

**To: NHTSA Headquarters**  
**1200 New Jersey Avenue, SE**  
**West Building**  
**Washington, DC 20590**

MAY 23 2016

**Subject. Vehicle safety defect.**

Someone needs to look into this situation. In November of 2015, I purchased a used 2015 Hyundai Tucson from Thurston Toyota in Ukiah, Ca.

After having the vehicle for 5 months, I got in the car on Sunday April 3, 2016 and the driver's side seatbelt would not deploy. It would only come out about 6 inches and then lock. I removed the plastic cover on the lower section of the B pillar and found several parts of the retractor laying in the bottom of the pillar. Didn't make my day. Took some pictures After calling the dealer where I purchase the car they said call Hyundai as the car is still under warranty and the Hyundai dealer should take care of it.

Here is where it gets interesting. The car was purchased new by Enterprise car rental company as a 2015 model and at some point in 2015 the car was in an accident.

As a result of that, the car was sent out to a body shop and supposedly repaired and then Enterprise put it up for sale at an auction. The car was then purchased by Thurston Toyota in Ukiah, ca. who claims to know nothing about any of this.

So, out of necessity I contacted the local Hyundai dealer in Santa Rosa, Manly Hyundai, to see if the seat belt problem could be resolved under the vehicle warranty. They said it is inconceivable that the seat belt retractor on a 2015 vehicle would spontaneously fall apart. So, after a lengthy conversation they asked me for the Vin number and said "we will call you back". Which they did. They said they had requested a Car

NM  
Gale  
SMD

Fax report and found that the car had been in a front end accident and as a result, the seatbelt pre-tensioner would have deployed. No warranty. As you know, any time a vehicle is in an accident and the pretensioner engages the lockup mechanism, the entire seat belt unit must be replaced. California Law. Obviously this did not happen and most likely the body shop tampered with the seat belt retractor unit to make it work and the car was returned to Enterprise. Enterprise then decided not to return the car to their fleet and sold it at auction. (I wonder why) Who knew what and when they knew it is the main question here. After my conversation with the Hyundai dealer my guess is the body shop knew very well that what they did was illegal and unsafe but for whatever reason, financial or otherwise, decided to cut corners and patch up the seatbelt retractor mechanism. (see online video) Based on the car fax report of the accident there was a police report taken but very few details were available. I would imagine there is more information if I were to dig. I believe the Hyundai Dealer figured this also when they ran the CarFax but, for liability reasons would not say anything to me formally on the phone.

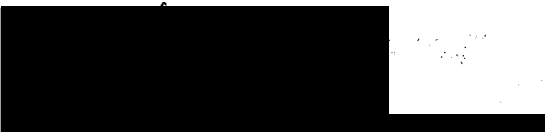
I find this all very unsettling and can only wonder how many other situations like this are out there just waiting for an accident to happen and the unsuspecting consumer to be seriously injured or worse.

I have no idea if your organization can possibly look into this matter but if you do I would certainly be very grateful and if I can possibly provide any additional information please let me know.

Thanks

2015 Hyundai Tucson  
Vin. KM8JUCAGXFU

Clearlake, Ca.



CLEARLAKE CA.

W40-304

SAN FRANCISCO CA 941

12 MAY 2015 PM 5 L



NHTSA Headquarters  
1200 New Jersey ave. SE  
west Building  
Washington, DC. 20590

20590-

