



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)

June 12, 2013

[REDACTED]
Ketchikan, Alaska [REDACTED]

NVS-216 nlm
Ref. No. 10508030

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2003 Toyota Corolla vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret any inconvenience our delay in responding may have caused you.

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. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You are filing a complaint with NHTSA regarding the latest safety recall you received. The safety recall refers to the supplemental restraint system (SRS) and electronic control module (ECM) in MY 2003 and MY 2004 Toyota Corolla vehicles. You state there are no Toyota dealers in your location. Several years ago your vehicle was recalled and a non-Toyota dealer ordered the parts and completed the recall repair. You paid for the repair; however, Toyota would not reimburse you because they would not authorize the work of the non-Toyota dealer. Based on past events, you feel Toyota will not honor their commitment. You are concerned for your safety and request assistance from NHTSA in completing the recall.

We are aware of NHTSA Safety Recall Campaign No. 13V-029. The recall addresses a problem with inadvertent deployment of the front air bags caused by an internal short in the ECM for the SRS in certain MY 2003 and MY 2004 Toyota Corolla vehicles. Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contain a defect relating to motor vehicle safety or fail to comply with a Federal Motor Vehicle Safety Standard to remedy the defect or noncompliance without charge.

Under the statute, manufacturers have the right to require recall repairs to the vehicles they produce be performed at authorized dealer. Also, Federal regulations require a manufacturer conducting a safety recall to reimburse owners only when they paid for a repair identical to recall but was performed prior to the announcement. In most instances, the repair has to take place within a reasonable time, usually one year before the recall announcement. However, after a recall has been announced by the manufacturer the remedy must be performed by an authorized dealer. We recommend that you contact the Toyota Customer Experience Center at 1-888-270-9371, to see if a special arrangement can be made to complete the recall on your vehicle.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. 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