



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

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
 With Federal Law



November 2018

***** URGENT AIRBAG SAFETY RECALL *****

Safety Recall Notice 15S21 & 16S26 / NHTSA Recall 15V-319 & 16V-384

Mr. John Sample
 123 Main Street
 Anywhere, USA 12345



Your Vehicle Identification Number (VIN): 12345678901234567

How can we help get your Ford GT repaired?

Dear Mr. John Sample,

We have reached out to you several times, and in various ways, about this **FREE** airbag safety recall on this Ford GT.

If you own this vehicle, we want you to have this airbag safety recall repair completed on your GT and are urging you to immediately schedule an appointment for your **FREE** repair.

If you have any reservations about getting this repair completed, or there is anything we can do to assist in getting this repair completed, please let us know by calling our Ford Customer Care Team at 1-866-436-7332 or completing the short, online survey at www.Ford-Airbag.com. Use PIN xxxxx to access the survey, or scan the QR code near the top of this letter with your smartphone.

If you do not own this vehicle, it is important that we locate the current vehicle owner and notify them of this urgent airbag safety recall. Your assistance with this matter could save a life. Please return the short survey attached to the bottom of this letter (no postage necessary if mailed in the U.S.), or access the survey at www.Ford-Airbag.com using PIN xxxxx or by scanning the QR code near the top of this letter with your smartphone.



Key Information

- Defective airbags can cause serious injury or death in a crash.
- Dealers are authorized to flatbed tow your vehicle to the dealership **FOR FREE** and provide you with **FREE** alternate transportation while your vehicle is having the airbag safety recall repair completed.
- Parts are readily available for your vehicle.

If your servicing dealer indicates that they are not able to obtain parts to repair your vehicle, or you need assistance scheduling an appointment for this airbag safety recall repair, please call our Ford Customer Care Team at 1-866-436-7332 and one of our representatives will be happy to assist you.

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OWNER INFORMATION SURVEY – AIRBAG SAFETY RECALL

PLEASE CHECK ONE BOX:

- I have never owned this vehicle
- I no longer own this vehicle
- This vehicle was totaled/destroyed in an accident
- This vehicle was scrapped/salvaged

IMPORTANT: If you know the current owner or location of this vehicle, including salvage yard, insurance company, etc., please provide their information below.
Your assistance could save a life!

PLEASE PROVIDE ANY NEW OWNER INFORMATION:

I do not know the current owner or location of this vehicle

FIRST AND LAST NAME - OR - COMPANY

STREET ADDRESS [NUMBER / STREET NAME]

CITY STATE ZIP CODE

12345678901234567
 John Sample
 123 Main Street
 Anywhere, USA 12345

***Thank you for your assistance
 with this urgent matter.***

YOUR NAME: _____

SIGNATURE: _____