


Santa Fe, TX 
28 August 2015

National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
Washington, D.C. 20590

Attn: Administrator

OCT -1 2015

To Whom It May Concern:

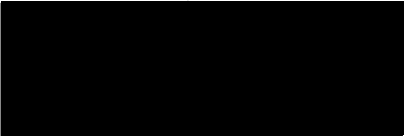
I am lodging a complaint against the service department of Mac Haik Toyota, located at 2112 Gulf Freeway South, League City, TX 77573.

On or about 24 July, 2015, I received a recall notice for my 2005 Toyota Matrix for the front passenger airbag inflator module. I promptly called the Mac Haik Toyota Service Department and informed the lady who answered that I had received a recall for my car for the airbag inflator and needed to make an appointment. She made me an appointment for Friday 31 July, 2015 at 10:15 AM.

I was taking care of my  year old granddaughter and made arrangements with her Aunt to watch her while I took my car to Mac Haik. I also made arrangements with my grandson for him to go in to work late so he could meet me there and bring me home. I arrived at Mac Haik early around 9 AM so my grandson wouldn't have to miss as much work, waited about 15 minutes to see the service advisor only to have him tell me that they do not have the part and would have to order it. I left them my address and phone number as they said they would notify me when the part came in. I have yet to hear from them. On or about August 21st, I made arrangements with another dealer to call me to make an appointment when the part came in to them. Still haven't heard from them. Parts must be slow in coming.

My complaint is that Mac Haik Toyota wasted my gas money, my time, my grandson's time and money missed from going in to work late all because they could not tell me that they needed to order the part before I came in. I don't appreciate being treated this way. My time and money is just as valuable as Toyota's is.

Sincerely


Attachment: copy of recall notice

cc. Mac Haik Toyota
cc. Toyota Motor Sales, USA, Inc.

ET
10215
SMD



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

fm
Friday 31st
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SANTA FE, TX



URGENT SAFETY RECALL

This is an important Safety Recall.
The remedy will be performed
at **NO CHARGE** to you.

Certain 2003–2007 Model Year Corolla and Corolla Matrix,
Certain 2003–2006 Tundra,
And Certain 2002–2007 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module
SAFETY RECALL NOTICE (Remedy Notice)

This notice applies to your vehicle: VIN 2T1KR32E65C

Dear Toyota Owner:

Toyota strongly recommends that you have this Safety Recall remedy performed immediately. If you do not follow the instructions in this letter, you should not drive your vehicle.

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2003–2007 Model Year Corolla and Corolla Matrix, certain 2003–2006 Tundra, and certain 2002–2007 Model Year Sequoia vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the Condition?

The subject vehicles are equipped with front passenger air bag inflators which may have been manufactured in such a way as to have a potential for the intrusion of moisture over time. Depending on the circumstances, this could create excessive internal pressure when the air bag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, striking the vehicle occupants potentially resulting in serious injury or death.

What will Toyota do?

Any authorized Toyota dealer will replace the front passenger inflator assembly at **no charge** to you.

What should you do?

This is an important Safety Recall

Toyota strongly recommends that you have this remedy performed immediately. Please contact any authorized Toyota dealer to schedule an appointment. When taking your vehicle to the dealership for your service appointment, it is recommended that only the driver occupy the vehicle. If you are uncomfortable driving the vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pick up. **Until the remedy is performed, the front passenger seat should NOT be occupied.**

The repair will take approximately 2 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

- ***Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.***
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., Saturday 7:00 a.m. through 4:00 p.m. Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.safercar.gov.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC10
19001 South Western Avenue
Torrance, CA 90509

Please note that the dealer must complete the Safety Recall remedy before reimbursement consideration requests can be processed.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

Santa Fe, TX

NORTH HOUSTON TX 773

23 SEP 2015 PM 11



ATTN:
Administrator

National Highway Traffic Safety Administration
1200 New Jersey Ave, SE
Washington, DC 20590