

March 31, 2014

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

APR -8 2014

Dear Sir or Madam:

I am writing concerning the safety recall referred to in the attached notice. The attached repair invoice also shows that this work was performed within the past few days. However, I am not sure that the problem was corrected.

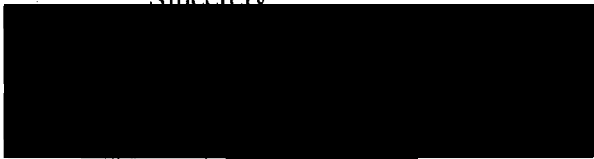

After about an hour of service time, I went to pick up the vehicle. When I started the engine, I noted that the air bag light was on. According to the recall notice, an air bag issue was the target of the recall. Since I hadn't left the dealer's service bay yet, I called the repair technician over, who put a computer device on the vehicle and the light went out.

I left to return home and about half way there, I noticed that the air bag light had come back on again. So, I am not sure if the air bag issue was resolved or not. I am not comfortable driving around with the light on.

We bought this vehicle and another one about eleven years ago, paying cash for them. For ten years, no other hands touched these vehicles except for this dealer. For a number of years I had asked for a noise in the rear of the truck to be investigated. Nothing ever happened to correct it. My wife's Avalon had a noise in the driver side front wheel, which we asked to be explored. It was never corrected. We've taken these vehicles in to investigate the "check engine" lights. They go off at the dealers, but come back on after we leave.

Aside from this matter, there is another greater issue at hand is with the recall notices and other communication from businesses. There are no dates on the notices and no post marks on the envelopes. So, we have no idea as to when the letter was written or when it was mailed. This is a pervasive problem that needs to be addressed across all industries. But we could begin by having recall notices dated and post marked.

Sincerely


Columbia, SC


ET
41014
SMD



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

0586

[REDACTED]
COLUMBIA, SC [REDACTED]



INTERIM NOTICE

We are currently preparing the remedy. We will notify you again when the remedy is ready.

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

VIN: 5TBRT34133S [REDACTED]

Dear Toyota Customer:

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 to certain 2004 Model Year Corolla, Corolla Matrix, and Tundra vehicles and 2002 to early 2004 Model Year Sequoia vehicles.

The purpose of this letter is to explain the details of the recall and to keep you informed of Toyota's implementation plan. We are currently making preparations to implement the Safety Recall remedy. **We will send you a second notification when the remedy is available.**

What is the condition?

The subject vehicles are equipped with front passenger airbag inflators which could have been assembled with improperly manufactured propellant wafers. There is a chance that improperly manufactured propellant wafers could cause the inflator to rupture and propel fragments toward occupants in the event of a crash, increasing the risk of injury.

You will receive a second owner notification letter when the remedy is available.

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

What should you do?

Once you receive the second notice, you will be instructed to bring your vehicle to an authorized Toyota dealer for inspection and replacement of the airbag inflator if necessary. Toyota anticipates the second notice will begin mailing in mid-July.

What if you have other questions?

Please visit us at www.toyota.com/recalls. Please input your 17-digit Vehicle Identification Number (VIN). Frequently Asked Questions (FAQ) are posted on this website for your reference. The FAQ will periodically be updated so please check back frequently.

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 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. Pacific Time.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New

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You may also 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.

TOY001001-0000007-104

D1F

D0F Interim

A 0011 0586 98066 V001 0197406.1582236

Spanish translation on back side
Traducción en español en el lado inverso



TOYOTA CENTER

P.O. BOX 6588 • 1640 AIRPORT BLVD.
WEST COLUMBIA, SC 29169 • 1-800-635-8213



WWW.TOYOTACENTER.COM

CUSTOMER NO. 4126163	ADVISOR MATTHEW HANCOCK	TAG NO. 11048	INVOICE DATE 03/24/14	INVOICE NO. T4CS389410
	LABOR RATE	LICENSE NO.	COLOR BEIGE/	STOCK NO.
		MILEAGE 81,257	DELIVERY DATE 09/09/02	DELIVERY MILES 10
	YEAR / MAKE / MODEL 03/TOYOTA TRUCK/TUNDRA/CREW		SELLING DEALER NO. 10004	PRODUCTION DATE
COLUMBIA, SC	VEHICLE I.D. NO. 5 T B R T 3 4 1 3 3 S		R.O. DATE 03/24/14	
	F.T.E. NO.	P.O. NO.		
	COMMENTS			
				MO: 81257

LABOR & PARTS
 J# 1 55142 MASTER TECH TECH(S): 11748 WARRANTY
 DOF RECALL
 COMPLETE
 OP#3505DA WARRANTY # 55DB25A4
 TIME=0.3HRS
 JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
 THANK YOU FOR VISITING US TODAY AT TOYOTA CENTER.
 MATTHEW HANCOCK
 803-739-5438

TOTALS

FOR YOUR CONVENIENCE!!! <<< TRY OUR NEW HIGH SPEED OIL CHANGE >>> ***** * [] CASH [] CHECK CK NO. [] * * [] VISA [] MASTERCARD [] DISCOVER * * [] AMER XPRESS [] OTHER [] CHARGE * *****	TOTAL LABOR.... 0.00 TOTAL PARTS.... 0.00 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 0.00 TOTAL MISC DISC 0.00 TOTAL TAX..... 0.00	TOTAL INVOICE \$ 0.00
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DISCLAIMER OF WARRANTIES
 The only warranties, if any, applying to this part(s) are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s). Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING REGULAR SERVICE HOURS AND THEN ONLY TO THE REGISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

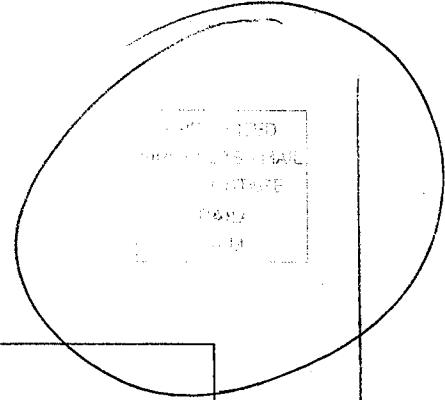
SHOP MATERIALS
 This figure incorporates supplies used in servicing your vehicle which includes cleansers, special lubes, spot towels, etc. A full list of these supplies is available for your inspection at the cashier's desk.

CUSTOMER SIGNATURE

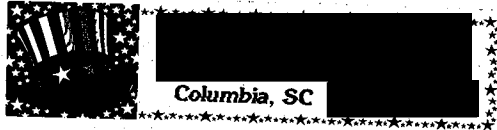
*Copies set
to darkest setting.*



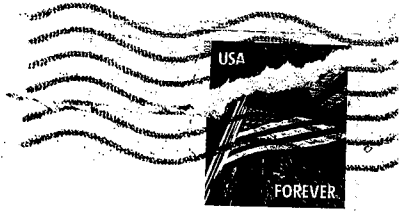
Toyota Motor Sales, U.S.A., Inc.
Customer Notification Processing Center
General Correspondence
P.O. Box 708007, San Diego, CA 92171-0807



SAFETY RECALL NOTICE (Interim)
Front Passenger Airbag Inflator
PLEASE READ THIS IMPORTANT INFORMATION



COLUMBIA SC 290
31 MAR 2014 PM 1 L



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National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

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