



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

Date Received

28-DEC-2017

MAR 01 2018

Repository ☐

Reference No.

11057053

OWNER INFORMATION (Type or Print)

Name

Address

City

RANSOMVILLE

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

1FTKR1EE0A

Make

FORD

Model

RANGER

Model Year

2012

Date Purchased

09-18-2013

Dealer's Name and Telephone Number

Kip Motors Chevrolet, 716-625-8707

Engine:

No: Cylinders

6

Fuel Type:

Gasoline

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s) July, 2016
and 28-DEC-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

AS per Ford Motor Co.'s letter to me on 12-28-2017.. Do not allow anyone to sit in the.. passenger seat.. Death

Failure Mileage

~ 70,000

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)

☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ 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 2012 FORD RANGER. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V384000 (AIR BAGS). THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL. THE DEALER (WEST HERR FORD OF AMHERST, 2600 MILLERSPORT HWY. GETZVILLE, NY 14068 (716) 688-5464) CONFIRMED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REMEDY. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE CONTACT RECEIVED A SECOND NOTICE FROM THE VEHICLE MANUFACTURER TO NOT HAVE PASSENGERS IN THE FRONT PASSENGER SEAT. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

This is our only vehicle and we live in
The country! - please help us resolve this
situation! Thank You!

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 to 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.



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Berkow.com

January 17, 2018

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

Re:

[REDACTED]
Ransomville, NY [REDACTED]
Our File No. [REDACTED]
VIN: 1FTKR1EE0AP [REDACTED]

Dear Sir or Madam:

[REDACTED] has consulted with this office regarding the airbag recall on the above referenced vehicle.

[REDACTED] originally received a recall notice from your company dated July 2016, stating that there is a safety recall for the Passenger Frontal Airbag Inflator on his 2010 Ford Ranger (see copy attached). He was advised to wait until parts were available to perform a repair. In December 2017, you sent an additional notice (see copy attached). You advised that the repair parts were delayed and that under no circumstances should anyone be allowed to sit in the front row passenger seat as the airbag could deploy and cause death.

[REDACTED] informs us that this is the only vehicle that he and his wife own. Neither can sit in the back jumper due to their physical conditions. They can no longer attend church, doctors' appointments or travel anywhere together. [REDACTED] is treated for paroxysmal atrial fibrillation and paroxysmal atrial tachycardia. If one of these events occurs, he has been directed by his doctor to go immediately to the nearest hospital. He is not able to drive during such events. His wife has driven him in the past. Therefore, he requires a vehicle that can be used by a driver and passenger.

As such, [REDACTED] requests that you expedite the necessary repair to his airbag. Accordingly, comply with his request and provide written confirmation of same. Your

anticipated cooperation is appreciated.

Very truly yours,
FELDMAN, KRAMER & MONACO, P.C.

Kathleen R Cox

Kathleen R. Cox
631-231-1450, Ext. 312
KC/du/N383877

cc: 



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



December 2017

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

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

2010 Ranger

VIN → Your Vehicle Identification Number (VIN): 1FTKR1EE0AP

In July 2016, Ford Motor Company sent you a letter announcing Safety Recall 16S26 – Passenger Airbag Inflator Replacement on your vehicle, with the VIN shown above. Since then, Ford has been developing remedy parts for your vehicle that do not contain ammonium nitrate, the chemical that has resulted in the safety recalls. This letter is to inform you that remedy parts have been delayed, and we are expecting remedy parts to become available for certain vehicles in the Spring of 2018. Ford will begin repairing vehicles as parts become available in the priority order established in the National Highway Transportation Safety Administration's Coordinated Remedy Order. You will be notified as soon as parts are available for your vehicle.

It is important that you schedule a service appointment for the free repair as soon as you are notified.

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 should you do?

WARNING: Until remedy parts become available, do not allow anyone to sit in the first row passenger seat. The air bag inflator could rupture during deployment in a crash and cause injuries or death. When the front row passenger seat is not occupied, the passenger air bag will not deploy, eliminating the risk.

When parts are available to support 16S26, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair.

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?

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).

Thank you for your attention to this important matter.

Ford Customer Service Division

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



800 565
800 392 36

[REDACTED]

RANSOMVILLE, NY [REDACTED]

July 2016

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

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

2010 Ranger

Your Vehicle Identification Number (VIN): 1FTKR1EE0AF [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?

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.

para asistencia en
Español

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

Thank you for your attention to this important matter.

Ford Customer Service Division

PITNEY BOWES
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