



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

July 17, 2018

The Honorable Lois Frankel
Member, U.S. House of Representatives
2500 North Military Trail, Suite 490
Boca Raton, FL 33431

NEF-109 rrr
Ref. No. 11097488

Dear Congresswoman Frankel:

Thank you for your correspondence on behalf of your constituents, [REDACTED] concerning their model year (MY) 2011 Ford Fusion. I am pleased to respond.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's public roads. We monitor the adequacy of manufacturers' recall campaigns and can order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance.

[REDACTED] explain that they have not been able to obtain a repair for their vehicle, which is affected by NHTSA Safety Recall No. 16V-384. That recall addresses a problem with the frontal passenger-side Takata air bag inflators in certain MY 2011 Ford Fusion vehicles, among others. In the event of a crash where the front passenger-side air bag deploys, these inflators could explode.

The Takata air bag inflator recalls are the largest and most complex recalls in U.S. automotive history. These recalls involve 19 vehicle manufacturers and currently include approximately 50 million inflators in an estimated 37 million vehicles in the United States alone. One of the challenges presented by these unprecedented recalls is the availability of remedy parts, which is affected by several factors including redesigning repair parts with alternative inflator suppliers, testing to ensure the redesigned repair parts are safe, manufacturing and capacity constraints given the enormous global demand, and logistics in getting the parts out to the distribution networks and into the dealer's hands. In the case of certain Ford vehicles, such as [REDACTED] 2011 Fusion, the redesign of an alternative inflator as a safe remedy part took longer than Ford initially planned.

Under NHTSA's amended Coordinated Remedy Order issued in December 2016, which prioritizes repair parts for vehicles based on risk, Ford was ordered to have repair parts available for MY 2011 Ford Fusion owners in Florida¹ by September 30, 2017. However, Ford requested,

¹ For reference, based on the Make, Model, Model Year, and location in Florida, [REDACTED] 2011 Ford Fusion is in Priority Group 6 in NHTSA's Coordinated Remedy.

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and was granted, an extension to January 31, 2018,² to have parts available for these vehicles due to delays in Ford's remedy part redesign and development. Then, on February 9, 2018, Ford submitted an additional extension request³ to NHTSA seeking an extension to not later than October 12, 2018 to obtain enough parts so that [REDACTED] and others can get their vehicles fixed. Ford then submitted another update on June 8, 2018,⁴ seeking an extension to have parts available no later than October 31, 2018. That extension request is pending with NHTSA and we will issue a decision as soon as possible.

When [REDACTED] receive a notification that parts are available, they should contact a local Ford dealer to schedule a **free** repair immediately. In the event the dealership tells them that parts are not available, after they are notified by Ford that parts are available or after October 2018 given the pending extension request, NHTSA requests that [REDACTED] report that information to us, including the name of the dealership, names of employees they spoke with, the date and time of the contact with the dealership, and any other information they believe may be useful. [REDACTED] can report this information by calling NHTSA's Vehicle Safety Hotline at 1-888-327-4236, or by filling out an online report following the Takata Recalls instructions at: <https://www-odi.nhtsa.dot.gov/VehicleComplaint/>.

For the most up-to-date information on the Takata recalls, we encourage [REDACTED] to visit our website at www.nhtsa.gov/recall-spotlight/takata-air-bags. Further, we suggest that they check NHTSA's website at least twice per year for new safety recalls, where they can search using their Vehicle Identification Number (VIN) in the VIN Look-Up Tool.

I hope this information is helpful. If you have any questions, please feel free to contact me or Mr. Jeffrey M. Giuseppe, Associate Administrator for Enforcement at 202-493-2631.

Sincerely,



Brian Barnard
Director, Governmental Affairs,
Policy and Strategic Planning

cc: Washington Office

² The extension was granted in the Fifth Amendment to the Coordinated Remedy Order, which is available on NHTSA's website at: <https://www.nhtsa.gov/document/fifth-amendment-coordinated-remedy-order-extensions>.

³ Ford's pending extension request is available on NHTSA's website at: <https://www.nhtsa.gov/document/ford-motor-company-extension-request-pg-4-8-supplement-nov-30-2017-and-appendices>.

⁴ This extension request is available on NHTSA's website at: https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/public_-ford_extension_request.pdf.