

March 6, 2015

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

Administrator

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE

Washington, DC 20590

MAR 17 2015

To Whom This May Concern:

I believe that Toyota has failed or is unable to remedy a defect within a reasonable time. This defect concerns replacement of front passenger airbag inflator on my 2003 Model Year Corolla.

In April 2013, Toyota announced a nationwide Safety recall (attached) and then revised it. I received no notice of this recall until February 20, 2015. The recall notice stated that Toyota is prioritizing parts replacement in geographic locations that are subject to consistently high absolute humidity.

I called Toyota on February 20, 2015, and they told me that they are focusing on the gulf states in regard to this recall. I told them that Southeast Alaska (where I live) is a temperate rainforest and we get an average of 13 feet of rain/year, so we are more humid than the gulf states. I asked them when they would have these parts. They said that they didn't know.

On March 3, 4, and 6th, I called Mendenhall Toyota in Juneau (where I have to take my car for this recall work) to ask when I could bring my car in for this recall work. They said they didn't have the parts. I asked them to advocate with Toyota for getting parts to deal with this recall. I was informed that they had already done so. They suggested that I call Toyota back.

On March 6, I called Toyota back and they noted my complaint (reference # [REDACTED]) but told me that they have no date as yet for sending those parts to Mendenhall Toyota.

It seems clear to me that Toyota has failed or is unable to remedy this defect in a reasonable time. I wish to file a complaint with your office and ask for your help in getting Toyota to comply with their recall.

Thank you for your assistance.

[REDACTED]
Ketchikan, Alaska [REDACTED]
[REDACTED]

NM
32315
SMP



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



T130 P4

KETCHIKAN, AK



URGENT SAFETY RECALL

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

2003–2004 Model Year Corolla, Corolla Matrix, Tundra and
2002–Early 2004 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module
SAFETY RECALL NOTICE (Interim Notice)

This notice applies to your vehicle: VIN 1NXBR32E63Z

REVISED REMEDY PROCEDURE

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 2003–2004 Model Year Corolla, Corolla Matrix, Tundra, and 2002–Early 2004 Model Year Sequoia vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

In April, 2013 Toyota announced a nationwide Safety Recall (D0F) to inspect and, if necessary, replace the front passenger airbag inflator. In June, 2014 the Safety Recall remedy was revised to replace all front passenger airbag inflators regardless of inspection results. The revision is Safety Recall DSF (D3F). According to our records, you did not have the previous recall (D0F) performed.

Due to the change in the remedy, Toyota does not have enough front passenger airbag inflators to perform replacement in all locations at this time. Testing of recovered front passenger airbag inflators found that some inflators from southern Florida performed improperly. Toyota is currently prioritizing part replacement in geographic locations that are subject to consistently high absolute humidity based upon our test results.

What should you do?

We are currently preparing parts for your location; we will send you another notification once sufficient parts have been produced and the revised remedy can be performed.

Until the remedy is performed, we recommend that you do not operate the vehicle with occupants in the front passenger seat. We sincerely apologize for any inconvenience this will cause, but we are taking this action to ensure your safety.

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

What is the Condition?

The subject vehicles are equipped with front passenger airbag inflators which could have been assembled with improperly manufactured propellant. Improperly manufactured propellant could cause the inflator to rupture and the front passenger airbag to deploy abnormally in the event of a crash, increasing the risk of injury to the occupant.

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair when parts are available.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. 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.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

Ketchikan, AK



Administrator
Natl. Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC. 20590

