

CL-0748193-8469

August 12, 2015

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

Toyota Motor Sales USA
National Customer Relations
19001 Southwestern Avenue
Dept. WC 11
Torrance, California

RE: Passenger Side Airbag Light Being ON Due to Failed Sensor Under Seat

To Whom It May Concern:

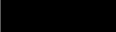
My husband and I bought our 2004 Toyota Camry XLE on November 28, 2003.
In early 2004 the P/S Airbag Light turned ON. The Toyota dealer in Gloucester, Virginia
turned the light OFF on July 28, 2004 (12,632 mileage). Nothing was said about the
cause of the problem.

AUG 18 2015

Subsequently, the light has been ON and turned OFF at various times. Now the Sensor
cannot be fixed and the Light turned OFF.

Due to the fact that the Sensor started to fail shortly after purchasing our Toyota, and
now the whole Seat Assembly must be installed, we feel it is Toyota's responsibility to
do so.

Sincerely,


Springfield, MA 

Enclosures

CC: National Highway Transportation Safety Administration

Balise Toyota Scion
1399 Riverdale Street
West Springfield, MA 01089

COMPLAINT NUMBER
ODI 10748193

R2
82415
SUP

VIRGINIA BUYERS ORDER-NA

WILLIAMSBURG MOTOR CARS, INC.
6390 RICHMOND ROAD
WILLIAMSBURG VA 23188

STOCK NO.	
-----------	--

CUSTOMER # [REDACTED] DEAL # 29140
DATE OF SALE 11/28/03

PURCHASER'S NAME		HOME ADDRESS	
CO/PURCHASER NAME		CITY, STATE, ZIP	
(PRINT OR TYPE)		GLOUCESTER VA	
PLEASE ENTER MY ORDER FOR THE FOLLOWING:		COUNTY	
☒ NEW ☐ USED ☐ DEMO		HOME PHONE	
		BUS. PHONE	
YEAR	MAKE	MODEL	TYPE/DOORS
2004	TOYOTA	CAMRY	4DR XLE SE
			COLOR
			LUNAR MIST MET
MILEAGE	VIN	IN SERVICE DATE	
128	4 T 1 B E 3 0 K 7 4 U	11/28/03	
PRICE INCLUDING FREIGHT, HANDLING & DELIVERY			22988.00
			N/A
TOTAL PURCHASE PRICE			22988.00
PROCESSING FEE FOR CONSUMER SERVICES			399.00
3% VA. TITLE TAX			701.61
DEALER'S BUSINESS LICENSE TAX			45.98
ON-LINE SYSTEMS FILING FEE			10.00
LICENSE FEE			31.50
TITLE FEE			10.00
			41.50
TOTAL DELIVERED PRICE			24186.09
SUBMITTED WITH ORDER			(1) N/A
ALLOWANCE FOR USED CAR TRADE-IN AS APPRAISED			N/A
(PURCHASER RESPONSIBLE FOR PAYOFF ACCURACY) APPROXIMATELY			N/A
LESS BALANCE OWING TO -			
FOR "AS IS" SALE ONLY: I UNDERSTAND THAT THIS VEHICLE IS BEING SOLD "AS IS" WITH ALL FAULTS AND IS NOT COVERED BY ANY DEALER WARRANTY. I UNDERSTAND THAT THE DEALER IS NOT REQUIRED TO MAKE ANY REPAIRS AFTER I BUY THIS VEHICLE. I WILL HAVE TO PAY FOR ANY REPAIRS THIS VEHICLE WILL NEED. (SEE #15 ON REVERSE SIDE)			
DATE			SIGNATURE
DESCRIPTION OF TRADE-IN			
YEAR	MAKE	MODEL	COLOR
MILEAGE	VIN	TAG NO.	
N/A			
SALESPERSON			
ALEXANDER Y. GASTON			
TOTAL DOWN PAYMENT (1+2+3+4)			17750.00
EXTENDED SERVICE CONTRACT			
INCLUDING			
TAX OF			41.96
			1906.96
BALANCE DUE ON DELIVERY			8343.05

The front and back of this buyer's order, along with other documents signed by Purchaser(s) in connection with this order, comprise the entire agreement between the parties affecting this purchase. No oral agreements or understandings shall be binding. Purchaser(s) acknowledges that he/she has been given the opportunity to review all documents prior to signing them and that he/she has not signed any documents in blank. By executing this Order, Purchaser(s) acknowledges he/she has read all of its terms and has received a fully completed copy. Purchaser(s) certifies he/she is 18 years of age or older. Until made effective, this order is not binding and Purchaser(s) may cancel and recover deposit.

NO LIABILITY INSURANCE INCLUDED UNLESS SPECIFICALLY INDICATED

SECURITY AGREEMENT: Purchaser hereby grants Seller, its successors and assigns, a security interest in the motor vehicle, equipment and accessories to be purchased pursuant to this agreement, and such security interest shall remain in effect until all sums due hereunder have been paid in full.

