

To: Ford Motor Company, Customer Service Division
P.O. Box 1904, Dearborn, Michigan 48121-1904
From: [REDACTED], Spring Lake, MI [REDACTED]
Re: Safety Recall Notice 21512/NHTSA Recall 21V-158
Date: October 13, 2022

Dear Customer Service Administrator:

On June 20, 2018, a local Ford Dealer replaced the passenger's airbag to partly comply with the Safety Recall (see attached).

Over four years later, on September 26, 2022, I received your second "IMPORTANT SAFETY RECALL" (see attached) pertaining to replacing the driver's airbag. I immediately called the local Dealership and was scheduled to have the replacement done on October 4, 2022. On October 3, 2022, I received a call from the Dealership to cancel my appointment. Why? "The item was backordered but not received."

From the record, please note that over four years have passed since the Passenger Airbag was replaced, and to date the Driver's Air Bag continues to be in non-compliance with the National Highway Traffic Safety Administration's Recall Notice (NHTSA).

In order to bring this matter to close I would appreciate if the Ford Motor Company would contact me as soon as possible when it provides the Ford Dealerships with the product needed to comply with the above order, and assure the safety of any passenger and/or driver of my Ford Ranger.

Sincerely,
[REDACTED]

cc: Ford Ranger file
NHTSA

DR



SEA BREEZE FORD

1701 Highway 35 - Wall, NJ 07719
Ph. (732) 681-1600

SERVICE DEPARTMENT HOURS
8:00 a.m. to 5:00 p.m.
Monday - Friday

R/O Open Date	R/O Number				
6/11/18					
R/O Close Date	Status				
6/20/18	Pre-Invoice				
Mileage In	Mileage Out				
22736	22736				
Service Advisor / Tag #					
Max Dudley					
Vehicle Identification Number					
1FTYR10D09P					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2009	FORD	RANGER	2WD REG CAB 112"	GREY	

SPRING LAKE HEIGHTS, NJ

Work Phone
Home Phone

Year	Make	Model	Body	Color	License Number
2009	FORD	RANGER	2WD REG CAB 112"	GREY	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 17S01: SAFETY RECALL Caused by 17S01 Corrected by REPLACE PASSENGER AIRBAG INFLATOR. RANGER2007-2009 Tech: 412 (412) Installed 8L5Z 10044A74 E :MODULE - AIR BAG Qty: 1 PERFORMED RECALL AS PER 17S01 SN 2RN8383UCWH Warranty Warranty	
#2 * GBATT: BATTERY CONDITION IS GOOD ADDED OPERATION Sub Total: .00	
#3 * GTIRE: TIRE TREAD AND WEAR IS OK AT THIS TIME ADDED OPERATION Sub Total: .00	
#4 * GBK: BRAKE LININGS ARE OK AT THIS TIME ADDED OPERATION Sub Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	
HAZARDOUS M/	
SALES TAX OR	
SPECIAL ORDER	
DISCOUNTS	
TOTAL DUE	

SEA BREEZE FORD



Max Dudley
Service Advisor

1701 Hwy 35
Wall, NJ 07719
www.sbford.com

(732) 681-1600
(800) 491-0078
Fax (732) 681-1096
service@sbford.com

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



Pg. 1

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



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SPRING LAKE, NJ



September 2022

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

Safety Recall Notice 21S12 / NHTSA Recall 21V-158

2009 Ranger

Your Vehicle Identification Number (VIN): 1FTYR10D0 [redacted]

NOTE: You previously had an airbag safety recall repair performed on the passenger side of your vehicle. This recall will address the driver side airbag.

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

The Administrator of the National Highway Traffic Safety Administration (NHTSA) 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?** In the event of a crash that causes deployment of the driver airbag, the driver airbag inflator in your vehicle may explode.
- What is the risk?** If an airbag inflator explodes, sharp metal fragments could strike the driver 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 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 without delay and request a service date for Recall 21S12. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.
Ford has not issued instructions to stop driving your vehicle under this safety recall. You should contact your dealer for an appointment to have your vehicle remedied as soon as practicable. You can continue to safely drive your vehicle.
If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.

what should you do?

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Ford Motor Company wants you to have this safety recall completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this recall performed on a timely basis. Therefore, please have this recall performed as soon as possible.

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 should you do?
(continued)**

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

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 833-506-2865** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is ford.com/support.
For the hearing impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday 8:00 AM – 8:00 PM (Eastern Time).
FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the internet, our address is fleet.ford.com.
Representatives are available Monday through Friday 7:00AM - 11:00PM and Saturday 7:00AM – 5:00PM (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 NHTSA.gov. Reference NHTSA Safety Recall 21V-158.

Thank you for your attention to this important matter.

Ford Customer Service Division

CERTIFIED MAIL



7021 1970 0002 2667 0130

WASHINGTON, DC
OCT 20



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U.S. POSTAGE PAID
FCM LETTER
SPRING LAKE, NJ
07762
OCT 13, 22
AMOUNT

Department of Transporta

To: W41-306

Building: DOT

Mainstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: PRIORITY

Sender:

DOT

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Spring Lake, N.J.

W41-306

NEC

The Administrator
National Highway Traffic Safety
1200 New Jersey Ave. S.E.
Washington, D.C.

20590

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