

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

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline				FOR AGENCY USE ONLY 100148	
				Date Received 14-JAN-2016 FEB 25 2016	Repository ☐ Reference No. 10820250
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name [REDACTED]				E-mail Address	
Address [REDACTED]				Evening Telephone Number	
City SAN DIEGO		State CA	Zip Code [REDACTED]		
<i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1NXBR30FX5Z [REDACTED]			Make TOYOTA	Model COROLLA	Model Year 2005
Date Purchased 12-16-2011	Dealer's Name and Telephone Number TOYOTA SAN DIEGO (619) 280-4100			Engine: No. Cylinders	Fuel Type:
Original Owner ☐	Dealer's City SAN DIEGO, CA	State CA	Zip Code 92120		
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 10-AUG-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage	Failure Speed
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:			
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
APPLICABLE INCIDENT INFORMATION					
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* TAKATA RECALL. THE CONTACT OWNS A 2005 TOYOTA COROLLA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V285000 (AIR BAGS) HOWEVER, THE PART NEEDED TO PERFORM THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER HAD EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

02-12-2016 AS OF THIS DATE DEALER TOYOTA SAN DIEGO HAS
VERBALLY ADVISED OWNER "WE DO NOT HAVE THE AIR
BAG REPLACEMENT PART(S) AVAILABLE FOR YOUR VEHICLE
HISTORY: APPROX LATE JULY 2015 MY DASHBOARD "ICON"
ILLUMINATED WITH THE WORD "DEALER". SEVERAL DAYS
LATER IN EARLY AUGUST OWNER REC'D LETTER (08-13-2015)
COPY ENCLOSED; DROVE CAR TO DEALER, WAS ADVISED "NO AIR-
BAG PART(S) IN STOCK. LETTER DATED 01-04-2016 REC'D, CAUSE,
DEALER, ADVISED "NO AIR BAG PART(S) IN STOCK." THIS IS
UNACCEPTABLE. ATTACH ADDITIONAL SHEETS IF NECESSARY DRIVING WITH
FRONT PASSENGER SEAT DEFECTIVE AIR BAG IS DANGEROUS.
OWNER

US Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration





Toyota Motor Sales, U.S.A., Inc.
1400 North Olsen Avenue
Irvine, CA 92614
Irvine, CA 92614



T46 P2

SAN DIEGO, CA



REC'D BY OWNER
01-04-2016
10F2

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

2003–2007 Model Year Corolla and Corolla Matrix,
2003–2006 Model Year Tundra, and
2002–2007 Model Year Sequoia Vehicles
Front Passenger Airbag Inflator Module

SAFETY RECALL NOTICE (Remedy Notice)

This notice applies to your vehicle: VIN 1NXBR30EX5Z

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?

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

What should you do?

This is an important Safety Recall.

Toyota has completed parts preparation for vehicles in your geographic area. Please contact any authorized Toyota dealer to schedule an appointment to have this remedy performed as soon as possible. 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.

Until the remedy is performed, 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.

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.

DSF v2
TOY001-0000012410-104

San Diego, CA

01-04-2016

20F2

Spanish translation on back side
Traducción en español en el lado inverso



10F3
REC'D BY OWNER
08-13-2015

TOYOTA
SAN DIEGO
280-4100

TOYOTA
619

SAN DIEGO
280-4100

745 AM APPT
TUES AUG 10, 20
LU HOME 645A

T240 P6
SAN DIEGO, CA
[Barcode]

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 1NXBR30EX5Z [Redacted]

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.



[Redacted]
San Diego, CA [Redacted]

**Safety Recall
Reimbursement Checklist**

20F3
08-13-2015

- ☐ Repair Order or Invoice showing the repairs are related to the covered condition
 - Must include the following information:
 - Mileage on the date that the repair order was created
 - Itemized breakdown of labor charges for each repair performed
 - Detailed diagnosis statement
 - Detailed diagnosis statement must answer the following three questions:
 1. Why was the vehicle brought into the repair facility?
 2. What was the repair facility's diagnosis?
 3. What did the repair facility do to correct the concern?
- ☐ Proof-of-Payment
 - Must include one of the following items as Valid Proof-of Payment:
 - Copy of a cancelled check
 - Copy of a signed credit card receipt
 - Copy of a credit card statement
 - (If paid by cash) Letter from repair facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- ☐ Vehicle Identification (including make, model, model year and vehicle identification number)
 - Examples of Valid Vehicle Identification:
 - Campaign notification letter with name and vehicle identification number
 - Repair order with vehicle identification number, make, model and year
 - State Registration
 - Copy of the Bill of Sale
 - Copy of the Title
- ☐ Name, Address and Phone Number printed on all documents

San Diego, CA

3 of 3
08-13-2015

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

02-12-2016 AS OF THIS DATE DEALER TOYOTA SAN DIEGO HAS
VERBALLY ADVISED OWNER "WE DO NOT HAVE THE AIR
BAG REPLACEMENT PART(S) AVAILABLE FOR YOUR VEHICLE"
HISTORY: APPROX LATE JULY 2015 MY DASH BOARD "ICON"
ILLUMINATED WITH THE WORD "DEALER". SEVERAL DAYS
LATER IN EARLY AUGUST OWNER REC'D LETTER (08-13-2015)
COPY ENCLOSED; DROVE CAR TO DEALER, WAS ADVISED "NO AIR-
BAG PART(S) IN STOCK. LETTER DATED 01-04-2016 REC'D, CALLED
DEALER, ADVISED "NO AIR BAG PART(S) IN STOCK." THIS IS
UNACCEPTABLE. ATTACH ADDITIONAL SHEETS IF NECESSARY DRIVING WITH
FRONT PASSENGER SEAT DEFECTIVE AIR BAG IS DANGEROUS.
[REDACTED], OWNER

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation

National Highway Traffic Safety Administration

Office of Defects Investigation,

1200 New Jersey Avenue SE.

Washington, D.C. 20077-9382

NEF-100



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration