



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

September 30, 2022

The Honorable Lisa Murkowski
United States Senator
800 Glacier Avenue, Suite 101
Juneau, AK 99801

NEF-109 rrr
Ref. No. 11452130

Dear Senator Murkowski:

Thank you for the letter on behalf of your constituent, [REDACTED], and his model year (MY) 2010 Ford Ranger. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. After learning of the concerns raised by your constituent, we contacted Ford on [REDACTED] behalf to assist him with the recalls. Ford subsequently contacted [REDACTED] and has completed NHTSA Safety Recall Campaign No. 19V-001 for the front passenger-side air bag.

Although the remedy parts for Recall 21V-158 involving the front driver-side air bag were previously unavailable, as of September 2022 Ford notified vehicle owners that the remedy is now available. We encourage [REDACTED] to contact Ford for further assistance with this recall, so that he may have his vehicle repaired as soon as possible.

We understand the unique challenges [REDACTED] encounters to have his vehicle serviced by an authorized dealer. Ford acknowledged that Alaska has provided some unique service situations due to the remote locations of some owners and limited dealerships. For cases similar to [REDACTED], Ford informed NHTSA that they can send additional technicians to remote locations to complete recalls.

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I hope this information is helpful. If you have any questions, please feel free to contact me at ron.thaniel@dot.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Ron Thaniel", with a long horizontal stroke extending to the right.

Ron Thaniel
Director, Governmental and External Affairs
Office of Governmental Affairs,
Policy and Strategic Planning