FOR SALES INVOLVING DEALER ARRANGED FINANCING ONLY:
THIS SALE IS CONDITIONED UPON APPROVAL OF YOUR PROPOSED RETAIL INSTALLMENT SALE CONTRACT AS SUBMITTED TO OR THROUGH THE DEALER. IF THAT PROPOSED RETAIL INSTALLMENT SALE CONTRACT IS NOT APPROVED UNDER THE TERMS AGREED TO WITH THE DEALER, YOU MAY CANCEL THIS SALE AND ANY DOWN PAYMENT AND/OR TRADE-IN YOU SUBMITTED WILL BE RETURNED TO YOU, PROVIDED THAT ANY VEHICLE DELIVERED TO YOU BY THE DEALER PURSUANT TO THIS AGREEMENT IS RETURNED TO THE DEALER IN THE SAME CONDITION AS DELIVERED TO YOU, NORMAL WEAR AND TEAR EXCEPTED, WITHIN TWENTY-FOUR HOURS OF WRITTEN OR ORAL NOTICE TO YOU OF THE CREDIT DENIAL.

FOR SALES INVOLVING DEALER ARRANGED FINANCING/ LEASING ONLY: IF THE DEALER DOES NOT RECEIVE APPROVAL FROM A FINANCIAL SOURCE FOR YOUR PROPOSED RETAIL INSTALLMENT CONTRACT OR LEASE ("CONTRACT") ON TERMS ACCEPTABLE TO DEALER, DEALER MAY CANCEL THE SALE AND THE CONTRACT, AND YOU WILL RETURN THE VEHICLE IN GOOD CONDITION WITHOUT EXCESS MILEAGE. IF YOU FAIL TO RETURN THE VEHICLE DEALER SHALL BE ENTITLED TO REPOSSESS THE VEHICLE AND SHALL HAVE ALL OTHER RIGHTS UNDER TITLE 8.2 OF THE CODE OF VIRGINIA, OTHER STATUTES AND COMMON LAW.

Approved _____
Dealer's Authorized Representative

Signed (1)

(2)

This Order is not valid unless signed and accepted by the Dealer or his authorized representative.

Date: 11/28/03



Gloucester
TOYOTA
SCION

Route 17 South P.O. Box 707
GLOUCESTER, VA. 23061
(804) 693-2100
Toll Free 1-866-693-2100
www.gloucestertoyota.com

e-mail: service@gloucester-toyota-45060.dlrmail.com



IDENTIFICATION #	SERVICE REPRESENTATIVE HOLLY	ASM # 139	TAG NO.	INVOICE DATE 07/28/04	INVOICE NO.
	LABOR RATE	PLATE #	CURRENT MILEAGE 12632	EXTERIOR COLOR SILVER/	STK. #
	VEHICLE DESCRIPTION 04/TOYOTA/CAMRY			DELIVERY DATE	DELIVERY MILES
	SERIAL # 4T1BE30K74U			DLR. MFG. #	PRODUCTION DATE
GLOUCESTER, VA	FEDERAL TAX EXEMPT #		PURCHASE ORDER #	WORK ORDER DATE 07/28/04	PARKING LOCATION
HOME	OFFICE	CHASSIS # / ENGINE # / NOTES:			
					M0: 12634

JOB# 1 CHARGES-----

LABOR-----
J# 1 60TOZ19 AIRBAG TECH(S):317
CUST. STATES P/S AIR BAG LIGHT IS READING OFF
P/S AIR BAG WILL NOT READ ON WITH P/S IN VEHICLE
PULLED CODE: P1650
FPN: 89952-33010
RECALERBRATED P/S AIR BAG LIGHT
OPC: 893994(.8) T1: 99 T2: 99

WARRANTY

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

TOTALS-----

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
*	TOTAL SUBLET....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL G.O.G....	0.00
*	TOTAL MISC CHG.	0.00
* [] VISA [] MASTERCARD	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	0.00
THANK YOU FOR YOUR BUSINESS!!	TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE



Disclaimer of Warranties

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

All Parts Installed Are New Unless Specified Otherwise As Being Used Or Remanufactured.

GUARANTEE

12 months unlimited mileage on all Toyota parts or labor installed in this shop. Damage or abuse affecting these repairs voids this warranty.

LEWIS & CLARK
M. 26KINCHIEF WY 01002
1388 STARHOUTE RD
BUTTE 06016
2012 DUEL

BALISE  **TOYOTA**

BALISE TOYOTA

INVOICE

1399 Riverdale Street
West Springfield, MA 01089
(413) 731-8500

PAGE 1

SPRINGFIELD, MA

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 8342 RAFAL JEDRZEJCZAK

BUS: CELL: SERVICE ADVISOR: 8542 KATIE GORDON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	04	TOYOTA CAMRY	4T1BE30K74U [REDACTED]		149559/149559	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 DD			WAIT 14DEC12		VAR	CASH	14DEC12
R.O. OPENED		READY	OPTIONS:	DLR: [REDACTED]	ENG: 2AZ-FE		

11:19 14DEC12 12:46 14DEC12

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES PASSENGER SIDE AIRBAG NOT WORKING. CUSTOMER WAS
MOVING AROUND THE SEAT WHEN THE LIGHT CAME ON CHECK AND ADVISE
DIAG DIAGNOSE CUSTOMER CONCERN

9544 CP

79.95 79.95

149559 TECH CHECKED SRS FOR CODES AND FOUND CODE B1785 OCCUPANT
CLASSIFICATION SENSOR FRONT LH COLLISION DETECTED (NEEDS TO PERFORM
THE ZERO POINT CALIB) PERFORM RECALIBRATION AND SYSTYEM CHECK TO
CONFIRM NORMAL OPERATION .

