

04-10761589-7515

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

8/25/15

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

Re: Safety Recall Notice (Interim Notice)
VIN 2TIBR32E25C [REDACTED]
Owner: [REDACTED]

SEP -2 2015

Dear Sir/Madam:

After receiving the above notice on Saturday, 8/16/15, regarding front passenger side air bag inflators, I was upset and nervous to drive my Toyota Corolla. So I called Colonial Toyota in Lincoln, RI (401-723-0972) for an appointment to remedy same. I spoke with a women who was very nice. She told me that they had just finished fixing 30 cars and gave me an appointment for Monday, 8/18/15 at 7:30am. By this, I assumed the parts were in and on Monday, got up at 6am to leave at 7am for my 7:30 appointment. I am [REDACTED] years old and handicapped so this was an effort to say the least.

Upon arrival, I drove up to the service entrance, parked my car in a short line of cars and was directed to a small office to speak with a Toyota agent who told me that they didn't have the parts yet so no go. He said it could take anywhere up to 6 months to get them. I asked then why was I given this appointment. He had no answer to the question. The notice stated that Toyota recommends not to operate the car with an occupant in the front passenger seat. So I've been driving this vehicle for 10 years without knowledge of said danger with not only a passenger in this seat, but I have been a passenger there too on many occasions. I was told I would receive a notice when the parts were available. I asked if I could have a loaner car but because of the ridiculous possibility of a 6 month wait, no. I asked if he could disconnect the passenger side air bag to which he answered that that would be against the law. (I've since been told that other dealerships have done this).

When I got home I called the Toyota Customer Experience Center (1-888-270-9371) and after a 10 minute wait on hold spoke to a women. I asked her if this air bag could go off anytime or only in an accident. She said the latter. I asked her how Toyota defines a "reasonable" wait time to remedy this. Again put on hold, answering later "We do not have any idea".

Ultimately, I am not confident to drive this vehicle with the existing eminent danger which could mean that I could be without a vehicle for a very long (unknown) amount of time. Also, what about the air bag on the driver's side? Nothing was mentioned about this.

NAM
9315
SMD

I remember this situation being brought to the public's attention on a very long time ago, maybe 4-5 years ago by 60 Minutes. I am very disappointed by the way it is or actually isn't being handled by Toyota this late in the game and hope that you might be able to expedite this for me in the very near future.

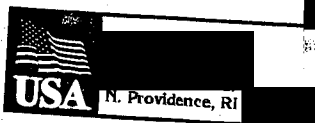
Thank you for any consideration you may extend to me.

Very truly yours,



c.c. U.S. Consumer Product Safety Commission
Attn: Reports
4330 East West Highway
Bethesda, MD 21814

c.c. Consumer Financial Protection Bureau
1700 G Street, NW
Washington, DC 20552



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Traffic Safety Administration
1200 New Jersey Avenue, S.E.
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