

NEF-010

OCTOBER 6, 2018



Garnet Valley, PA

OCT 17 2018

CL-11142028-9591

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C, 20590

RE: Ford Motor Company Airbag Recall
NHTSA SAFETY RECALL 16V-384

Since 2015 We have been placed on notice by the Ford Motor Company regarding a replacement for defective Air Bags in our 2007 Fusion.

Since that time we have been receiving letters not to drive the vehicle, then you can drive the vehicle but no one can seat in the front seat passenger side.

We have called several times for an appointment to have this fixed, but every time we call we are informed that they have not received the air bags to replace the problem.

Attached please find a letter that I have sent Ford as to the inconvenience that we are going thru as a result of their delay in repairing the vehicle.

They keep sending warning notices about the defect but will not do anything to make the repairs.

We are paying insurance on this vehicle, we are paying for registration of the vehicle every year, we are paying maintenance fees for upkeep of the car. We can't even sell this vehicle as no one is going to buy a vehicle that has a recall notice on it. We at first were advised that they would give us a rental vehicle, but we have to pay for the insurance on the rental and cost. Now they advised that they are not honoring rentals

at end.
Our last conversation October 6, 2018 (letter dated 9-2018) we called our dealership, Garnet Ford, Pennsylvania to schedule an appointment and we were advised that they would not have the airbags according to Ford until maybe December 2018.

Since 2016 this has been going on.

A courtesy of a response would be appreciated.

Garnet Valley, PA.

A THOUGHT ON THIS ABC, NBC AND CBS consumer affairs .

RE

GA
10/17/18
AS



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

*call 10 -
offer closed
recorded message
no passenger
on seat
parts available
* Spring 2018
offer closed*



GARNET VALLEY, PA

September 2018

*** URGENT AIRBAG SAFETY RECALL ***

Safety Recall Notice 16S26 / NHTSA Recall 16V-384

2007 Fusion

Your Vehicle Identification Number (VIN): 3FAHP07ZX7R



**AIRBAG
RECALL**

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 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 your dealer do?

Parts are now available to repair your vehicle; however, your dealer will need to order parts for your vehicle prior to an appointment.

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.

JULY 5, 2018

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

#2

RE: 2007 Fusion
VIN # - 3FAHP07ZX7R [REDACTED]

Received your letter of June 2018, advising of your FREE airbag repair upon their available. I have been informed that you will contact me upon receipt of a airbag replacement.

I have received correspondence from your company since July of 2016 advising that there was a recall of a airbag in my vehicle.

I received a letter in December of 2017 not to permit anyone to sit in the front seat passenger side due to the airbag recall defect.

Now I received a letter in June 2018 that Ford is offering to pay for the use of a rental vehicle as a means of alternate transportation.

\$30.00 a day, but I am to pay for gas and insurance.

I called our local Ford Dealer, Garnet Ford on Route 202 in Glen Mills, Pa. I spoke with the Service Representative (Mike Long). Who advised that he has no rental vehicle available and there is a waiting list for this. He advised that he has no airbag replacement parts yet. The waiting list is long for this. He also advised that it is not that I can't drive my vehicle but it is requested that no one sits on the front passenger seat.

FORD REPRESENTATIVES:

1-I AM PAYING MONTHLY INSURANCE PAYMENTS TO PAY FOR MY VEHICLE TO BE INSURED.

2- I JUST PAID PENNSYLVANIA INSPECTION ON MY VEHICLE AS WELL AS REPAIRS TO KEEP THE UPKEEP ON THE VEHICLE.

3-SINCE IT IS NOTED THAT THE VEHICLE IS UNDER RECALL, NO ONE WILL BUY THIS VEHICLE.

4-YOU HAVE DEPRECIATED MY VEHICLE'S WORTH.

5-YOUR SERVICE REPRESENTATIVE (MIKE LONG) WOULD NOT GIVE ME A CONFIRMATION NUMBER OR ANY VERIFICATION THAT I WAS PUT ON HIS WAITING LISTING, ADVISING FORD HAS GIVEN HIM VERY LITTLE INFORMATION AS TO WHEN THIS PART WILL BE IN.

6-I WAS ALSO ADVISED BY (MIKE LONG) THAT EVEN IF THEY DID HAVE A RENTAL VEHICLE AVAILABLE IT WOULD BE A SMALL FOCUS, NOT A MID-SIZED CAR.

IT IS OBVIOUS THAT YOU ARE PROTECTING THE COMPANY'S LIABILITY, NOT THE WELFARE OF YOUR CUSTOMERS.

You have inconvenienced us. You have put us in additional debt. Our vehicle has depreciated in value. We not only are insuring our own vehicle, state inspection, repairs, etc but you now want us to rent a vehicle (but no vehicles are available) . Our dealer would not even put us on the waiting list as he claims there are no parts and no rentals to give us. He advised that our vehicle is driveable but we can not have a passenger sitting on the passenger front seat where supposedly the defective air bag is located. Also you now want us to pay for the insurance on this rental vehicle .

Since July of 2016 this has been going on.

[REDACTED]

cc: US Department of Transportation
CC: National Highway Traffic Safety Administration



Garnet Valley, PA

PHILADELPHIA PA 191

09 OCT 2018 PM 9:11



Administrator
National Highway Traffic Safety
1200 New Jersey Avenue S.E.
Washington, D.C. 20590

20590-

