

[REDACTED]
Wilmington, DE [REDACTED]
October 22, 2014

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

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Ave.
Dept. WC11
Torrance, CA 90501

OCT 30 2014

To Whom It May Concern:

RE: Airbag Recall: 2013 Toyota Avalon hybrid (VIN 4T1BD1EB2DU [REDACTED]).

I am requesting that you immediately replace the airbags in my 2013 Toyota Avalon hybrid (VIN 4T1BD1EB2DU [REDACTED]).

I had my 25,000 service today at Newark Toyota World in Newark, Delaware and when I asked about the airbag situation, I was told that they have not received any information concerning replacement of recalled vehicles so I should wait for you to contact me. This concerns me because, I've only had my vehicle for a little over a year and I've driven it almost 25,000 miles without any incidents but my concern is what could possibly happen if I'm in a collision and the bag deploys causing injury to myself or a front passenger. And the news about the air bags get worst after every news cast. Yesterday, a list included 2013 Toyota Avalon hybrids.

I was also informed of a recall concerning a situation with the front seats of my car today but I received no notice about it. The problem was fixed during my service today. Please tell me you're not getting lax about informing customers of potential recalls of your vehicles.

I have been a Toyota buyer since 1983 and until recently, I cannot recall as many recalls of your vehicles as have been reported in the last few years. One of the reasons I continued to buy your products was because of their reliability and how well they performed as well as the cost to maintain them.

Although I will continue to purchase your vehicle because I've been more than satisfied with their reliability, I must request that the problem with my airbags be addressed and resolved as soon as possible. Until this matter is resolved, I will not feel safe driving my vehicle.

Sincerely, an avid Toyota buyer

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CC: NHTSA Headquarters

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Wilmington, DE

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