B PERFORM MULTI-POINT INSPECTION

99P PERFORM MULTI-POINT INSPECTION

9544 I67D

(N/C)

EST: 79.95 14DEC12 11:19 SA: 8342

WAIT retention center

apointment created 2012-1 2-12

01:09:00pm taken by Steven

Hodges

You may receive a survey from Toyota shortly.
Your COMPLETE SATISFACTION is our goal. If for
any reason you are dissatisfied with our
service, Please contact your Service Advisor
with your concerns before mailing your survey
Balise Toyota Staff 413-731-8500

BALISE  **TOYOTA**

BALISE TOYOTA

1399 Riverdale Street, West Springfield, MA 01089 · (413) 731-8500

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item(s). The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item(s).

DESCRIPTION	TOTALS
LABOR AMOUNT	79.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIR. CHARGES	0.00
TOTAL CHARGES	79.95
LESS INS./COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	79.95

BALISE**TOYOTA****BALISE TOYOTA**

INVOICE

1399 Riverdale Street
West Springfield, MA 01089
(413) 731-8500

SPRINGFIELD, MA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 8477 RONALD J LEBARRON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	04	TOYOTA CAMRY	4T1BE30K74U		166420/166420		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 DD			WAIT 22DEC14		VAR	CASH	22DEC14
R.O. OPENED		READY	OPTIONS: DLR:		ENG: 2AZ - FE		

07:44 22DEC14 08:54 22DEC14

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A AIR BAG LIGHT IS ON- CHECK AND ADVISE
DIAG DIAGNOSE CUSTOMER CONCERN

9664 CP 79.95 79.95

166420 PERFORM HEALTHCHECK AND IDENTIFY CODE B1787 ZERO POINT
CALIBRATION UNDONE. IDENTIFY LEFT REAR (INSIDE REAR) PRESSURE SENSOR OUT
OF RANGE. IDENTIFY T-SB-009-15 SPECIFYING A POSSIBLE BENT SEAT FRAME
ISSUE. MANIPULATION OF SEAT POSITION PRODUCES A CONDITION WHERE THE
ZERO POINT TEST CAN BE COMPLETED AND PASSED TO CLEAR THE LIGHT, HOWEVER
CONDITION WILL RETURN

B CUSTOMER STATES APPT W/RON

INFO CUSTOMER STATES APPT W/RON

9664 I67D (N/C)

C PERFORM MULTI-POINT INSPECTION

99P PERFORM MULTI-POINT INSPECTION

9664 I67D (N/C)

EST: 0.00 22DEC14 07:44 SA: 8477

created 2014-12-18 02:08:00pm

taken by Ron Lebaron

You may receive a survey from Toyota shortly.
Your COMPLETE SATISFACTION is our goal. If for
any reason you are dissatisfied with our
service, Please contact your Service Advisor
with your concerns before mailing your survey
Balise Toyota Staff 413-731-8500

BALISE**TOYOTA****BALISE TOYOTA**

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GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIR. CHARGES	0.00
TOTAL CHARGES	79.95
LESS INS./COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	79.95

CUSTOMER COPY

Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ A. AIR BAG LIGHT IS ON- CHECK AND ADVISE (FOUND RIGHT FRONT SEAT FRAME ASSY SLIGHTLY BENT)
- ✓ REPLACE RIGHT FRONT SEAT WITH SIDE AIR BAG
- ✓ B. CUSTOMER STATES APPT W/RON
- ✓ C. PERFORM MULTI-POINT INSPECTION



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved
A. AIR BAG LIGHT IS ON- CHECK AND ADVISE		\$79.95		X
REPLACE RIGHT FRONT SEAT WITH SIDE AIR BAG (FOUND RIGHT FRONT SEAT FRAME ASSY SLIGHTLY BENT)		\$3,651.4		
B. CUSTOMER STATES APPT W/RON		\$0.00		X
C. PERFORM MULTI-POINT INSPECTION		\$0.00		X
Subtotal		\$3,731.3		\$79.95
Totals, Taxes and Fees		Cost	Deferred	Approved
Estimate Subtotal		\$3,731.3	\$0.00	\$79.95
Shop Supplies		\$25.00		\$4.80
Tax		\$221.34		\$0.00
Estimate Total		\$3,977.7		\$84.75

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL

Springfield, MA



7015 0640 0004 4392 5581

National Highway Transportation
Safety Administration
1200 New Jersey Ave. SE
West Bldg.
Washington, DC

20590

W40-304