



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 05-008
Date Opened: 02/10/2005
Principal Investigator: Peter Ong
Subject: Seat Belt Malfunction

Manufacturer: Toyota Motor North America, Inc.
Products: MY 2004 Toyota Sienna
Population: 75,000 (estimated)

Problem Description: The middle-row seat belt webbing may jam in the belt guide housing/bezel slot preventing it from properly retracting during use.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	8	0	8
Crashes/Fires:	0	0	0
Injury Incidents:	0	0	0
# Injuries:	0	0	0
Fatality Incidents:	0	0	0
# Fatalities:	0	0	0
Other*:	0	0	0

*Description of Other:

Action: Open a Preliminary Evaluation.

Engineer: Peter C. Ong

Date: 02/10/2005

Div. Chief: Thomas Z. Cooper Tzc

Date: 02/10/2005

Office Dir.: Kathleen C. DeMeter

Date: 02/10/2005

Summary: ODI received eight consumer complaints alleging that the middle-row passenger captain's chair seat belt webbing frequently jams in the integrated seat belt guide housing/bezel slot. During normal occupant body movement, the webbing would jam and not retract, thus causing excess slack in the seat belt assembly. When the webbing jammed, it caused the plastic belt guide to separate. Among the eight reports, they alleged 22 separate occurrences of failures. Owners also reported that the Toyota dealers provided no permanent remedy. They either snapped the small plastic belt guide together again or replaced it with a new part of the same design that fails a short time later. During phone contacts with owners (VOQ #10074674, #10074834, #10042685 & #10089628), they expressed concerns that the typical occupants are children and young adolescents who may not recognize the potential safety risk associated with a slack seat belt in the event of a crash. Among the eight vehicles, five still exhibit the problem and two were "bought-back" by Toyota. ODI also has received copies of Toyota field reports pertaining to this issue provided under Early Warning Reporting.

2-11-05
Tzc