

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CL-11022298-9887

NHTSA
1200 New Jersey Ave, SE
West Bldg (ODI)
Washington DC, 20590

SEP 18 2017

RE: Complaint 11022298

Sept 11, 2017

Dear NHTSA ODI Representative:

In regards to my complaint referenced above, on a failure of the fabric in the primary drivers side seat belt, on my 2004 Toyota Highlander, attached are two photographs taken on 8.30.2017.

As further information, please note this issue, the seat belt fabric shredding, has been slowly increasing for about three years. It has reached, what appears to me, a dangerous point at this time. I first reported this to national Toyota safety dept on 2.25.2016 with Toyota reference # [REDACTED] and followed up on 8.30.2017. Their response has been there is no recall and no assistance from Toyota will be forthcoming in the absence of a recall. It appears the entire seat belt assembly needs to be replaced.

I am original owner of the vehicle and the primary driver. It is used for common family driving. I have logged over 99% of the miles on this vehicle and always engage the seat belt in a smooth motion as would a conscientious driver. There has been no specific damage to the fabric or the seatbelt, the result of the shredding fabric has happened under normal and gentle use. I presume the fabric, or the metal buckle, is faulty in someway.

With regards,

[REDACTED]

Marblehead, MA [REDACTED]

Phone number in your file with this complaint

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Top





Marblehead, MA



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