

~~ODI# 10684238~~

CL-10 683321-5966

February 5, 2015

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

Mr. Jim Lentz, CEO
Toyota Motors
19001 South Western Avenue
Department WC 11
Torrance, California 90509

Re: 2003 Toyota Corolla VIN NO. (2T1BR38E83C [REDACTED])

Dear Mr. Lentz:

MAR -4 2015

Last week we received a notice from Toyota stating that our car is involved in the **passenger-side air bag recall**. They suggested that the passenger sit in the back seat until a replacement air bag is installed (maybe sometime by the end of this year). Yesterday we heard that **the driver's-side airbag** is also being recalled again. Does that mean we **both** have to sit in the back seat? This makes driving really hard!

Although the above statement may appear to be humorous, we want you to know that we are extremely angry and frustrated as to how your company is handling this most serious and dangerous situation. These defects were brought to our attention at least two years ago. We complied with all written notifications, by going to our dealer for inspections and recalls offered at the time. However, now that both airbags are involved, it leaves us with an unsafe and undriveable car. At least this is our perception.

We have contacted several dealers in our area, who all give different stories and recommendations; from disconnecting both air bags, bringing in the car for an unrelated "Health Check", to just driving the car and hoping for the best. Mainly the dealers told us that they were waiting for parts, but they had no idea when they would arrive. **THIS IS TOTALLY UNACCEPTABLE!**

Escalating this problem from the dealers, to the Customer Care Center, to a Toyota Corporate Case Manager (Nicole Ryan- Case No. [REDACTED]) provided little additional information. They could not provide safety statistic alternatives between disconnecting the air bags and taking our chances on Driver's Side Air Bag unintentionally deploying, or the Passenger Side Air Bag Inflator Rupturing.

We could not even get a clear answer on whether disabling the air bags was a legal option. We were told this may be a possibility if we lived in the areas that have high humidity. This is really a joke, and totally irresponsible for Toyota to put a price tag on our safety here in Pennsylvania.

As loyal Toyota owners, we want the Toyota Corporation to make this situation right. We want to be able to drive our car, without worry that it will explode and kill us. We want a resolution now, we have been patient for two years !! Our car is currently sitting the garage, if you could make a loaner car available, until the Corolla is safe, that would be one alternative.

Sincerely,

[REDACTED]
Richboro, PA. [REDACTED]

cc: National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue S.E.
Washington, D.C. 20590

ET
3415
SMP



Richboro, PA

PHILADELPHIA PA 190

19 FEB 2015 PM 7 L



U.S. DEPARTMENT OF TRANSPORTATION
NHTSA
OFFICE OF DEFECTS INVESTIGATION NVS-210
1200 NEW JERSEY AVENUE S. E.
WEST BUILDING
WASHINGTON DC 20590

NVS-210

20590

