

CP-10816142-9549

[REDACTED]
GREENBELT, MD.
[REDACTED]

November 29, 2015

DEC 10 2015

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

Re: Toyota Corolla 2007
VIN # 2T1BR32E87C [REDACTED]

I would like to file a complaint against the manufacturer of my car.

I follow the instructions for the recall date June 16, 2015 for the AIR BAGS and never received any information from the manufacturer.

After that I called TOYOTA Customer Experience Center 1-800 331 4331 and had a long interview. Following this I had another call from TOYOYA Mr. Miguel Lopez and he informed me that they were going to do nothing with this recall because they have no remedy for this situation.

My question is: What kind of recall is this when nothing can be done to fix the problem? And can you do anything about this or take care of this situation?

I am enclosing copy of the repair bill of my car accident when I was hit in the rear by another car and pushed against the car in front of me. I had extensive damage to my car and neither one of the AIR BAGS deployed.

See attached copy of my repair bill showing it was a big accident and I was not protected by the AIR BAGS.

ET
12/10/15
SMD

My only claim to TOYOTA is that they should fix the problem with the AIR BAGS because after all I paid for them and they did not work.





Recall date
June 16, 2015
Dealer Reference ID
D3F
NHTSA Recall ID 15V285

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

Toyota Customer
Experience Center
1-800-331-4331



T77 P3

GREENBELT, MD



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 2T1BR32E87C

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.

book up safety recalls & service cam pagers by VIN - Toyota

If you would like to update your vehicle ownership or contact information, you may do so by registering at [REDACTED]. 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.

Verizon
Verizon Message Center

Friday, Oct 23 at 5:40 PM

From: Toyota_Customer_Experience@toyota.com

To: [REDACTED]

Subject: Toyota Customer Experience Case [REDACTED]

Dear [REDACTED]

We appreciate you taking the time to contact the Toyota Customer Experience Center. I am your Case Manager assigned to your case for handling and follow up. I apologize my recent attempt to reach you by telephone was unsuccessful.

Please contact me directly at 800-331-4331, select option 3 and enter extension 73827. My office hours are Mon-Fri 5:00 am-1:30 pm PST. Your contact has been documented at Toyota Headquarters under your name and case number [REDACTED]

Sincerely,

Miguel Lopez
Case Manager
Toyota Customer Experience

Please do not attempt to respond to this message. We cannot accept electronic replies to this e-mail.

① 10/23/15 @ 6:55 pm - Christie
Miguel left, call Monday 10/26/15

② 10/26/15. Steven says my colleagues will call me back later today.

Miguel Lopez

a) I will receive a call maybe
~~from~~ from clearly by tomorrow

b) No remedy at the present time

c) I give you until end November to fix my problem or I will go to attorney.



Gerber Collision & Glass - College Park

Workfile ID: [REDACTED]
Federal ID: 51-0394062

Email: CollegeParkMD@gerbercollision.com
5106 Branchville Rd, College Park, MD 20740
Phone: (301) 474-4844
FAX: (301) 345-3314

Preliminary Estimate

RO Number: [REDACTED]

Written By: Richard Cecchetti

Insured: [REDACTED]
Type of Loss: Collision
Point of Impact: 06 Rear

Policy #: [REDACTED]
Date of Loss: 4/11/2014 12:00:00 AM

Claim #: [REDACTED]
Days to Repair: 0

Owner:
[REDACTED]
Greenbelt, MD [REDACTED]
[REDACTED] Cell
[REDACTED] Evening

Inspection Location:
Gerber Collision & Glass - College Park
5106 Branchville Rd
College Park, MD 20740
Repair Facility
(301) 474-4844 Business

Insurance Company:
STATE AUTO INSURANCE COMPANY

VEHICLE

Year: 2007
Make: TOYO
Model: COROLLA LE
Color: Pewter Int: Beige

Body Style: 4D SED
Engine: 4-1.8L-FI
Production Date: 2/2007
Condition:

VIN: 2T1BR32E87C [REDACTED]
License: [REDACTED]
State: MD
Job #:

Mileage In: 58490
Mileage Out:
Vehicle Out:

