

FEB 21 2018

CL-11074854-3882

January 19, 2018

Bronx, NY

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

Re: Safety Recall Notice 17501/ NHTSA Recall 17V-024 for 2007 Fusion

Dear Ford Customer Service Division:

I received your Safety Recall correspondence on March 02, 2017. However, today is January 19, 2018 and the part(s) remain unavailable. This is unacceptable as this is a SAFETY RECALL.

I have called on the following dates:

3/30/17

6/16/17

7/28/17

1/19/18

And each time I am informed the part(s) are not available and no estimated time of arrival is shared.

Other car manufacturers have not treated their loyal customers in such a way.

In good faith please advise of estimated date when part(s) will be available so I can make the necessary arrangements to have the Recall taken care of at the nearest dealership.

I appreciate your cooperation in this important matter. If you have questions or would like to update me you can reach me direct at [REDACTED]

[REDACTED]
Loyal Ford Customer

CC: National Highway Traffic Safety Administration
West Building
1200 New Jersey Avenue, SE
Washington, DC 20590

Enclosure: Ford Letter dated March 2017

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2-24-18
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Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121-1904



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BRONX, NY

March 2017

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

Safety Recall Notice 17S01 / NHTSA Recall 17V-024
Aviso de Revisión de Seguridad 17S01

2007 Fusion

Your Vehicle Identification Number (VIN): 3FAHP08177R

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 17S01, 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.

[REDACTED]
[REDACTED]
Bronx, NY [REDACTED]

NEW YORK NY 100

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NATIONAL Highway Traffic Safety Administration
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Washington, DC 20590

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