

7 September 2015

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

Rock Hill, SC

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

SEP 16 2015

Dear Sir/Madam:

I am hereby asking for help from you regarding the SAFETY RECALL problem on my Toyota Corolla 2005, specifically, on defective TAKATA airbags that need to be replaced. I have been the sole owner of this car since 2005, and had felt safe with it until the Recall Letter came sometime in July! The letter did mention the urgency of the matter, for safety purposes, so I immediately called our local Toyota Dealership. It has been two months and the only answer I get from them is : "It is in back order and we don't know how long it would take....we don't know where the parts are coming from or if or when they are coming at all....." This is certainly a fearful situation for a year old person who lives alone, trying to be independent so as to delay going to assisted living facility.

I tried calling the Vehicle Safety Hot Line before writing this letter but can't get anybody to answer. I truly hope you can do something to expedite solving my problem. My telephone number is Thank you very much for listening and hopefully to be able to help me.

Truly yours,

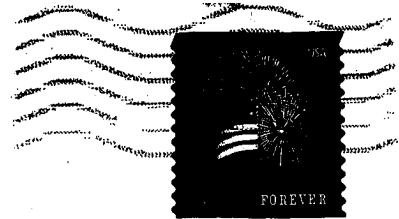
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