really help me, so get real. I demand that you fix my car and do it now!!!

Sent from Yahoo Mail.

Ref. # 11046366