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NEF-010

CL-11111601-1951

June 18, 2018

Troy, VA [REDACTED]

Mr. Jack Danielson
Executive Director NHTSA
1200 New Jersey Ave SE
Washington, DC 20590

Re: Safety Recall Notice 18S01 / NHTSA Recall 18V046

Dear Mr. Danielson:

I am writing to you regarding some issues with Ford in the above noted air bag safety recall which affects my 2010 Ford Ranger 4x4 Pickup. I have enclosed copies of the documentation which I've sent to Ford - for your information.

If you or someone in your organization can help move this along with Ford so the repair part is available in a timely manner I, and I'm sure many of the owners of the affected vehicle, would appreciate your efforts.

Thank you for your prompt attention to this matter.

Sincerely,

[REDACTED]
[REDACTED]

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[Faint, illegible text]

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June 18, 2018

[REDACTED]
Troy, VA [REDACTED]

Mr. James Hackett
Chairman CEO Ford Motor Company
1 American Road
Dearborn, MI 48126

Re: Safety Recall Notice 18S01 / NHTSA Recall 18V046

Dear Mr. Hackett:

I am writing to you to kindly clarify some misinformation surrounding the above noted safety recall that affects my 2010 Ford Ranger 4x4 Pickup.

I currently own 3 Ford vehicles so when the airbag safety recall was announced and publicized a while ago, I checked all my vehicles at the NHTSA website and was happy to find none of my vehicles were listed. I continued to check that website regularly and none of my vehicles were listed as being affected.

In February, 2018, I received a letter from Ford (copy enclosed) telling me my 2010 Ford Ranger 4x4 Pickup was indeed affected. I again checked the website and sure enough it was listed. I telephoned my local Ford dealer hoping to get an appointment to have the vehicle repaired, was told the replacement part for my vehicle was not yet available and to expect availability of the part in late 2nd quarter or early 3rd quarter 2018. Well here we are in the middle of June, 2018 and today I received a second letter from Ford (copy enclosed) telling me the replacement parts are now available and to contact my dealer to have the vehicle repaired. Following the instructions in the letter, I telephoned my dealer and was told they did NOT have the repair part because the part was not yet available. I telephoned a second Ford dealer in my area, was told the same story and further, the part would not be available until the end of September. Three more months??? Well, which is it, sir, is the part available or not?? If not, kindly tell me when the replacement part will be available to Ford dealers in my area of Virginia.

This whole experience has been both confusing and upsetting and I am sure other owners of Ford Ranger Pickups affected by the recall are experiencing similar anxieties with this misinformation. As a stock holder in the Ford Motor Company, I feel the individual(s) responsible for this misinformation should be found and promptly FIRED.

Sincerely,
[REDACTED]
[REDACTED]

copy with enclosures to NHTSA



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



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TROY, VA

February 2018

***** IMPORTANT SAFETY RECALL *****

Safety Recall Notice 18S01 / NHTSA Recall 18V046

2010 Ranger

Your Vehicle Identification Number (VIN): 1FTLR4FE9AP

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 explode in the event of a crash necessitating airbag deployment. An exploding inflator may result in sharp 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 18S01, 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. If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions.

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.

Thank you for your attention to this important matter.

Ford Customer Service Division



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



TROY, VA

June 2018

***** IMPORTANT SAFETY RECALL *****

Safety Recall Notice 18S01 / NHTSA Recall 18V046

2010 Ranger

Your Vehicle Identification Number (VIN): 1FTLR4FE9AP



**AIRBAG
RECALL**

A FREE REPAIR IS NOW 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.

Ford Motor Company previously sent you a letter notifying you of a passenger airbag recall on your vehicle. This letter is to notify you that parts are now available to repair your vehicle and you should contact a Ford or Lincoln dealership to schedule your **FREE** airbag recall repair.

What is the issue?

The passenger airbag inflator in your vehicle may explode in the event of a crash that causes deployment of the passenger airbag. If an inflator explodes, sharp metal fragments could strike the passenger or other occupants causing serious injury or death.

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 passenger airbag inflator **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 immediately to schedule this **FREE** airbag recall repair. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

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 **FREE** airbag recall repair 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 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? If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.
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).
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.safercar.gov. Reference NHTSA Safety Recall 18V046.

Thank you for your attention to this important matter.

Ford Customer Service Division

Troy, VA

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Mr. Jack Danielson
Executive Director NHTSA
1200 New Jersey Ave SE
Washington, DC 20590

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