

I have been on a wait list at penske Ford in La Mesa California for a long time. ? My Name [REDACTED]

El Cajon, Ca.

Thursday, April 26, 2018 7:04 AM

Contact Your Dealer - Free Airbag Recall Repair

From: "Ford Motor Company" <reply@emailq-ford.com>

To: [REDACTED]

phone [REDACTED]

CL-11096332-3831

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

To view this email as a web page, click [here](#).

Spanish



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*** URGENT SAFETY RECALL ***

Safety Recall Notice 15S21 / NHTSA Recall 15V-319

Dear Loyal Ford Owner,



2006 FORD MUSTANG (S) [REDACTED]

Vehicle ID#: 1ZVFT82H88 [REDACTED]

Ford Motor Company would like to remind you that your vehicle needs to have an urgent recall completed for **FREE**.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Key Information

- Your vehicle is involved in an urgent safety recall
- Schedule an appointment with your dealer to have this urgent service procedure completed
- This procedure will be performed for **FREE**

What is the issue? Your front driver side airbag inflator may violently explode in the event of a crash. When this happens metal fragments can hit the driver or passengers resulting in **serious injury or death**.

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 email.

If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

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 a way to contact the current owner, please forward this information to the new 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.

If you have questions or concerns, please contact our Ford Customer Relationship Center at 1-888-436-7332 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.

*AM
5:16:18
WD*

4/26/2018, 10:40 AM

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.NHTSA.gov. Reference NHTSA Safety Recall 15V-319.

If your authorized dealer has recently completed this recall repair, please disregard this reminder.

We apologize for any inconvenience this may cause 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.

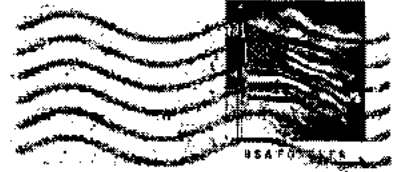
Thank you for your attention to this important matter.

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

San Diego, CA

SAN DIEGO CA 920

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National Highway Traffic Safety Administration
(Administrator)
1200 New Jersey Ave. S.E.
Washington, D.C. 20590

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