

From: [REDACTED]
To: [Hershman, Larry \(NHTSA\)](#)
Subject: RE: Your Complaint about your 2015 Chevrolet Traverse (NHTSA #10807548)
Date: Wednesday, December 02, 2015 2:28:08 PM
Attachments: [Hertz Traverse.msg](#)
[IMG_1952.MOV](#)
[Receiver.msg](#)
[Hertz Confirmation- Your Rental Pick Up Details.msg](#)
[Plates.msg](#)

Larry: See below and attached. Appreciate your prompt follow up. I do a fair amount of auto defect litigation so I know how important this information can be.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Kansas City, MO [REDACTED]
[REDACTED]
[REDACTED] fax
[REDACTED]
[REDACTED]

From: Larry.Hershman@dot.gov [mailto:Larry.Hershman@dot.gov]
Sent: Tuesday, December 01, 2015 5:28 PM
To: [REDACTED]
Subject: Your Complaint about your 2015 Chevrolet Traverse (NHTSA #10807548)

Dear [REDACTED],

Thank you for submitting on November 30, 2015, your complaint to us (our complaint # 10807548) about your 2015 Chevrolet Traverse. I am a safety defect investigator in the Office of Defects Investigation for the National Highway Traffic Safety Administration (NHTSA), a part of the U.S. Department of Transportation. We are the office that investigates potential safety defects in motor vehicles and motor vehicle equipment, including child car seats. Here is the narrative of what you submitted to us:

“WE RENTED THIS CAR FROM HERTZ.THE MIDDLE SEAT ON THE DRIVER'S SIDE SEAT BELT FALSELY LATCHED. WHEN LOADED (MY SON WAS REACHING TO GET SOMETHING) THE BELT BUCKLE DETACHED FROM THE RECEPTOR. I REPEATED THIS FAILURE SEVERAL TIMES AND RECORDED IT ON VIDEO. IT APPEARED AS IF THE RECEPTOR RELEASE MECHANISM WAS JAMMED AND WOULD NOT RELEASE FULLY TO THE TOP WHEN PRESSED. IT WAS DIFFICULT TO PRESS THE RELEASE MECHANISM AS WELL.”

It would greatly assist our ability to investigate your complaint if you could provide us with the

information outlined below. If you send me copies of documents and/or photographs, it would be best if you could scan them and send them to me in a response to my email address:

1. How old is your son, how tall is he, and how much does he weigh? Did the failure occur with other individuals in that seat? My son is [REDACTED] years old, 5'4" and about 95 lbs. No other individuals occupied the seat and my son moved to the middle seat in the middle row for the remainder of our trip from DIA to Vail. We discovered it shortly before reaching Idaho Springs. We stopped in Idaho Springs and I examined it and it falsely latched and failed repeatedly.
2. Did you report the problem to Hertz? Yes. If so, please provide contact information for the person you spoke with, if you have it. I called the 800 number on the reservation (attached email) What was their response? They gave me a different car and I had to swap the Chevy out at Eagle County Airport. I advised the desk personnel at that location as well and they advised they would put a "safety hold" on the vehicle. I spoke to someone named Lisa at Hertz Eagle County Airport.
3. Did you try other belts in the vehicle? Yes. The driver, passenger and middle row behind the passenger belts all worked appropriately as the rest of my family occupied those positions. Was the left most seat on the second row the only one that exhibited this problem? Yes.
4. When you buckled the belt, did it make an audible click? Yes. If you listen carefully on the video you can hear it. I apologize for the quality as I was cameraman and subject. Was the sound different from the sounds the other belts made when they were clicked? No. That is why when it released it was such a surprise to my son and to me when I replicated the failure. Did anything about the belt and buckle feel different from those on other seats when you buckled it? Yes. The release latch appeared to only partially move toward the top of the receiver after being depressed. The release mechanism appeared partially jammed or stuck and did not move up or down freely.
5. Did the belt only unbuckle with certain movements, such as the occupant moving in a particular direction or with less or more force? Any up loading of any significance (I would call it a hard tug, about like setting the hook on a big bass) against the lap portion of the harness would cause it to release. Actually, my son was straining against the belt to reach for something when it let go.
6. Did you see any signs of visible damage or contamination in the buckle, such as food particles, etc.? No.
7. Can you provide us with a copy of the video you took? Yes. See attached. If it is too large to email, I will provide you with a prepaid UPS mailing label so you can send it to me on a disk.
8. Please state whether we have your permission to share your vehicle identification number (VIN) with the manufacturer. Yes. I do not have the VIN (sorry, I should have obtained that) but I have a pic of the key fob attached and of the plates.

You may not be able to answer all of these questions but anything you could provide would help us. I want to thank you for bringing this incident to our attention. Please contact me by phone or email if you have any questions.

Thank you,

Larry Hershman
Office of Defects Investigation, NVS-211
Office of Vehicle Safety - Enforcement
National Highway Traffic Safety Administration
U.S. Department of Transportation
Washington, DC 20590
☎ (202) 366-4929 | ✉ Larry.Hershman@dot.gov

From: [Hertz Mobile](#)
To: [REDACTED]
Subject: Hertz Carfirmation- Your Rental Pick Up Details
Date: Wednesday, November 25, 2015 10:23:18 AM

Hertz Logo



Vehicle: CHEVROLET TRAVERSE

Plate: [REDACTED]

Stall: 387

[Choose a Different Vehicle](#)

[Add Fuel Purchase Option](#)

Dear [REDACTED],
Welcome to **Denver International Airport**

More details about your rental:

Vehicle Class: 7/8 PASSENGER STD SUV
Color: BLUE
Reservation Number: [REDACTED]

GOLD CHOICE available here - drive something different if reserved
Midsize or better

Please note: Your contract will be printed at the exit gate if it is not
already in the car.

Carfirmations™ are also available as SMS text messages.

You received this message because you signed up for Hertz Gold Mobile Alerts. To stop, change preferences on your Hertz Gold Plus Rewards profile.

Please do not respond to this email as it is from an automated system.

Monday, November 30, 2015 3:10:18 PM



15 JULY 2004

fax

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: VOQ 10807548
Date: Friday, December 04, 2015 8:10:57 AM
Attachments: [RE Your Complaint about your 2015 Chevrolet Traverse \(NHTSA #10807548\) .msg](#)

From: Reid, Randy (NHTSA)
Sent: Wednesday, December 02, 2015 4:12 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: VOQ 10807548

Cynthia, please add the attached file to VOQ 10807548, private and public repositories, per Larry Hershman's request.

Own Area

02198 U

Veh #

5

Lic #

Model

TRAVERSE

Color/YR

BLU 15

Doors

4

Class

L4

CAR CHECK / DAMAGE SLIP
X — DENT
O — SCRATCH
RIGHT



