

CL-10846520-1617

FEB 10 2016

To whom is concerned,
I just don't know any
other way to get results,
I have tried several.

I have a 2007 Toyota
Corolla, it only has 22,000
miles and I don't want
to get rid of it soon but
I couldn't if I wanted to.

Early last year, 2015,
I received notice that
my model had a faulty
air bag. When I took it
in for service, in the spring,
I ask about it. They told
me in the service Dept.
that I would get notice
when they could replace
it. By the end of 2015, I
still hadn't heard. I
called their service dept.
and they said they still
didn't have the part. I
waited for a time and

NM

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END

tried to talk to someone again. Twice I called to talk to the Mgr. and received a recording that he wasn't in. I was really getting upset so I called for the Genl.

Mgr. of "Fort Motor Co." in Peekin, Ill. where I bought the car and talked to "Pat Ford" I told him about the problem and the fact that I could not get in touch with the Mgr. of service. I also explained that it was getting embarrassing to have everyone sitting in the back seat. I never heard from him or anyone else. In the meantime I have called Peoria Toyota in Peoria, Ill. I talked to a very nice

girl named Amanda in
their service Dept. She
gave me her private
number there and said
eventually, they might
be able to help but they
had their own customers
to care for first, which
I understand.

Now, please, someone
help me. They were sure
nice when I bought the
car, naturally.

Thank you

I hope I don't have to
spend more money for
a lawyer.

[Redacted]
St. David, IL
[Redacted]

PEORIA IL 616

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