



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



R. FILE
330 TOWN CENTER DR
STE 500
DEARBORN, MI 48126-2796

February 2018

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

Your Vehicle Identification Number (VIN):



Your vehicle has airbag inflators that may explode in the event of a crash. If an inflator explodes, metal fragments could strike the driver or other occupants, causing **serious injury or death**.

A **FREE** repair is available for both the driver and passenger airbag inflators on your vehicle and it is urgent that you schedule this repair immediately. **IMPORTANT:** The inflators on your vehicle must be replaced even if they were previously replaced under any other recall.

Please call your dealer without delay and request a service date for Recall 15S21 to receive your **FREE** repair. Provide the dealer with your VIN, which is printed near your name at the beginning of this letter.

Soon, Ford representatives will be visiting homes in your neighborhood to talk with you about this important safety issue, answer any questions you may have about the **FREE** repair process, and help you make an appointment with your dealer. Ford representatives will be wearing badges and Airbag Recall shirts that have the **Airbag Recall Logo** on them, as seen at the top of this letter. If you are not home at the time of their visit, they will leave a flyer with direct contact information.

Because your safety and the safety of your family is at risk, we urge you to schedule a service date without delay. If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions. Please call your dealer today so that we can schedule a time to perform this repair for **FREE**.

Thank you for your attention to this urgent safety recall.

Ford Customer Service Division