



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

February 24, 2014

[REDACTED]  
[REDACTED]  
Kennewick, WA [REDACTED]

NVS-216 nlm  
Ref. No. 10553420

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2003 Toyota Tundra. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation 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 motor 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 may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you received a recall letter from Toyota concerning the possibility of a defect during air bag deployment in your MY 2003 Toyota Tundra. You scheduled an appointment for your daughter to take the truck to a local dealer. After waiting two hours, your daughter was told the recall could not be completed due to an issue with a Toyota Internet connection. The dealer gave your daughter a list of suggested repairs unrelated to the recall and was told to come back later. You feel that Toyota and the dealer have failed to remedy the defect in a reasonable time and request assistance from NHTSA.

We are aware of the recall (NHTSA Safety Recall Campaign No. 13V-133) that addresses a safety defect in the passenger side frontal air bag in certain MY 2003 and MY 2004 Toyota Tundra trucks. The front air bag inflator may produce excessive internal pressure. Improperly manufactured propellant wafers could cause the inflator to rupture and the front passenger air bag to deploy abnormally in a crash.

We understand your frustration; however, the scheduling and service problem you encountered in your attempt to complete the recall does not fall under our jurisdiction. If you have not done so already, we recommend that you contact Toyota for further assistance. You may consider contacting your local Consumer Protection Agency or ask the dealership for a meeting with a Toyota district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over fraud, deception, dealership problems, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov). We recommend that you continue to work with Toyota and your dealer for further assistance

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](http://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 on our website.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive, flowing style.

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