

INFORMATION ACT (EOIA), 5 U.S.C. 552(b)(6)



U.S. Department of Transportation
National Highway Traffic Safety Administration

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 OFFICIAL USE ONLY 100148

Date Received SEP 21 2015	Repository <input type="checkbox"/>
	Reference No. 10745838

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: ROME State: NY Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED]
Evening Telephone Number: [REDACTED]
E-mail Address: [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 2T1BR32E06C [REDACTED]	Make TOYOTA	Model COROLLA	Model Year 2006
Date Purchased 8/2011	Dealer's Name and Telephone Number Private owner		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 13-MAY-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS	Failure Mileage	Failure Speed
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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: DOTM9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 2006 TOYOTA COROLLA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V285000 (AIR BAGS) HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT FOR TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. The contact had to call toyota (manufacturer) to check and see if Toyota Corolla has a defective air bag on passenger side of vehicle. Toyota noted (claimed) that this vehicle does have a defective air bag. Contact (myself) never received a recall letter or was notified of this issue. Contact (myself) asked to have a recall letter sent to my home address.

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 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.

I have received that letter in the mail but only after having contacted toyota manufacturer directly.

Toyota_Customer_Experience@toyota.com

Aug 3, 2015

To [REDACTED]

Dear [REDACTED]

Thank you for contacting Toyota Motor Sales, USA, Inc. Your case is filed at our headquarters office under your name and file # [REDACTED]

If you have any further questions, please contact us at 800-331-4331. Our hours of operation are 5:00 am to 6:00 pm PST Monday through Friday and 7:00 am to 4:00 pm PST Saturday.

Sincerely,

Kristina Saunders
Toyota Customer Experience

Please do not attempt to respond to this message. We cannot accept electronic replies to this e-mail.

I called toyota on July 16, 2015 to find out if our toyota's vin # was involved in the airbag recall. It was in the recall and I was told I would receive an email with the case#. I never received that email so I called again on Aug 3, 2015.

Aug 3

Toyota_Customer_Experience@toyota.com

To [REDACTED]

Dear [REDACTED]

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If you have any further questions, please contact us at 800-331-4331. Our hours of operation are 5:00 am to 6:00 pm PST Monday through Friday and 7:00 am to 4:00 pm PST Saturday.

Sincerely,

Shawna Wilson

Toyota Customer Experience

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