

21 January 2015

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

FEB 10 2015

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION (NHTSA)
1200 New Jersey Avenue, SE West Building
Washington, DC 20590

Attention: **Mr. MARK R. ROSEKIND, Ph.D.**
Administrator, NHTSA

Dear Mr. Rosekind,

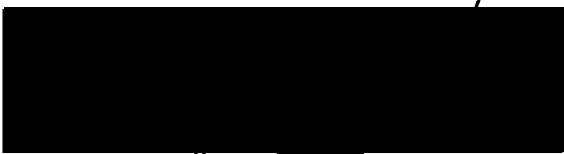
Attached is my letter addressed to Mr. **JAMES E. LENTZ III, President/CEO of TOYOTA MOTOR SALES USA, INC.**, with Corporate Offices at **19001 S. Western Avenue, Department WC11, Torrance, CA 90501**, which is self-explanatory.

I am bringing this to your attention for your information, along with my request for affirmative action from your office in the interest of safety and proactive public service.

Thank you and God Bless you for what you do.

Sincerely yours,

/



Las Vegas, NV

Phone:

e-mail:

- cc: 1) **Mr. TOM ZOELLER**
Acting Executive Director
National Transportation Safety Board (NTSB)
490 L'Enfant Plaza, SW
Washington, DC 20594
- 2) **NTSB CENTRAL REGIONAL OFFICE**
National Transportation Safety Board (NTSB)
4760 Oakland Street, Suite 500
Denver, Colorado 80239

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21 January 2015

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TOYOTA MOTOR SALES USA, INC.
Corporate Office
Department WC11
19001 S. Western Avenue
Torrance, CA 90501

Attention: **Mr. JAMES E. LENTZ III**
President/CEO

Dear Mr. Lentz,

Greetings.

I have an issue with the **AIRBAG** installed in my **1994 Toyota Camry LE** with VIN **#4T1SK12E7RU** [REDACTED] and **85,595 miles** on it as of today. I noticed a **red icon** that suddenly showed on my car's dashboard in early October 2014— at about the same time you were recalling most of your vehicles due to mechanical and electrical problems.

I brought the car to a local Toyota dealership, and the Toyota Service staff confirmed it was the **AIRBAG** icon. Although the Service Staff did not formally diagnose it, he said that it meant "**the AIRBAG might be defective, and might not deploy properly in case of an accident.**" The diagnostics will cost me **\$300** if I elected to have it checked, and if defective, the said amount shall be deducted from the total cost of repair. Honestly, I do not have that kind of money, thus this letter.

Actually, I wrote this letter back in October 2014 shortly before I became homeless (from October 27-December 18, 2014), followed by a medical episode brought upon by lack of sleep due to my unfortunate homelessness during the previous months. Now that I have finally settled again, I decided to write to you about this **red icon** that is giving me the creeps every time I drive the car.

I am a [REDACTED]-year-old widow. I do not receive any government support save for my late husband's meager VA Survivor's Benefit. I did not complete my own contributions to Social Security because I lost my job in 2006. I am a reporter/photographer but forced to retire due to a stroke I suffered in 2012. I have no savings, do not own a house, and currently renting a small room. I get by through the help of some benevolent friends and Good Samaritans I meet along the way.

I have no property except the **1994 Toyota Camry LE** and an old, outdated computer. The car is in good condition except that it is a gas guzzler. It hardly makes 300 miles on a full tank of gas!

I know that **TOYOTA** is a good corporate citizen. I believe that you will do the right thing by living up to your Global Mission of *"leading the way to the future of mobility, enriching lives around the world with the safest and most responsible ways of moving people."*

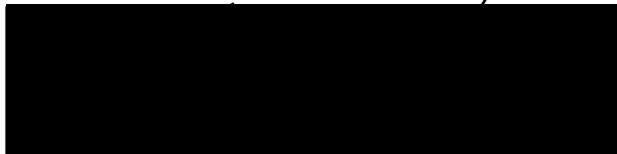
I also believe in your commitment to *"quality, constant innovation and respect for the planet...."* as you *"aim to exceed expectations..."* Further, you stated in your Global Mission that you *"will meet (y)our challenging goals by engaging the talent and passion of people, who believe there is always a better way."*

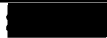
One *"better way"* I could think of— where you could fulfill your Global Mission— is to arrange with one of your Las Vegas-based dealerships to have my car checked and repaired **FREE OF CHARGE** before any unfortunate accident happens. I strongly believe that you'd share my rationale that it is always best to prevent any unfortunate and tragic accident by being proactive.

In view of my current dire financial condition and of the fact that the AIRBAG installed in my car might be defective through no fault of my own— I earnestly request your good office to please grant my request to have the **AIRBAG** checked and repaired, if found defective,

In anticipation of a favorable action from you, I thank you very much and may God Bless you for what you do.

Sincerely,



Las Vegas, NV 

Phone: 

cc: **Mr. CHRISTOPHER A. HART**
Acting Chairman, NTSB
490 L'Enfant Plaza, SW
Washington, DC 20594

Mr. TOM ZOELLER
Acting Executive Director, NTSB
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The REGIONAL DIRECTOR
NTSB Central Regional Office
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Mr. MARK R. ROSEKIND, Ph.D.
Administrator, National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue, SE, West Building
Washington, DC 20590

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Mr. MARK R. ROSEKIND, Ph.D.

Administrator

National Highway Traffic Safety Administration (NHTSA)

1200 New Jersey Avenue, SE, West Building

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