

Subject: FW: Consumer inquiry - ODI Number 10605058
Date: Thursday, December 04, 2014 9:31:47 AM

From: Montanari, Robert CTR (VOLPE) **On Behalf Of** Artemis HelpDesk (VOLPE)
Sent: Wednesday, December 03, 2014 10:20 AM

Subject: FW: Consumer inquiry - ODI Number 10605058

This consumer has a 2003 Toyota Tundra – he submitted an IVOQ back in June, 2014, after he and his wife were involved in a rollover accident (in October, 2013), that also included frontal impact, in which he states that his air bags failed to deploy. There are 3 Recalls involving the inflators for this MMY vehicle. His vehicle was checked about one month before the accident, at which time he was told by a Toyota dealership that his air bags were “working and would function properly in the event of an accident.” He contacted Toyota back in May, 2014, a month before submitting his IVOQ, but received no response.

From: [REDACTED]
Sent: Tuesday, December 02, 2014 2:29 PM
To: donotreplyodi (VOLPE)
Subject: ODI Number 10605058

SECOND NOTICE -

In June 2014 I contacted you about a complaint regarding the failure of the airbags to deploy in the course of a rollover vehicle accident that included front vehicle impact. There were injuries involved that would have been avoided or lessened had the airbags operated properly.

As I reported previously, on October 28, 2013 my wife and I were involved in a single vehicle accident. We contacted Toyota regarding this failure of their product, the airbags, and have to date received no response. We contacted you in June 2014 due to Toyota’s failure to respond.

Our 2003 Toyota Tundra access cab was involved in a recall on the airbags, and we had

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them checked in September 2013 (one month before the accident) and were told by the Toyota dealership that they were working and would function properly in the event of an accident. Obviously they did not.

This letter is to request an update regarding this matter and our complaint. Please advise on the current status of this inquiry.



From: [US DOT NHTSA](#)
Sent: Sunday, June 22, 2014 12:18 PM
To: [Redacted]
Subject: Acknowledgement from NHTSA/ODI of your safety complaint

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: [10605058](#)

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 Monday-Friday, 8:00AM to 8:00PM Eastern
TTY: 1-888-424-9153
Have your ODI Number available.
(Spanish-speaking operators available)
- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>
Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email: <http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm?refurl=email>

Recall notification via RSS: <http://www-odi.nhtsa.dot.gov/rss/index.cfm?refurl=email>

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our [Privacy Policy](#) can be found at this Web page.

If you have questions regarding these emails, please go to our [Contact](#) Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.