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

NOV 04 2014

October 28, 2014.

Administrator
Washington, D.C.

Dear Sir:

I own a 2003 Toyota Model Corolla, bought in October 19, 2003 from Toyota Triangle de San Juan, at John F. Kennedy Avenue, Puerto Nuevo, Puerto Rico, 00920.

On September 24, 2013 I received a Recall SSC Door Front Passenger Airbag letter, stating that Toyota strongly recommended that I have this safety Recall immediately. I did that and after several hours in their office I was told by Toyota advisor, Adneris Martinez, that they could not work on my vehicle for some cause I fail to recall what it was.

Toyota also could not repair my car on each of the following dates, due to different reasons: 12/30/2013 3/22/14, 4/22/14 until finally 8/25/14, my last time there when I was told by the same advisor Adneris Martinez that in my previous time there the faulty piece was removed and another one installed. Miracle!! At last my car was fixed. No more time lost in my useless visits there. But my joy lasted until yesterday, October 27 (you won't believe this) when I received one more urgent Recall letter with the same advice that I have this Recall Remedy performed immediately and the same menace that if I do not follow their instructions I should not drive my car. Do you believe this stupidity?

Mr. Administrator, as you must understand I am not at all inclined to take my vehicle again there, or at any other place when they have had my wife [REDACTED] years old I am [REDACTED] in real and serious dangers for all this time, so instead I have decided to wait for your answer to this letter, recommending me the future steps to follow.

[REDACTED]

Guaynabo, P. R. [REDACTED]

NH
11/21/14
TFW



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Administrator
National Highway Traffic Safety Administration
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