



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

June 3, 2013

Mr. Alan K. Reisner  
Butler Norris & Gold  
Attorneys At Law  
254 Prospect Avenue  
Hartford, CT 06106

NVS-216 nlm  
Ref. No. 10502901

Dear Mr. Reisner:

Thank you for your correspondence concerning your client's model year (MY) 2008 Toyota Highlander vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret any inconvenience our delay in responding may have caused you.


NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that a seat belt in your clients MY 2008 Toyota Highlander became wrapped around her son's neck. This incident happened when the child began to play with the seat belt while secured in a child safety seat. The seat belt had to be cut to release the child because he began to have difficulty breathing. You request that NHTSA investigate this problem on your client's behalf. In addition, you request a reimbursement for the replacement of the seat belt.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to seat belts entangling children while secured in safety seats in MY 2008 Toyota Highlander vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. The NHTSA investigation and recall process is on our web site at [www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm](http://www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm). We recommend that you pursue reimbursement through the manufacturer or a dealer.

Should you or your clients encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement