

March 29, 2013

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, DC 20590

APR 08 2013

Dear Administrator:

I wish to file a formal complaint with your office, relative to the latest Safety Recall Notice I received. The Safety Recall Notice refers to "2003 through 2004 Model Year Corolla and Corolla Matrix vehicles Supplemental Restraint System (SRS) Electronic Control Module (ECM)."

I live on Revillagiggedo Island in SE Alaska. No Toyota Dealers are available here. I bought my Toyota through Karlson Motors (5010 N. Tongass Highway/Box 6420, Ketchikan, Alaska 99901; 907-225-9022) here. Several years ago, I received another Safety Recall Notice from Toyota for defective bolts in the window system. I brought my car to Karlson Motors which ordered Toyota parts and did the work of repairing the defect. I had to pay for the work out of pocket. When I submitted the paperwork to Toyota for reimbursement, I was informed that Toyota would not honor the work done by Karlson Motors and would not reimburse me for the cost of the fix.

The situation has not changed. There is still no Toyota Dealer here on the island. Karlson Motors continues to maintain our Corolla. Now I receive a Safety Recall Notice which sounds serious indeed. It states that, "If internal short circuiting occurs, the front airbag(s) and/or seat belt pretensioners could inadvertently deploy. An airbag that deploys inadvertently can, under some circumstances, increase the risk of injury and the possibility of a crash."

I have no desire to become involved in an accident. Toyota has been unwilling to honor their commitment in the past, and I have no expectation that they will change their policy for this recall. How can you help me? Thank you for your assistance.

Sincerely,

Ketchikan, Alaska

NM
4113
SMT



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

KETCHIKAN, AK



URGENT SAFETY RECALL

This is an important Safety Recall.
The remedy will be performed at
NO CHARGE to you.

**2003 through 2004 Model Year Corolla and Corolla Matrix vehicles
Supplemental Restraint System (SRS) Electronic Control Module (ECM)
SAFETY RECALL NOTICE**

VIN: 1NXBR32E63Z

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in 2003 through 2004 model year Corolla and Corolla Matrix vehicles.

What is the Condition?

The Electronic Control Module (ECM) for the Supplemental Restraint System (SRS) in these vehicles could have been manufactured with integrated circuits (ICs) that are susceptible to internal short circuiting when exposed to certain electrical noise from various vehicle electrical components. If internal short circuiting occurs, the front airbag(s) and/or seat belt pretensioners could inadvertently deploy. An airbag that deploys inadvertently can, under some circumstances, increase the risk of injury and the possibility of a crash.

What will Toyota do?

Any authorized Toyota dealer will install a sub-wire harness (filter) to minimize electrical noise from the other vehicle electrical components at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.

The repair will take approximately **one hour**. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by registering a www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

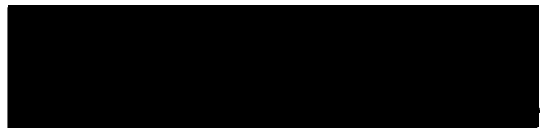
Your local Toyota dealer will be more than happy to answer any of your questions. If you require further assistance you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E. Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.safercar.gov.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

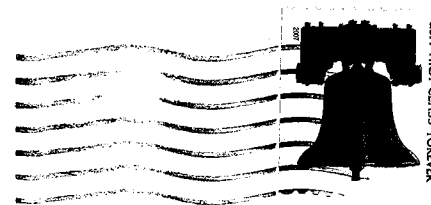
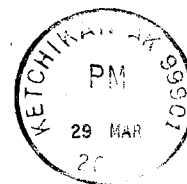
Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC10
19001 South Western Avenue
Torrance, CA 90509



Km, AK



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National Highway Traffic Safety Adm.
1200 New Jersey SE.
Washington, DC 20590

