



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

July 2015

*** * * IMPORTANT SAFETY RECALL * * ***
(PROGRAMA DE SEGURIDAD IMPORTANTE)

Safety Recall Notice 15S21 / NHTSA Recall 15V-319
Aviso de Revisión de Seguridad 15S21

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

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

Ford Motor Company 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 certain vehicles, the front driver side air bag inflator housing may rupture and deploy abnormally in the event of a crash necessitating deployment of the driver side frontal airbag. An inflator rupture could result in metal fragments striking the driver or other occupants resulting in serious injury or death.

What will Ford and your dealer do? Ford Motor Company is working closely with its suppliers to produce parts for this repair. When parts become available for Safety Recall 15S21, Ford Motor Company will notify you via mail to schedule a service appointment with your dealer to have the driver's frontal airbag inflator replaced free of charge (parts and labor). Coverage is automatically transferred to subsequent owners.

What should you do? When parts are available, Ford Motor Company will send a letter to inform you that parts are available and to contact your dealer to schedule a repair.
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.

Thank you for your attention to this important matter.

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