TRANSMISSION

Overdrive
5 Speed Transmission

POWER

Power Steering
Power Brakes
Power Locks
Power Mirrors

DECOR

Dual Mirrors
Body Side Moldings
Console/Storage

CONVENIENCE

Air Conditioning
Intermittent Wipers
Tilt Wheel
Rear Defogger

RADIO

AM Radio
FM Radio
Stereo
Search/Seek
CD Player

SAFETY

Drivers Side Air Bag
Passenger Air Bag

SEATS

Cloth Seats
Bucket Seats

WHEELS

Wheel Covers

PAINT

Clear Coat Paint

OTHER

Fog Lamps

Preliminary Estimate

RO Number: XXXXXXXXXX

Vehicle: 2007 TOYO COROLLA LE 4D SED 4-1.8L-FI Pewter

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1	#	Rpr Set up and tram measure				1.5	
2	#	Rpr Pull / align front structure				4.0	
3	#	Rpr Pull / align rear structure				4.0	
4	REAR BUMPER						
5		O/H rear bumper				1.8	
6	*	Repl LKQ bumper assy +25%	5215902911	1	<u>368.75</u>	Incl.	3.0
7		Add for Clear Coat					1.2
8		Clean & inspect				0.3	
9	REAR LAMPS						
10		R&I RT Combo lamp assy				Incl.	
11		R&I LT Combo lamp assy				Incl.	
12		R&I RT Backup lamp assy				0.3	
13		R&I LT Backup lamp assy				0.3	
14	TRUNK LID						
15	*	Repl LKQ trunk lid assy +25%	6440102100	1	<u>437.50</u>	1.0	2.3
16		Add for Clear Coat					0.9
17		Refn trunk lid underside					1.2
18	*	R&I Trunk lid trim				Incl.	
19	*	R&I <u>Cylinder</u>				Incl.	
20	*	R&I <u>Molding</u>				<u>0.3</u>	
21		Repl Emblem	75441AA050	1	24.51	0.2	
22		Repl Nameplate "TOYOTA"	7544102060	1	23.65	0.3	
23		Repl Nameplate "COROLLA"	7544202070	1	30.74	0.3	
24		Repl Nameplate "LE" chrome	754441A790	1	20.52	0.2	
25	#	R&I License bracket				0.2	
26	REAR BODY & FLOOR						
27		Repl Rear body panel w/o XRS	5830702110	1	383.33	5.2	1.5
28		Overlap Major Adj. Panel					-0.4
29		Add for Clear Coat					0.2
30		Add for Inside					0.8
31	*	Rpr Rear floor pan				<u>2.0</u>	<u>0.5</u>
32	*	Rpr RT Rear sidemember				s <u>2.0</u>	<u>0.1</u>
33	*	Add for Clear Coat					<u>0.0</u>
34	*	Rpr LT Rear sidemember				s <u>1.0</u>	<u>0.1</u>
35	*	Add for Clear Coat					<u>0.0</u>
36		R&I Rear panel trim				Incl.	
37	*	R&I <u>D&R RT Side trim panel</u>				Incl.	
38	*	R&I <u>D&R LT Side trim panel</u>				Incl.	
39	*	R&I Spare cover				<u>0.2</u>	
40	QUARTER PANEL						
41	*	Rpr RT Quarter panel w/o XRS				<u>8.0</u>	<u>1.8</u>
42		Overlap Major Adj. Panel					-0.4
43	*	Add for Clear Coat					<u>0.4</u>

Preliminary Estimate

RO Number: [REDACTED]

