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[Redacted]
Alpharetta, GA

EXECUTIVE SECRETARIAT
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INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

July 22, 2015

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.,
Washington, D.C. 20590

Re: Official Complaint
Vehicle Recall for defective air bag
Owner: [Redacted]
Year/Make/Model: 2006 Toyota Corolla VIN# 1NXBR32E76Z [Redacted]
Purchased New from Nalley Toyota of Roswell (404-994-5422)

JUL 28 2015

Dear Sir/Madam:

Yesterday I received a recall notice regarding the above list vehicle. I called the dealer wherein I purchased the then new car and spoke with Steve in their service department and explained to him that I had received this recall notice and wanted to have the faulty/defective airbag replaced and wanted to schedule an appointment and needed it to be done ASAP. My wife does not want to drive the car as she feels extremely unsafe in it and we do not want any loss of life. When I told him that the notice stated no one should be seated in the passenger seat, he stated that it was not as bad as they made it out to be and when I said this could be a life or death situation, he brushed me off and said that I shouldn't worry about that and it was okay to have passengers in the car and to call back in 2-3 days.

Steve also stated that there were so many recalls and that they were doing them on a first come first save basis and told us to call them back in 2-3 days. **Steve stated that there are many recalls and simply refused to give us an appointment and/or to order the part so that it could be available for us to come in and have the defective and dangerous part replaced.** This behavior and action is unconscionable. When pressed for an answer to what does "first come first served mean" he evaded the question and simply said call back in 2-3 days.

Steve would not take my number, would not research the matter to see when they could get the part in and simply stated that they did not have any in. I asked him if he could simply order it if I gave him the VIN and he refused again, saying call back and they are taking customers on a first come first save basis. What kind of safety does this give me as a consumer if a product can be "life-threatening" because it is faulty and through no fault of our own we are unable to get a defective recalled part replaced by the dealership where we purchased the car new!

Please contact me immediately regarding this complaint. This is poor business practice and a very dangerous one given the circumstances.

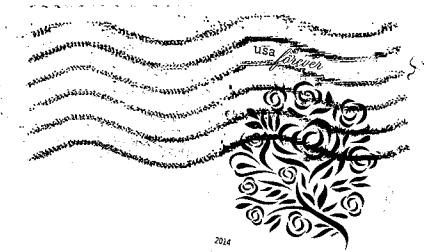
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ET
7/28/15
SMD

[Redacted]
Alpharetta, GA

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ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.
1200 NEW JERSEY AVENUE, SE.
WASHINGTON, DC 20590

20590

