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



Printed: 2/23/2018

CL-11075888-3237

NHTSA #: ES18-000730	Rec'd Date: 2/23/2018	Referred By: NAD-200
XREF #:	Doc Type: CNG	Doc Date: 1/31/2018
Delivery: EML	Address To:	Due Date: 3/26/2018
S10 #:	DOT/I #:	RMP #:
Subject: LETTER FROM CONGRESSMAN GOODLATTE ON BEHALF OF CONSTITUENT [REDACTED] [REDACTED] RE 2007 FORD MUSTANG SAFETY RECALL 16S26-PASSENGER AIRBAG INFLATOR REPLACEMENT		
Ack Date:	Ack By:	Signed For:
Sign Office: DIRECTOR, GOVERNMENTAL AFFAIRS	Signature: BRIAN BARNARD	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: CBUTLER x60180	Modified By: Chris Butler	
Most Recent Comment:		

Author:

THE HONORABLE BOB GOODLATTE
MEMBER, U.S. HOUSE OF REPRESENTATIVES
10 FRANKLIN ROAD, S.E.
SUITE 540
ROANOKE, VA 24011-2121
Tel: 540 957-2672 Fax: 540 857-2675 E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	2/23/2018	3/26/2018	
NGA-010	SIGN	2/23/2018		

RR
2/27/18
WJ

Butler, Chris CTR (NHTSA)

From: Korkor, Julie (NHTSA)
Sent: Thursday, February 22, 2018 10:07 PM
To: Butler, Chris CTR (NHTSA)
Subject: FW: Constituent Inquiry [REDACTED]
Attachments: [REDACTED].pdf; [REDACTED].pdf; [REDACTED].pdf

Chris,

Please control and notify me.

Thanks,

Julie Korkor
Office of Executive Correspondence
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590
202-366-5470 (office)
julie.korkor@dot.gov (email)

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA
2018 FEB 23 A 9 29



From: Barnard, Brian (NHTSA)
Sent: Thursday, February 22, 2018 4:45 PM
To: Korkor, Julie (NHTSA) <julie.korkor@dot.gov>
Cc: Caldwell, Megan (NHTSA) <megan.caldwell@dot.gov>
Subject: FW: Constituent Inquiry [REDACTED]

Julie,

Please control – thank you!

Brian

From: Turner, Toiyriah (OST)
Sent: Thursday, February 22, 2018 3:19 PM
To: Caldwell, Megan (NHTSA) <megan.caldwell@dot.gov>; Barnard, Brian (NHTSA) <brian.barnard@dot.gov>
Subject: Constituent Inquiry [REDACTED]

Hello,

Can you all help Kjersten (Congressman Goodlatte's office) with this inquiry.

Thank you for your assistance.

V/r,
Toiyriah Turner
Staff Assistant for the Office of Governmental Affairs
Office of the Secretary, U.S. Department of Transportation
1200 New Jersey Ave, SE, Rm W85-328
Washington, DC 20590
Phone: 202-366-4573
toiyriah.turner@dot.gov

From: Croke, Kjersten [<mailto:Kjersten.Croke@mail.house.gov>]
Sent: Wednesday, February 21, 2018 3:19 PM
To: Turner, Toiyriah (OST) <toiyriah.turner@dot.gov>
Subject: RE: [REDACTED]

Hi Toiyriah,

[REDACTED] provided the recall notice he received which I have attached. [REDACTED] would like to know when his car will be repaired. He is concerned about the safety of his vehicle especially when he has passengers in the car.



Best Regards,

Kjersten Croke
District Representative
Congressman Bob Goodlatte (VA-6)

10 Franklin Road, S.E., Suite 540
Roanoke, Virginia 24011

540-857-2672 W
540-857-2675 F

Kjersten.Croke@mail.house.gov

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From: Turner, Toiyriah (OST) [<mailto:toiyriah.turner@dot.gov>]
Sent: Thursday, February 01, 2018 11:34 AM
To: Croke, Kjersten
Subject: RE: [REDACTED]

Hello Kjersten,

Thank you for your email. I was reviewing the attachments provided and unfortunately, there is not enough information for me to process the constituent inquiry. We would love to assist, but I will need more information regarding [REDACTED] concerns.

Please let me know if you have additional questions.

