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[REDACTED]
Delray Beach, FL
June 22, 2005

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

RE: Audible Seat Belt Alarm

Your website referred me to this address. I've attached copies of recent correspondence with my local Toyota dealer as I'm near crazy from the pitch and duration from my '05 Camry seat belt warning alarm. **They claim that once approved by NHTSA, as a package, they are unable to adjust, modify or alter the existing pitch or duration of the alarm. Is that true?**

Sincerely, [REDACTED]

Anamari
7/28/05

June 21 reply from dealership:

Dtoy_FixedOps@edmorse.com

Sent: Tuesday, June 21, 2005 3:18 PM

Subject: Seat Belt Concern

Good Morning,

I am responding to an email in reference to your seat belt chime. The seat belt and its operations are governed by the Federal Government through the National Highway Traffic and Safety Administration. Once any manufacturer designs a vehicle with approved safety equipment, the equipment can not be removed or altered. In your concern with the safety chime from the seat belt, it can not be removed. There is not a volume control on the chime, it is built into the seat belt system itself and can not be altered. I wish I could be of further assistance to this matter.

If you would like to talk to me directly, I can be reached at 561 276 5000 x 1294

Eric

June 14 - June 20 unanswered messages to dealership:

Dtoy_GM@edmorse.com [GENERAL MANAGER]

Sent: Monday, June 20, 2005 9:32 AM

Subject: Seat Belt Alarm

I'm going out of my mind! Please reply to request (below) so I can adjust accordingly. I am not a crank, nor a trouble-maker, but since acquiring this '05 Camry I've asked for help with this problem only to be brushed off, ignored; or told 'nothing can be done', Why can't we address this problem?

To: dtoy_servicemgr@edmorse.com [SERVICE MANAGER]

Sent: Tuesday, June 14, 2005 8:08 AM

Subject: Welcome letter

David, thanks for your welcome letter. I'm very satisfied with everything connected with my new 2005 Camry with one exception. I've asked just about everyone about this, without any satisfaction, but I'll try once more to see if you can understand my problem.

It's the audible seat belt alarm. It is pitched to the high end of my hearing aid and when it goes off, I have to pull the aid out of my ear. We all wear our seat belts, but I can give you a list when a belt may not be connected for a time and the screaming, urgent, high pitched dinging is torture. For example, waiting on line at a toll booth when one of us unfastens a belt in order to get the toll money out of our pocket.

We don't require anything more than the initial visual and audible alarm to remind us to buckle up. It's the following minute or so of rapid screaming that is unbearable. For whatever reason, it seems that Toyota is unwilling to address this problem. Can you help?

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