

December 16, 2022

Ford Motor Corporation Headquarters
Dearborn, Michigan

National Highway Traffic Safety Administration

Roy O'Brien Ford
Don Holbrook, Service Manager

To Whom It May Concern:

On May 31, 2022 we had to call the police to help us get our [REDACTED] grandson out of the seatbelt in our 2017 Ford Explorer (picture enclosed). The buckle would not release. The officers could not undo the buckle either. We ended up having to allow the police to cut the belt to get our grandson out of the seat. The failure of the belt to release could have had a disastrous outcome if there had been an accident or a medical situation that required an immediate exit from the vehicle.

We took the car to our dealer, Roy O'Brien Ford, in St. Clair Shores, MI. The belt was cut, but the buckle was still latched (picture enclosed). The service attendant could not undo the belt either. The dealer ordered a new seatbelt and we contacted Ford Customer Service to file a complaint and request reimbursement.

After numerous calls to Ford customer service with little response, we were finally told that Ford would cover a portion of the cost to repair the belt. We reluctantly agreed to this out of pure frustration. Our car went back to the dealer for the new seatbelt. We called 3 days later to check on the progress and were told another part was needed that was not easy to get. We brought the car home with the understanding that the dealer would continue the search for the part. In their haste to reassemble our car they somehow lost our step panel (picture enclosed). That was 2 months ago, still no seatbelt or step panel.

We are appealing to Ford Motor Corporation to facilitate in the acquisition of the necessary parts to replace the failed seatbelt and step panel that was carelessly lost.

