



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

1200 New Jersey Avenue SE.
Washington, DC 20590

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

February 19, 2013

NVS-216 nlm
Ref. No. 10487335

[REDACTED]
Algonquin, IL [REDACTED]

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2003 Toyota Matrix. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

NHTSA received your December 4, 2012, report about a problem with the air bag warning light illuminating in your MY 2003 Toyota Matrix vehicle. The information you reported was entered into our complaint database. However, we do not show a record of receiving additional documentation to support your original report. We regret any inconvenience this may have caused you.

You indicate that the air bag warning light remains illuminated in your MY 2003 Toyota Matrix vehicle. Your dealer replaced the air bag spiral cable and the air bag wire harness; however, the dealer's repair attempts were not successful. You made Toyota aware of air bag warning light problem and request that NHTSA open an investigation.



ODI is monitoring all available data concerning air bag problems in MY 2003 and MY 2004 Toyota Matrix vehicles; however, no determinations have been reached at this time. For your information, the NHTSA investigation and recall process can be found on our web site at www.nhtsa.gov. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. Please re-send your additional documents to my attention and they will be added to your original report. Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Email: randy.reid@dot.gov
Fax: 1-202-366-1767