

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

EQ-10617902-1430

Subject: FW: Your report to NHTSA (ODI # 10617902); ref: 2011 Toyota Highlander Airbag Injury
Date: Tuesday, August 12, 2014 11:36:31 AM

Subject: FW: Your report to NHTSA (ODI # 10617902); ref: 2011 Toyota Highlander Airbag Injury

Please upload this email. Thanks!

From: Chan, Steve (NHTSA)
Sent: Saturday, August 09, 2014 1:23 PM
To: [REDACTED]
Subject: RE: Your report to NHTSA (ODI # 10617902); ref: 2011 Toyota Highlander Airbag Injury

Try to limited to 8MB of attachment per email. Thanks.

From: [REDACTED]
Sent: Friday, August 08, 2014 11:17 AM
To: Chan, Steve (NHTSA)
Subject: Re: Your report to NHTSA (ODI # 10617902); ref: 2011 Toyota Highlander Airbag Injury

I've tried to send 6 photos but they keep coming back with a message from the server that they are too large. What should I do? [REDACTED].

Sent from my iPad

On Aug 6, 2014, at 10:37 AM, <Steve.Chan@dot.gov> wrote:

Dear [REDACTED]

Thank you for reporting to the National Highway Traffic Safety Administration (NHTSA) concerning:

"I SWERVED TO AVOID HITTING A DEER. THE CAR WENT ONTO THE SHOULDER OF THE ROAD AND BACK ONTO THE ROAD. THE SIDE AIRBAGS DEPLOYED ON BOTH SIDES OF THE CAR. A LARGE PIECE OF PLASTIC, AT LEAST 2FT. IN LENGTH,FLEW OFF ON THE DRIVER'S SIDE CAUSING SEVERE CUTS,LACERATIONS,AND ABRASIONS TO MY LEFT ARM - THIS REQUIRED A TRIP THE EMERGENCY ROOM AT A LOCAL HOSPITAL WHERE MY ENTIRE ARM WAS TREATED. I CAN UNDERSTAND WHY THE AIRBAGS DEPLOYED BUT CANNOT ACCEPT THE FACT THAT I WAS INJURED BY FLYING PLASTIC DEBRIS."

1. Please email me pictures of the vehicle exterior and the interior (in particularly the driver side), the plastic piece that caused your injury and the location where it came off.
2. Do you have pictures showing the injuries of your arm? If so, please email them to me as well.

Thank you.

Steve Chan
Safety Defects Engineer
Office of Defects Investigation / NHTSA