

NEF-010

CL-11131296-7054

September 8, 2018

SEP 8 2018

Administrator
National Highway Traffic Safety Administrator
1200 New Jersey Avenue S.E.
Washington, D.C. 20590
Vehicle Safety Hot Line (888) 327-4236

Sent via United States Postal Service Certified Mail Receipt # [REDACTED]

RE: FILE A COMPLAINT AGAINST FORD MOTOR COMPANY
REGARDING URGENT SAFETY RECALL NOTICE FOR MY
2007 FORD MUSTANG ~ VIN #: 1ZVFT84N475 [REDACTED]

To Whom It May Concern,

In March of 2017, I received a notice from Ford Motor Company's Dearborn, Michigan office, which indicated that there was an important safety recall Notice 17S01 / NHTSA Recall 17V-024 for my 2007 Ford Mustang. This notice, from Ford, indicated that a serious motor vehicle safety problem exists, that could seriously injure me as well as other occupants of my 2007 Ford Mustang. Although this letter indicates that "Ford" wants to assure me that they will correct this condition, by supplying me with the highest level of service and support ~ I find Ford to be very neglectful in their efforts to correct this very dangerous problem that exists.

In spite of my numerous attempts, over the past (1 ½) years, to correct this safety issue ~ Ford has not honored their commitment to me as well as many other customers for this serious safety recall the past year and a half.

This letter further indicates that Ford was going to notify me by mail, when the parts became available so I could schedule a service appointment to have the passenger frontal airbag inflator replaced free of charge. I waited, as instructed, for this letter to come, from Ford, in the mail and I never received a letter from Ford Motor Company to inform me that parts were available and I should contact my dealer to schedule a repair.

As this safety notice, which I received, indicated that this was an urgent safety recall; on May 22, 2017, I telephoned my local Ford dealer, which is located on Staten Island and their telephone number is (718) 983-8700 to schedule this recall repair. I was informed by a Ford service representative that no parts were available for this repair.

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RE: Ford Recall Notice 17S01/ NHTSA Recall 17V-024

During my initial phone call to my local dealership ~ I was further informed that they were waiting on parts to come in and I was instructed to call them back in June, 2017 to see if they had received the parts.

On July 18, 2017 I called my local Ford dealer once again to schedule this safety repair ~ I was once again told that they did not have the parts yet. I was instructed to call back around the end of August. I was told that I had to bring my car into this Ford dealership just to schedule an appointment for repair. I then asked to speak to a manager, as it did not make sense to me that I had to bring my car into the local dealership ~ JUST TO MAKE AN APPOINTMENT TO SCHEDULE THIS REPAIR. I was told that the Manager "Maureen" was not in and I would have to call back.

On July 19, 2017, I once again phoned my local Ford dealership and spoke to the Manager "Maureen", who informed me that I had to come into the dealership in order to make an appointment to bring the car in ~ then they would order the parts! Once the parts were delivered ~ then I could make another appointment to schedule the repair. This made no sense to me; that I would have to take time out of my daily work schedule just to bring the car into my dealership just to schedule a repair appointment. I should have been able to schedule a repair appointment over the phone, then once they had the parts ~ BRING THE CAR IN FOR REPAIR.

In March of 2018, I received another letter from Ford Motor Company's, Dearborn, Michigan office indicating that "A REPAIR IS AVAILABLE FOR MY AIRBAG RECALL". Again, on May 11, 2018 I phoned my local dealership to schedule an appointment ~ I was told they do not have the parts and told me to go somewhere else! I told the service representative that I had always serviced my 2007 Ford Mustang exclusively at the Staten Island Ford dealership. I further informed the service representative that I had spent THOUSANDS of dollars with this Ford dealership and I do not want to go to another out-of-State dealership and hung up on them!

In August 2018, I received a letter from New York State Department of Motor Vehicle, which informs me; "URGENT SAFETY RECALL; IMMEDIATE ACTION REQUIRED!" This letter indicates that this "recall airbag could kill or seriously injure me and/or my passengers if this airbag explodes and deploys spraying sharp metal fragments at the people in the car. It is reported in this letter that NHTSA reports (15) confirmed deaths in the United States and hundreds of alleged injuries resulting from this defect



Staten Island, NY

CERTIFIED MAIL



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RETURN RECEIPT
REQUESTED

Admin istratr W41-363
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, DC 20590