Vehicle: 2007 TOYO COROLLA LE 4D SED 4-1.8L-FI Pewter

44	*	Rpr	LT Quarter panel w/o XRS					<u>4.0</u>	<u>1.8</u>
45			Overlap Major Adj. Panel						-0.4
46	*		Add for Clear Coat						<u>0.4</u>
47	ROOF								
48	*	Blnd	<u>RT Outer rail / sail panel</u>						0.7
49		R&I	RT Drip molding w/o XRS					0.3	
50	*	Blnd	<u>LT Outer rail / sail panel</u>						0.7
51		R&I	LT Drip molding w/o XRS					0.3	
52	PILLARS, ROCKER & FLOOR								
53	*	Blnd	<u>RT Hinge pillar / sail panel</u>				s		<u>0.2</u>
54		R&I	RT Rocker molding					0.4	
55	*	Blnd	<u>LT Hinge pillar / sail panel</u>				s		<u>0.2</u>
56		R&I	LT Rocker molding					0.4	
57	REAR DOOR								
58		Blnd	RT Outer panel US built w/o XRS						1.0
59		R&I	RT Belt molding w/o XRS					0.3	
60	*	R&I	RT Body side mldg LE, XRS, & S model gray					<u>0.3</u>	
61		R&I	RT Handle, outside LE, XRS, & S model gray					0.2	
62		R&I	RT R&I trim panel					0.4	
63		Blnd	LT Outer panel US built w/o XRS						1.0
64		R&I	LT Belt molding w/o XRS					0.3	
65	*	R&I	LT Body side mldg LE, XRS, & S model gray					<u>0.3</u>	
66		R&I	LT Handle, outside LE, XRS, & S model gray					0.2	
67		R&I	LT R&I trim panel					0.4	
68	FRONT BUMPER								
69			O/H front bumper					2.0	
70	*	Repl	LKQ bumper assy +25%	521190Z938	1	<u>368.75</u>		Incl.	2.6
71			Add for Clear Coat						1.0
72			Clean & inspect					0.3	
73	GRILLE								
74		R&I	Grille						Incl.
75	FRONT LAMPS								
76		R&I	RT Headlamp assy CE & LE					0.3	
77		R&I	LT Headlamp assy CE & LE					0.2	
78	RADIATOR SUPPORT								
79	*	Rpr	Radiator support				s	<u>3.0</u>	<u>0.5</u>
80			Overlap Major Non-Adj. Panel						-0.2
81	FENDER								
82	*	Algn	RT Fender all					<u>0.5</u>	
83	*	Rpr	RT Sidemember assy US built				s	<u>3.0</u>	<u>0.5</u>
84			Overlap Major Non-Adj. Panel						-0.2
85		Repl	RT Front extrn	5711302040	1	38.56	s	1.4	

Preliminary Estimate

RO Number: XXXXXXXXXX

Vehicle: 2007 TOYO COROLLA LE 4D SED 4-1.8L-FI Pewter

86	Repl	RT Front support	5714102020	1	50.74	0.8	0.2
87		Add for Clear Coat					0.1
88	*	Algn	LT Fender all			0.5	
89	*	Rpr	LT Sidemember assy US built			3.0	0.5
90			Overlap Major Non-Adj. Panel				-0.2
91	Repl	LT Front extrn	5711402040	1	37.52	s 1.4	
92	Repl	LT Front support	5714202010	1	53.44	0.8	0.2
93		Add for Clear Coat					0.1
94 HOOD							
95	*	Algn	Hood US built			0.5	
96 WINDSHIELD							
97		R&I	Washer reservoir			0.5	
98	#	Repl	Corrosion Protection	1	8.00	0.5	
99	#	Repl	Seam Sealer / Caulk	1	10.00		
100	#		Cover Car	1	10.00	0.2	
101	#		Flex Additive	1	8.00		
102	#	Subl	Hazardous Waste	1	5.00	X	
103	#	Subl	4 Wheel Alignment	1	89.95	X	
SUBTOTALS					1,968.96	59.8	23.9

NOTES

Estimate Notes:

Alternative parts search included LKQ Corp (888.253.7743 x4699, Sean, q# 9150136), Cox Auto Parts (410.288.6646, KC, q# 13904), Keystone (410.789.1284, Lowell) and car-part.com.

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			1,874.01
Body Labor	59.8 hrs @	\$ 44.00 /hr	2,631.20
Paint Labor	23.9 hrs @	\$ 44.00 /hr	1,051.60
Paint Supplies			450.00
Miscellaneous			94.95
Subtotal			6,101.76
Sales Tax	\$ 2,324.01 @	6.0000 %	139.44
Grand Total			6,241.20
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			6,241.20

Any person who knowingly and willfully presents a false or fraudulent claim for payment of a loss or benefit or who knowingly and willfully presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.

Preliminary Estimate

RO Number: [REDACTED]

Vehicle: 2007 TOYO COROLLA LE 4D SED 4-1.8L-FI Pewter

Estimate calculated using a preset user threshold amount for the paint and material cost.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ARM8427, CCC Data Date 4/16/2014, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM or A/M. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2014 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

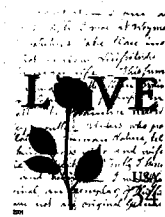
Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

Greenbelt Md



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