



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

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

March 2021

Safety Recall Notice 21S05 / NHTSA Recall 21E013

Mr. John Sample
123 Main Street
Anywhere, USA 12345

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

Ford Motor Company has determined that a defect which relates to motor vehicle safety may exist in one or more service replacement parts purchased and sold or installed by your dealership.

What is the issue? Certain service replacement frontal airbag modules sold between May 2016 and March 2019 may contain a defective airbag inflator. According to Ford Motor Company records, your dealership purchased, and may have installed or sold over-the-counter, one of the suspect part numbers shown in the Recall Notice attached to this letter. Ford does not have vehicle traceability for these affected service parts, and as such, your dealership principal is the owner of record. A separate letter has been sent notifying your dealership principal.

What is the risk? Defective airbag inflators may explode in a crash that causes deployment of the airbags. If an inflator explodes, sharp metal fragments could strike vehicle occupants, causing serious injury or death.

What should you do? Please have your parts, service, and collision repair (if applicable) departments complete the following:

- Review customer-pay invoices, wholesale part sales, and over-the-counter part sales to determine if you have sold or installed any of the affected airbag modules listed in the attached Recall Notice.
- Contact any customers or third-party repair facilities (body shops, etc.) that purchased affected parts and arrange to inspect potentially affected vehicles.
- If you suspect that a vehicle is affected, contact the Special Service Support Center (SSSC) via the web contact site, using the Non-Involved Vehicle contact type, to request adding the vehicle to recall 21S05 prior to performing any service action.
- Post the attached Recall Notice in an area that is visible to parts department customers to inform them of this recall.
- Check for any affected service parts in your current inventory and return them immediately following the normal part return process.

Thank you for your attention to this important matter.

Ford Customer Service Division

Attachment: Recall Notice