

SEP 11 2018

[REDACTED]
SOUTH COLTON, NEW YORK
[REDACTED]

CL-11130154-9970

31 Aug 18

NYS Department of Motor Vehicles
PO Box 2955
Albany NY 12220-0955

Re Airbag Safety Recall

To whom it may concern:

The recent notice I received from your office regarding the recall of my 2007 Ford Fusion airbag made it seem as though the reason that my airbag had not yet been replaced was due to my neglect in contacting my dealer to have the work done. This is absolutely not the case. I have contacted my dealer multiple times since the recall was first announced and every time (including this week) the answer has always been that they don't have the parts and they will contact me when they do. In my most recent conversation with the dealer he told me that he can't even order the parts yet.

What good is a safety recall that doesn't happen in a timely fashion? Your recent announcement terms this as an "URGENT SAFETY RECALL: IMMEDIATE ACTION REQUIRED!" The only "action" that I can do I have already done by contacting my dealer who I imagine is as frustrated as I am. As a result of this recall I have a perfectly good (except for the airbag) car sitting in my driveway that we only drive when our other car is unavailable. Should the airbag deploy and injure someone, I'm sure that the response from Ford and the NHTSA would be that we had been warned and therefore they were not responsible. It is not comforting to know when we must use the Ford Fusion that we are driving around with a time bomb inches away from our bodies.

Having a law with no teeth or consequences is like having no law at all. Allowing the manufacturers who are responsible for this dangerous problem, that is going to cost them millions to correct, set the timeline for repair is asinine. I believe that the manufacturers are hoping that the subject vehicles will be sold or scraped before they have to fix them and I don't believe that the government is doing anything to force them to make the repairs in a timely manner.

Sincerely,
[REDACTED]

CC: NHTSA

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Department of Motor Vehicles

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P.O. Box 2955
Albany, NY 12220-0955

August 2018



SOUTH COLTON, NY

WHAT YOU NEED TO KNOW

- Your 2007 Fusion has an urgent airbag recall.
- The airbag could injure or even kill you and your passengers.
- The repair is **FREE** at a Ford Motor Company authorized dealership.
- Call **1-866-436-7332** for more information or to schedule a **FREE** repair.

URGENT SAFETY RECALL: IMMEDIATE ACTION REQUIRED!

This notice applies to a vehicle registered in your name:

3FAHP06Z27[REDACTED] 2007 Fusion

Dear [REDACTED]

The Department of Motor Vehicles (DMV) is contacting you personally because your 2007 Fusion has a recalled airbag that could kill or seriously injure you and your passengers if it deploys.

The DMV has received information from Ford Motor Company that the 2007 Fusion that is currently registered in your name with the Vehicle Identification Number (VIN) 3FAHP06Z27R111623 has been recalled. If the airbags deploy, in some cases the airbags may explode and spray sharp metal fragments or shrapnel toward you and your passengers.

According to records from Ford Motor Company, your vehicle has not been repaired yet. The potentially lifesaving repair is **FREE** and parts are available now. A **FREE** loaner car, towing service or other alternative transportation **MAY** be available to assist with any inconvenience this repair may cause. Please **immediately call 1-866-436-7332** for more information or to schedule a **FREE** repair.

What should you do?

- **Immediately** contact a local Ford Motor Company dealership to schedule a **FREE** repair. Ask for alternative transportation, if needed.
- Visit www.Fordowner.com or call **1-866-436-7332** to find your nearest Ford Motor Company dealership.

What should you do? (continued)

- *If you think you have already taken action on this recall, visit www.nhtsa.gov/recalls and enter your vehicle's VIN to verify and ensure that no other recalls have been issued for your vehicle.*

Ford Motor Company is one of 19 vehicle manufacturers affected by this recall. The National Highway Traffic Safety Administration reports 15 confirmed deaths in the United States and hundreds of alleged injuries resulting from this defect.

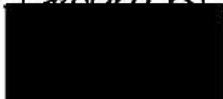
Please encourage your family and friends to check for vehicle safety recalls using their VIN at nhtsa.gov/recalls or airbagrecall.com.

You and your family's safety on New York's roadways is our top priority. Please act NOW to protect yourself and your passengers.

If you believe that Ford Motor Company or your Ford Motor Company retailer has failed, or is unable to remedy the defect without charge within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590, or you may call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to NHTSA.gov.



S. Colton R. 18



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ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE S.E.
WASHINGTON D.C. 20590

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