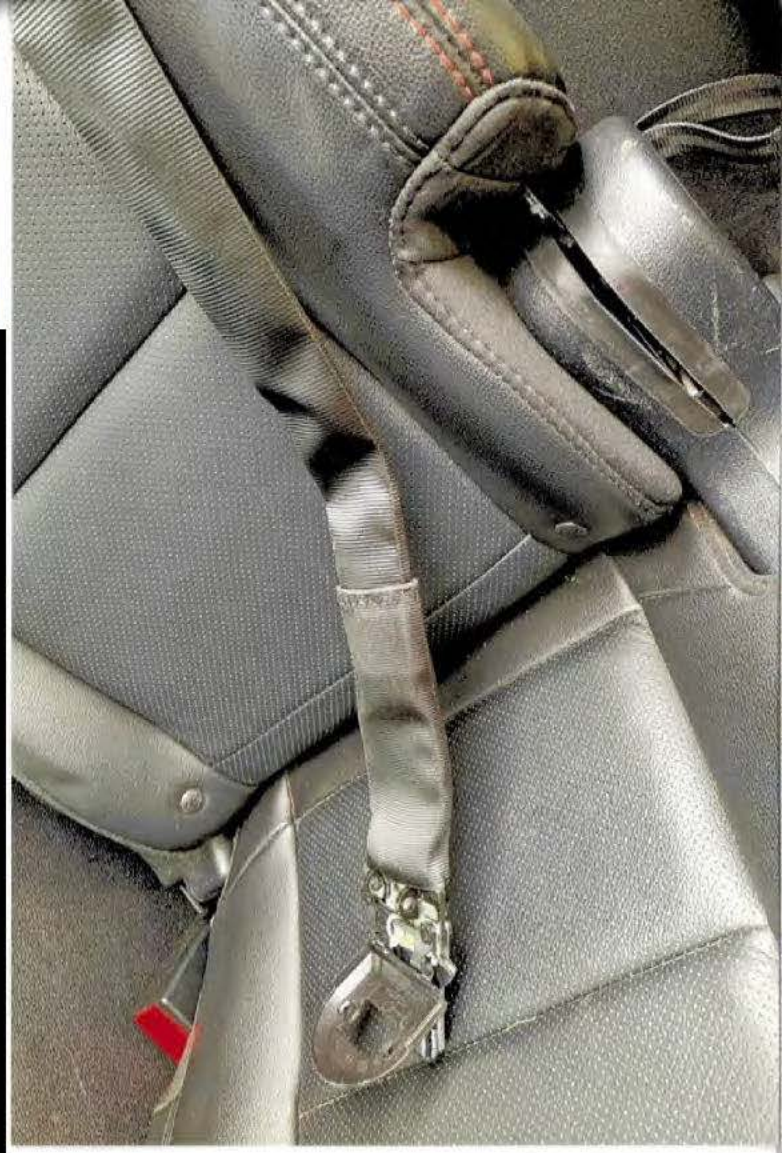
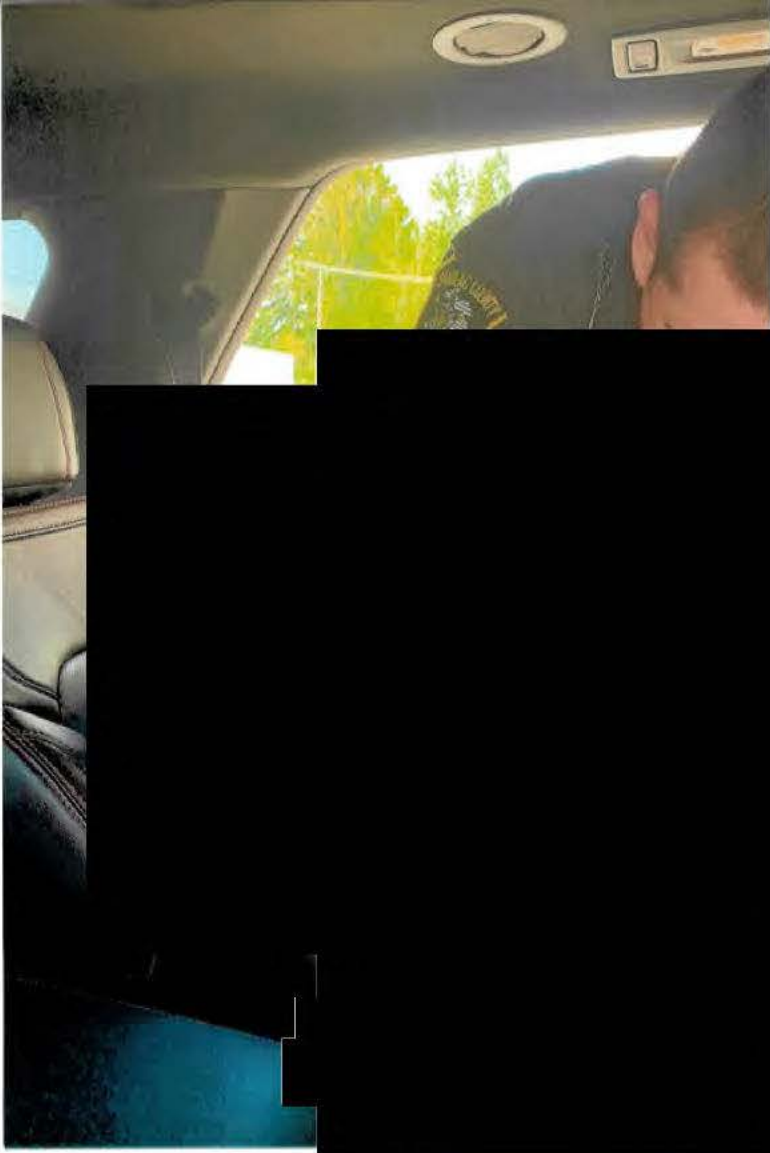
We are asking the NHTSA to investigate the sudden and very serious malfunction of the seatbelt that could have had traumatic results.

Sincerely,

[REDACTED]

[REDACTED]

AR



[Redacted]
Saint Clair Shores, MI



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SAINT CLAIR SHORES, MI
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NHTSA
1200 NEW JERSEY AVE, SE
WASHINGTON, D.C. 20590

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