

[REDACTED]
Opelousas, LA [REDACTED]
Sept. 3, 2015

The Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, D.C. 20509

To Whom It May Concern:

SEP 11 2015

My 2006 Toyota Corolla (VIN 1NXBR32E36Z [REDACTED]) is in recall for the air bags. I called Courville Toyota (located at 4127 I-49 South Service Road, Opelousas, LA 70570, Phone (337) 948-8255) for service. The gentleman on the phone said it would take 2 weeks for the piece to come in because he did not have the part in. After 2 weeks, I never received the call, so I called the office. I spoke to a lady who told me they had a piece in and she would put my name on it. She spoke as if the piece was just there and was not ordered specially for me. She gave me an appointment for Sept. 22, 2015. This is a total of approximately 5 weeks.

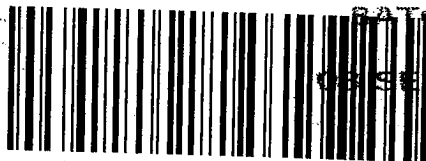
My husband is suffering from the aftermaths of a stroke. We have doctor appointments for both of us. In five weeks, a person has to buy grocery, pick-up medications, etc. If it takes this long, I should at least be provided with a substitute car. In my opinion, that is too long to ask a person not to use your car. We do not have a bus system. I have no other means of transportation. The letter I received from Toyota stated to write or call your office if you think it is taking too long to get your car repaired. This is my complaint.

Sincerely,

[REDACTED]

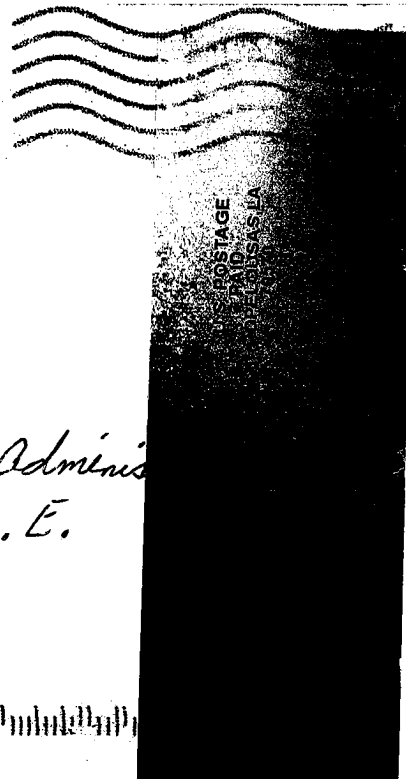
Opelousas, LA

CERTIFIED MAIL



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