

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOO \(NHTSA\)](#) [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI #11362017
Date: Thursday, October 1, 2020 1:34:39 PM
Attachments: [REDACTED]

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Good afternoon. I recently submitted a complaint to the NHTSA online, in regards to my seatbelts on my 2019 Honda Clarity plug in Hybrid. I was conducting additional research and came across a similar complaint that was entered into your database. I have attached a copy of the complaint. The ODI for that complaint is # 11175764. Furthermore, I received a call from the service department stating that they would do a one-time "good will" replacement of the seatbelts, but if the incident were to happen again, that the repair would not be covered. Thank you for your time.

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[REDACTED]

[REDACTED]
Quality Control Analyst



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**Search
Vehicles**

**Vehicle
Comparison Tool**

2018 HONDA CLARITY PLUG-IN HYBRID



IMAGE NOT AVAILABLE

0
RECALLS

INVESTIGATIONS **0**

COMPLAINTS **59**

Not been rated

OVERALL SAFETY RATING

Recalls & Safety Issues.

This is a record of safety issues for vehicles of this year, make, model and trim. If you are a vehicle owner, search for recalls by your Vehicle Identification Number (VIN). The vehicle identification number tells you if your car is affected.

[Learn about our recall process](#) →

Have a safety problem?

Report a problem with your vehicle, tires, car seats or other equipment. We review every problem as we work to keep our roads safe.

[Report a safety problem →](#)

Find recalls **by VIN.**

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

SEARCH BY VIN

Recall information from this VIN lookup tool is provided by the manufacturer conducting the recall. NHTSA does not record VIN information or results provided through this tool.

COMPLAINTS

RECALLS

INVESTIGATIONS

MANUFACTURER COMMUNICATIONS

59 Complaints

for 2018 HONDA CLARITY PLUG-IN HYBRID

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (59) AIR BAGS (2) ELECTRICAL SYSTEM (9) ELECTRONIC STABILITY CONTROL (1) ENGINE (18)
 EXTERIOR LIGHTING (7) FUEL/PROPULSION SYSTEM (10) POWER TRAIN (13) **SEAT BELTS (1)**
 SERVICE BRAKES (5) STEERING (1) UNKNOWN OR OTHER (9) VEHICLE SPEED CONTROL (7)
 VISIBILITY/WIPER (2) WHEELS (2)

February 8, 2019

NHTSA ID NUMBER: 11175764



Components: SEAT BELTS

NHTSA ID Number: 11175764

Incident Date February 8, 2019

Consumer Location PFLUGERVILLE, TX

Vehicle Identification Number JHMZC5F37JC****

Summary of Complaint

<p>CRASH</p> <p>FIRE</p> <p>INJURIES</p> <p>DEATHS</p>	<p>No</p> <p>No</p> <p>0</p> <p>0</p>	<p>ON THE WAY TO SCHOOL THIS MORNING (2/8/2019), MY [REDACTED] YEAR-OLD DAUGHTER MENTIONED HER SEAT BELT BROKE (REAR DRIVER SEAT). SHE MOVED TO THE OTHER SIDE OF THE BACKSEAT (REAR PASSENGER SEAT). ONCE WE WERE STOPPED, I REALIZED WHAT SHE MEANT BY BROKEN: THE SEAT BELT HAD COMPLETELY FRAYED, BROKE COMPLETELY AND PULLED APART FROM IT'S INTERNAL HOUSING. UPON FURTHER INSPECTION, ALL THREE SEAT BELTS IN THE BACK SEAT HAVE FRAYING. THE ONE SHE MOSTLY USED WAS COMPLETELY BROKEN. THE REAR PASSENGER SEAT BELT IS NOT USED AS OFTEN SO THE FRAY/CUT IS ABOUT 1/3 OF THE WIDTH OF THE SEAT BELT. THE REAR MIDDLE SEAT HAS THE LEAST DAMAGE, BUT IS STILL FRAYED/CUT. NO ONE CAN NOW SIT IN THE BACK SEAT WITH FAULTY SEAT BELTS. THE HOUSING SEEMS EXCESSIVELY SHARP AND THAT'S</p>
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WHAT IS CAUSING THEM TO BE CUT. I CALLED THE SERVICE DEPARTMENT AT THE DEALER ASKING FOR A MANAGER, BUT AS OF SUBMITTING THIS, I HAVEN'T RECEIVED A RETURN CALL.

1 Affected Product ^

Vehicle

MAKE	MODEL	YEAR
HONDA	CLARITY PLUG-IN HYBRID	2018

Request Research (Services fees apply)

Recently Searched

2018 HONDA CLARITY PLUG-IN HYBRID

Not been rated
OVERALL SAFETY RATING



IMAGE NOT AVAILABLE

2019 HONDA CLARITY PLUG-IN HYBRID
4 DR FWD

Not been rated

OVERALL SAFETY RATING



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National Highway Traffic Safety Administration

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