

Type: Customer E-mail
From: [REDACTED]
To: webmaster@nhtsa.dot.gov
Subject: Ford Motor Company

*Received
1/10/05*

10128002

From: [REDACTED]

Comments:

I have a 2002 Ford Explorer and the driver side seat belt has stopped working. When I contacted Ford they stated that they only warranty seat belts for 5 years/50000 miles. My vehicle has 57000 miles as of 1/7/05. I just don't feel like I should have to pay Ford over \$200 to fix an item that should be warranted for the life of the vehicle. This vehicle has never been in an accident so there has never been any work done to the body at all.

I just feel that my life isn't any less valuable at 57000 miles than at 5000. Could you offer me any solutions on how to resolve this issue with Ford?

Thank you for your time,

[REDACTED]

From NHTSA Web Site.

*NAR
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6/6/05*