

DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				FOR AGENCY USE ONLY 100148	
				Date Received 07-APR-2015 MAY 29 2015	Repository ☐ Reference No. 10704288
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name [REDACTED]				E-mail Address	
Address [REDACTED]				Evening Telephone Number	
City MILWAUKEE		State WI	Zip Code [REDACTED]		
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JTDBR32E442 [REDACTED]			Make TOYOTA	Model COROLLA	Model Year 2004
Date Purchased July '03	Dealer's Name and Telephone Number <i>Most Service from within 100 miles of WI</i> <i>From: Safro Imports of Brookfield</i>			Engine: No. Cylinders 4	Fuel Type: 87 octane
Original Owner ☒	Dealer's City Brookfield	State WI	Zip Code 53008		
Transmission Type ☐ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 07-APR-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS			<i>2 recalls regarding Passenger Airbag</i>		Failure Mileage
Failure Speed					
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)			Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☐ Prior Repair		Failure Location:		
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies).)					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2004 TOYOTA COROLLA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 14V312000 (AIR BAGS) AND 15V043000 (AIR BAGS); HOWEVER, THE PARTS NEEDED TO REPAIR THE VEHICLE WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.					
ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974- Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

What am I suppose to do when my car is unsafe for a front seat
passenger? I have 4 grandchildren ages 1 to 10 that I need to transport ^{to and from school} & via
want to go on a 250 mile trip (one way) to visit relatives. ???
Should I have the airbag disconnected as Toyota offered??

IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

MILWAUKEE
WI 532
20 MAY '15
PM 11



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
NHTSA
National Highway Traffic Safety Administration
www.safercar.gov

Rev'd
Dec '14 re Jan '15



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991



T36 P2

MILWAUKEE, WI



URGENT SAFETY RECALL

This is an important
Safety Recall Notification.
The revised remedy will be
performed at **NO CHARGE** to you.

2003–2004 Model Year Corolla, Corolla Matrix, Tundra and
2002–Early 2004 Model Year Sequoia Vehicles

① Front Passenger Airbag Inflator Module

SAFETY RECALL NOTICE (Interim Notice)

This notice applies to your vehicle: VIN JTDBR32E442

REVISED REMEDY PROCEDURE

*Electrical control
parts not available*

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in 2003–2004 Model Year Corolla, Corolla Matrix, Tundra, and 2002–Early 2004 Model Year Sequoia vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

In April, 2013 Toyota announced a nationwide Safety Recall (D0F) to inspect and, if necessary, replace the front passenger airbag inflator. In June, 2014 the Safety Recall remedy was revised to replace all front passenger airbag inflators regardless of inspection results. The revision is Safety Recall DSF (D3F). **According to our records, your vehicle was previously inspected, but the front passenger airbag inflator was not replaced. Replacement is required.**

Due to the change in the remedy, Toyota does not have enough front passenger airbag inflators to perform replacement in all locations at this time. Testing of recovered front passenger airbag inflators found that some inflators from southern Florida performed improperly. Toyota is currently prioritizing part replacement in geographic locations that are subject to consistently high absolute humidity, based upon our test results.

What should you do?

We are currently preparing parts for your location; we will send you another notification once sufficient parts have been produced and the revised remedy can be performed.

Until the remedy is performed, we recommend that you do not operate the vehicle with occupants in the front passenger seat. We sincerely apologize for any inconvenience this will cause, but we are taking this action to ensure your safety.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

Spanish translation on back side
Traducción en español en el lado inverso

What is the Condition?

The subject vehicles are equipped with front passenger airbag inflators which could have been assembled with improperly manufactured propellant. Improperly manufactured propellant could cause the inflator to rupture and the front passenger airbag to deploy abnormally in the event of a crash, increasing the risk of injury to the occupant.

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair when parts are available.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.safercar.gov.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

Wichita Springs
545-8010

4-7-12

Called Dealer -
Told To Call Toyota Company
at.
Called Toyota - Told To
Call Vehicle Safety Hot Line
see p 2

at.

1-800-

331-4331

Rec'd

3-31-15



4-30-15 Spoke with Hartford said to
call dealership back.

4-30-15 Called WTS Toyota - John
2:30 He'll call back in 5 min

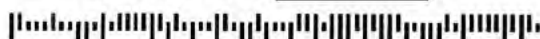
Parts are still not
available

Decision has not been made to correct issue at hand
offered to disconnect the air bag otherwise wait for letter from Toyota

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

T117 P4

MILWAUKEE, WI



URGENT SAFETY RECALL

This is an important Safety Recall
Notification. The revised
remedy will be performed at
NO CHARGE to you.

2003 through 2004 Model Year Corolla and Corolla Matrix Vehicles
Supplemental Restraint System (SRS) Electronic Control Unit (ECU)

SAFETY RECALL NOTICE (Interim Notice)

This notice applies to your vehicle: VIN JTDBR32E442

REVISED REMEDY PROCEDURE

inflator
model

Parts are
not available

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2003 through 2004 model year Corolla and Corolla Matrix vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

The original remedy for this Safety Recall (Toyota #D0B), announced in January, 2013, included the installation of a sub-wire harness (filter). Also, if certain conditions were found during system diagnosis, a new Supplemental Restraint System (SRS) Electronic Control Unit (ECU) was installed. Installation of the sub-wire harness (filter) significantly reduces the chance of inadvertent airbag(s) and/or seat belt pretensioner(s) deployment. However, Toyota has received some reports of inadvertent front airbag(s) and/or seat belt pretensioner(s) deployment involving vehicles in which **only** the noise filter was installed **without** ECU replacement.

Toyota is now updating the remedy procedure for this Safety Recall to install a sub-wire harness **and** replace the SRS ECU on all vehicles covered by this campaign. **According to our records, your vehicle previously had only the sub-wire harness installed, and the SRS ECU was not replaced. Replacement of the SRS ECU is now also required for this Safety Recall to be complete.**

What should you do?

Due to this change, Toyota is finalizing the remedy and preparing sufficient parts to support installation of the sub-wire harness (filter) and SRS ECU. We will send you another notification once these preparations are complete.

We sincerely apologize for any inconvenience this will cause, but we are taking this action to ensure your safety.

Please note that your vehicle may also be involved in another Safety Recall related to potential passenger airbag inflator rupture during airbag deployment. It is important that you review and follow the communications previously sent to you. To confirm that your vehicle is involved in this additional Safety Recall and that the recall needs to be performed, go to www.toyota.com/recall or contact your local authorized Toyota Dealer.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What is the Condition?

The Electronic Control Module (ECM) for the Supplemental Restraint System (SRS) in these vehicles could have been manufactured with integrated circuits (ICs) that are susceptible to internal short circuiting when exposed to certain electrical noise from various vehicle electrical components. If internal short circuiting occurs, the front airbag(s) and/or seat belt pretensioners could inadvertently deploy. An airbag that deploys inadvertently can, under some circumstances, increase the risk of injury and the possibility of a crash.

What if you have other questions?

- **Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair when parts are available.**
- You can find additional information on Safety Recalls applicable for your vehicle and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. Pacific Time.

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Per Kim - 22

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We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

4.7.15

Complaint #

107 042 88

*Takes 72 hrs
for Complaint
to be registered*

*There are
5 models of
this car*

** "It is a good thing you
called because now our
engineers have a complaint
to follow up with"*