

MAY 24 2018

CL - 11099670-1252

From: [REDACTED]

To: National Hwy Traffic Safety Admin

Date: 5/8/2018

Hello – see attached recall for airbag replacement on my 2004 Ranger. I've contacted Ford Asheville – 611 Brevard Rd, Asheville NC 28806 – 828253 2731. However – they continue to tell me the parts aren't available – and they'll call me when they arrive. Well after 4 calls on a monthly level – they have never called me back.

I'm very concerned as my daughter drives this vehicle daily – to High School.

Can you let me know how I can get this done correctly – and if you can contact Ford to let them know they are not complying. I've attached a copy of the recall – Dated January 2018.

Regards,

[REDACTED]  
Asheville NC  
[REDACTED]

AM  
5-31-18  
LD



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

2 WEEKS call  
back



771068749023

C/94153/073914/0148



ASHEVILLE, NC [REDACTED]

January 2018

call mid-Feb.

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

**Safety Recall Notice 17S42 / NHTSA Recall 17V787 and 17V788  
Aviso de Revisión de Seguridad 17S42**

2004 Ranger

Your Vehicle Identification Number (VIN) 1FTYR44U34P [REDACTED]

**A REPAIR IS AVAILABLE FOR YOUR VEHICLE**

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?**

The driver and passenger airbag inflators in your vehicle may explode in the event of a crash that causes deployment of either frontal airbag. If an inflator explodes, metal fragments could strike the driver or other occupants causing serious injury or death. This free repair is a final repair for both the driver and passenger frontal airbags on your vehicle.

**IMPORTANT: The airbag inflators in your vehicle must be replaced even if they were previously replaced under any other recall.**

**What will Ford and your dealer do?**

**Parts are now available to repair your vehicle.** Ford Motor Company has authorized your dealer to replace the driver and passenger airbag inflators free of charge (parts and labor).

**How long will it take?**

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What should you do?**

Please call your dealer without delay and request a service date for Recall 17S42 to receive your free repair. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.



Swannanoa, NC

GREENVILLE

SC 296

05 MAY 09

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National Hwy Traffic Safety Admin  
1200 New Jersey Ave S.E.  
Washington DC 20590

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