



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

November 2007

Compliance Recall 07C19

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number: 12345678901234567

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

Ford Motor Company has decided that certain 2008 Focus vehicles fail to conform to the requirements specified in Federal Motor Vehicle Safety Standard (FMVSS) No. 208 – Occupant Crash Protection.

We apologize for this situation and want to assure you that, with your assistance, we will correct this condition. Our commitment, together with your Ford dealer, is to provide you with the highest level of service and support.

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| What is the issue? | The driver air bag module in your vehicle may not have been properly assembled. This condition may prevent the driver air bag from properly deploying and reduce occupant protection in the event of a crash. |
| What will Ford and your dealer do? | Ford Motor Company has authorized your dealer to replace your driver air bag module 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 are we asking you to do? | <p>Call toll-free 1-800-248-0186 and inform the Ford representative that you wish to have your vehicle serviced under Recall 07C19. Representatives are available 8:30AM to 6:30PM Monday through Friday, and 8:30AM to 3:00PM on Saturday (Eastern Time Zone).</p> <p>Please have this letter with you when you call. The Ford representative will ask for the Vehicle Identification Number (VIN) of your vehicle. The VIN is printed near your name at the beginning of this letter.</p> <p>Arrangements will be made with the dealership of your choice to have parts available. If you do not already have a servicing dealer, you can access http://www.genuineservice.com for dealer addresses, maps, and driving instructions. The dealership will call you to schedule an appointment. If you have not heard from your dealer within two working days, call your dealer to request a service appointment.</p> |

The vehicle owner is responsible for having this service action performed. Ford Motor Company reserves the right to deny coverage for any vehicle damage that may result from 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 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 still have concerns, please contact the Ford Motor Company Customer Relationship Center at 1-866-436-7332 and one of our representatives will be happy to assist you. For the hearing impaired call 1-800-232-5952 (TDD). Office Hours are Monday through Friday: 8:00AM – 5:00PM (Your Local Time).

If you wish to contact us through the Internet, our address is:
www.ownerconnection.com.

FLEET OWNERS: If you still have concerns, please contact the Fleet Customer Information Center at 1-800-34-FLEET, Option #3 and one of our representatives will be happy to assist you. Representatives are available Monday through Friday: 8:30AM to 5:00PM (Eastern Time Zone). Or you may contact us through the internet at www.fleet.ford.com.

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 Avenue, 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 <http://www.safercar.gov>.

Thank you for your attention to this important matter.

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