V/r,
Toiyriah Turner
Staff Assistant for the Office of Governmental Affairs
Office of the Secretary, U.S. Department of Transportation
1200 New Jersey Ave, SE, Rm W85-328
Washington, DC 20590
Phone: 202-366-4573
toiyriah.turner@dot.gov

From: Croke, Kjersten [<mailto:Kjersten.Croke@mail.house.gov>]
Sent: Wednesday, January 31, 2018 3:22 PM
To: Turner, Toiyriah (OST) <toiyriah.turner@dot.gov>
Subject: [REDACTED]

Good afternoon. Please see the attached authorization form and emails provided to our office by [REDACTED] regarding his concerns about a recall on his Ford vehicle.

Any assistance you can provide in resolving this matter is greatly appreciated.



Best Regards,

Kjersten Croke
District Representative
Congressman Bob Goodlatte (VA-6)

10 Franklin Road, S.E., Suite 540
Roanoke, Virginia 24011

540-857-2672 W
540-857-2675 F

Kjersten.Croke@mail.house.gov

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JAN 31 2018

Office of Congressman Bob Goodlatte

Consent for Release of Personal Records by Executive Agencies

Mr. Mrs. Ms. _____ Date of Birth _____

Address _____

City, State, & Zip Code Roanoke VA _____

Phone Home _____ SN # _____

Email _____

Would you like to subscribe to Congressman Goodlatte's e-newsletter? Yes No *already get it*

Please include the following information *only* if it pertains to your inquiry:

Veterans Claim # _____ CSA # _____ DOL # _____

Please attach a brief explanation of your situation and copies of any documents related to your case.

I have sought assistance from Congressman Bob Goodlatte on a matter that may require the release of information maintained by your agency and which you may be prohibited from disseminating under the Privacy Act of 1974.

I hereby authorize you to release all relevant portions of my record or to discuss problems involved in this case with Congressman Bob Goodlatte or his representative until this matter is resolved.

Sign: _____ Date 1/27/2018

PLEASE RETURN THIS FORM TO THE OFFICE MARKED BELOW.

Harrisonburg Office
 70 North Mason St.
 Harrisonburg, VA 22802
 540-432-2391 (P)
 540-432-6593 (F)

Lynchburg Office
 916 Main St.
 Suite 300
 Lynchburg, VA 24504
 434-845-8306 (P)
 434-845-8245 (F)

Roanoke Office
 10 Franklin Rd., SE
 Suite 540
 Roanoke, VA 24011
 540-857-2672 (P)
 540-857-2675 (F)

Staunton Office
 117 S. Lewis St.
 Suite 215
 Staunton, VA 24401
 540-885-3861 (P)
 540-885-3930 (F)

Email Viewer

Message	Details	Attachments	Headers	Source
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From: [REDACTED]
 Date: 1/16/2018 10:25:12 AM
 To: "va06lma@mail.house.gov" <va06lma@mail.house.gov>
 Cc:
 Subject: Email from Website [REDACTED]

<APP>CUSTOM
 <PREFIX>Mr.</PREFIX>
 <FIRST>[REDACTED];/FIRST>
 <MIDDLE></MIDDLE>
 <LAST>[REDACTED];/LAST>
 <ADDR1>[REDACTED] ADDR1>
 <ADDR2></ADDR2>
 <CITY>ROANOKE</CITY>
 <STATE>VA</STATE>
 <ZIP>[REDACTED]>
 <PHONE>[REDACTED]>
 <EMAIL>[REDACTED]</EMAIL>
 <SUBJECT>Takata Airbag Recall</SUBJECT>
 <MSG>

Dear Congressman Goodlatte:

I am attaching an article from the Roanoke Times by Dan Casey regarding the massive Takata airbag recall. I received the same letter from Ford about my 21 position and committee to force Ford and others to either fix the problem immediately (they converted Will Run, MI assembly to make bombers in WWII) or t ones in a potential "death trap". Thanks for considering my plea.

*****Additional Information:*****

DATE: 1/16/2018 10:25:12 AM
 TRANS ID:
 </MSG>
 </APP>

Close

Email Viewer

Message	Details	Attachments	Headers	Source
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From: [REDACTED]
Date: 1/21/2018 8:17:42 AM
To: "va06ima@mail.house.gov" <va06ima@mail.house.gov>
Cc:
Subject: Email from Website - [REDACTED]

I wrote you last week regarding this matter. Here is additional information and more people being disenfranchised:

[REDACTED]

C'mon Congressman, how about working for the people. Thanks.

*****Additional Information:*****

[REDACTED]

X-Remote-Host: 143.228.127.3
DATE: 1/21/2018 8:17:42 AM
TRANS ID:

Close



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



771050805312

R/166145/019504/3351



ROANOKE, VA

December 2017

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

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

2007 Mustang

Your Vehicle Identification Number (VIN): 1ZVHT84N975

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