



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



November 30, 2022

[REDACTED]
[REDACTED]
Spring Lake, NJ [REDACTED]

NEF-109 ela
Ref. No. 11490926

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2009 Ford Ranger truck. 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 highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. Among other activities, we also monitor the completion rate and adequacy of manufacturers' recall campaigns.

We are aware of the delay for NHTSA Safety Recall Campaign No. 21V-158. The recall addresses a problem with Takata front driver-side air bag inflators in certain MY 2007 through MY 2011 Ford Ranger trucks. In the event of a crash necessitating deployment of the front air bags, these inflators may rupture due to propellant degradation occurring after long-term exposure to high absolute humidity and temperature cycling.

The recall of defective Takata inflators has grown over the past few years to include 19 separate vehicle manufacturers and currently includes approximately 41.6 million vehicles in the United States, making it the largest, most complex recall in NHTSA's history. The most significant challenge presented by this recall has been the availability of remedy parts, which has been affected by numerous factors including, but not limited to, the need to obtain redesigned parts from alternative inflator suppliers, testing to ensure the safety of remedy parts, manufacturing and capacity constraints given the enormous global demand, and logistics in getting the parts out to the distribution networks and into the dealer's hands.

The agency issued an amended Coordinated Remedy Order in December 2016, to order affected vehicle manufacturers to accelerate recall repairs and prioritize vehicles, to reduce the risk of rupture and protect the American public. The Order attaches a prioritization schedule for all vehicles currently affected by the recall, or that will become affected by future expansions, based upon known risk factors such as the age of the inflator, the geographic location of the inflator, and the location of the inflator in the vehicle.

To allow NHTSA to monitor a manufacturer's recall repairs and timeliness, the manufacturer is required to report its recall completion rates to NHTSA on a quarterly basis once the remedy becomes available for any vehicles in the recall population. At the time we received your letter,

recall parts were being shipped and dealers were repairing the affected vehicles. Ford's sixth Quarterly report showed that 571,220 of the 2,602,668 affected vehicles were repaired by the third quarter of 2022 (report enclosed).

Unfortunately, it appears that your problem is with the dealer's inability to secure the parts and keep their commitment to the agreed upon appointment time. We encourage you to continue working with Ford and your dealer to explore an amicable resolution to your problem. We entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

For the most up-to-date information on the Takata recalls, we also encourage you to visit our website at www.nhtsa.gov/recall-spotlight/takata-air-bags.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

Recall Quarterly Report**21V-158**

Manufacturer Name : Ford Motor Company
NHTSA Recall No. / MFR Recall No. : 21V-158 /21S12
Recall Subject : Driver's Air Bag Inflator May Explode
Owner Notification Beginning Date : APR 09, 2021
Owner Notification End Date: SEP 14, 2022



Report #	Submission Date	Report Quarter	Recall Population	Total Remedied	Total Unreachable	Total Removed
6	OCT 28, 2022	2022-3	2,602,668	571,220	147,913	273
5	JUL 26, 2022	2022-2	2,602,668	480,345	126,204	410
4	APR 26, 2022	2022-1	2,602,668	419,673	125,816	403
3	JAN 23, 2022	2021-4	2,602,668	348,276	127,058	276
2	OCT 11, 2021	2021-3	2,602,668	262,458	128,885	268
1	JUL 23, 2021	2021-2	2,602,668	151,793	124,556	50

This Document Last Updated : NOV 07, 2022

Definitions :

Report Quarter : The quarter the manufacturer is reporting recall completion figures (e.g. 2012-3 means the 3rd quarter of 2012).

Recall Population : The total number of products recalled by the manufacturer.

Total Remedied : The total number of products either remedied, inspected without needing remedy, or returned to inventory.

Total Unreachable : Products deemed unreachable as owner notifications were unable to be delivered.

Total Removed : Products that have been scrapped, stolen, or exported.