

Ann Arbor MI [REDACTED]

30 July 2015

EXECUTIVE SECRETARIAT  
RECEIVED-NHTSA

2015 JUL 36 P 3 22

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE  
Washington DC 20590

AUG - 6 2015

Dear Administrator:

I am writing regarding the recall notices I have received since 2013 concerning my 2003 Toyota Corolla. VIN 1NXBR32E93Z [REDACTED]

I received the first letter December 2013, regarding the "Front Passenger Airbag Inflator Module." I immediately called the local dealership, Dunning Toyota. There was an inspection with no repairs/replacements performed. The service person and I both anticipated further instructions from Toyota to follow soon.

However, not until early fall of 2014, did I receive another letter from Toyota regarding "Front Passenger Airbag Inflator Module." I called Toyota Motors (800-331-4331) and was told that "parts were not available." I called the dealership to no avail. In December of 2014, I called Toyota again and was told by "Sonia" to "keep waiting, there's no new information." She gave me a reference number of [REDACTED]

I read the information on [REDACTED] and understand the seriousness of completing the repairs.

It is now 2015. I received a letter from Toyota telling me there is an additional issue, with the Supplemental Restraint System (SRS) and I need the SRS ECU replaced. Being very concerned about safety issues, I again called Toyota on 03/17, and was told by "Derek" that I "should hear in a couple more months." I was transferred to Customer Experience x5, opt 5 but was unable to reach anyone. I then called the dealership again to find out when I could take my Corolla for parts replacement and was told that they have "no new information, we get the same information from Toyota as the customers."

Realizing that more than a "couple more months" have passed, I, today, called Customer Experience (888-270-9371). The woman I spoke with was very patient but as before, could not give me any information other than "parts are on back-order." She instructed me to call the dealership which I did and, yet again, received no information about a time-line for parts replacement, airbag or SRS ECU.

NAM  
8/12/15  
SMD

These repairs are important enough for Toyota, in their letter of recall, to state: **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.**

I am VERY frustrated. I would very much like to have my car parts replaced so I can be confident that there is not an issue of safety due to the need for new parts. I cannot stop driving this car with passengers, as instructed by Toyota.

My Corolla may be several years old but it is in excellent condition as I have followed all manufacturer's guidelines since purchasing it new in 2003. (serviced at Japanese Auto Professionals, Ann Arbor MI) I have fewer than 100,000 miles and I have regular maintenance checks.

Because I wanted reliability in my vehicle, I have exclusively owned Toyota Corollas since the 1970s. In the next year, I was anticipating purchasing a new Toyota Prius as my next car. I am now so disheartened and frustrated with Toyota Motors that I have decided to rethink my next car purchase and buy from a different auto company.

The run-around I have received since 2013 regarding a major safety issue is totally unacceptable. I hope your office will take notice and, perhaps, offer some counsel toward a solution.

Thank you for your attention to my concern.

Sincerely,

A  

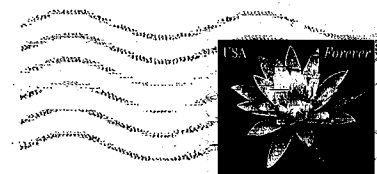

cc: Toyota Customer Experience Center  
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Ann Arbor MI 48103

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