

October 19, 2015

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

OCT 27 2015

My name is [REDACTED] years old and a resident of [REDACTED]
[REDACTED] Concord CA [REDACTED]

On August 15, 2015, I receive a safety recall notice for my Toyota Corolla (a copy of said notice is attached).

Upon inquiry from the office of Toyota Motor Co. in Torrance, California, as to why it is taking so long to replace the defective air bag, I was told that there are still no available parts available in California and if I don't feel safe driving my car, Toyota will provide me a rental car for free for as long as necessary.

I went to the Toyota dealership located at 1090 Concord Avenue in Concord, California and discussed the situation. I was told that I can have a rental car but will have to leave my car on their premises "but will not be liable for damages while in their possession."

Please enlighten me if their stand on the matter is legal and correct considering that they sold a car with defective parts.

Hoping for an expedited response and thank you.

[REDACTED]

NM
11/2/15
SMD

Received 8-15-2015

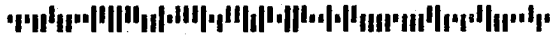


Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991



T263 P7

CONCORD, CA



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

This notice applies to your vehicle: VIN 1NXBR32E06Z

Dear Toyota Owner:

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, 2003–2006 model year Tundra, and 2002–2007 model year Sequoia vehicles.

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 air bag cushion material, striking the vehicle occupants potentially resulting in serious injury or death.

What will Toyota do?

Toyota is currently prioritizing part replacement in geographic locations that are subject to consistently high absolute humidity. Due to limited parts availability, the remedy will be launched in phases based on vehicle registration location. ***We are currently preparing parts for your location; we will send you another notification once sufficient parts have been produced and the remedy can be performed.***

What should you do?

Until the remedy becomes available in your location, we recommend that you do not operate the vehicle with an occupant in the front passenger seat. We sincerely apologize for any inconvenience this will cause, but we are taking this action to ensure your safety.

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 when parts are available.*
- 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.

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.

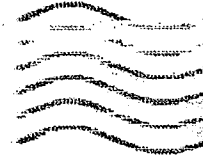
Sincerely,

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

Concord, CA.

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

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