

Philadelphia, PA

10117414

March 18, 2005

To Whom It May Concern:

We bought a new car 2005 Scion VIN TC JTKDE 17765 [redacted] in January 27, 2005.
The autodealer's address is:

Faulkner-Scion
2425 Lincoln Highway
Trevose, PA 190053
(215) 244-9300.

As a result of an accident, which took place on February 5, 2005, the car was totaled (the front part of the car was crashed). The airbags failed to open when the speed was about 50 mph. My son, the driver, and a passenger on the front seat were seriously injured in this accident. My son lost his sight of his right eye by hitting the steering wheel. As for the passenger, his shoulder and a hand were injured.

Although the manual says that the airbags have to function at speed 15mph, they failed to do this. Our family has been a loyal customer to "Toyota" since 1991. Our first car was Toyota "Corolla", the second one -Toyota "Solara" (we still have it).

We were always saying to our friends that this manufacturer is reliable and their cars are comfortable and don't have any problems.

Thus, believing in advertising of the new car, we faced with serious problems. Our son lost his sight and got disabled.

We are really disappointed by the fact that our faith in the big name of the company is shaken.

Now we would like to get rid of the Toyota "Solara" because we are afraid to believe the promises of this manufacturer having our bad experience.

We would express our deep gratitude to you if you investigate this case, because it is a very bad commercial of the new car "Scion".

If you are interested in more detailed information about this accident, you can make and inquiry at "Allstate" Insurance Company. Allstate Market Claim Office:

309 Lakeside Drive
Horsham, PA 19044-2355
Donna L. Checkovage
Claim # 259-653-3006
Phone # (215) 293-8658

Thank you in advance for your time & cooperation.

Sincerely,

2 Maria
2/29/05





