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May 10, 2005

Toyota Customer Assistance Center  
Toyota Motor Sales, USA, Inc.  
P.O. Box 2991  
Torrance, CA 90509-2991

Gentlemen:

I am the owner of a 1998 Toyota Camry. First, I would like to make it clear that I am and have been happy with this vehicle and it was, and may still be, my intention to purchase another Camry in the coming year. I have a reservation and hope that you can explain my recent experience because it is in your best interest as well as my own.

Here is my story: On Saturday, May 7, 2005 I was involved in an automobile accident. In a moment of distraction, my attention turned elsewhere. The green light turned red and my car rear-ended the Nissan Maxima ahead of me. The owner of the other vehicle was unhurt, but his car suffered enough damage to be towed. My car was damaged, but driveable, however, I suffered a bump on my forehead, a huge black eye and two fractured ribs along with a bruised hip. The first question my family and friends asked was: "Did it activate the air bag?" When I replied to the negative, most were frankly incredulous.

With this in mind, I took my car to the local Toyota dealership and asked if they could explain why my airbag did not activate. I was told if there was anything wrong with the airbag, a light would show on my dash board -well, there was no light on the dashboard. I suggested that it be tested to ensure it is in working condition. His response was that it would cost me \$88. I certainly don't feel I should be responsible for this. If the airbag is defective, it is the responsibility of the manufacturer to correct the problem.

Frankly, I don't feel in all good conscience that I can resell this car unless I am certain that it is proper working condition.

I will anxiously await a reply to this letter.

Sincerely,

[Redacted signature area]

cc: NHTSA  
U. S. Department of Transportation  
Washington, D.C. 20590

  
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