



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

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

1200 New Jersey Avenue, SE  
Washington, DC 20590

May 10, 2016

[REDACTED]

Saint David, IL [REDACTED]

NEF-160 nlm  
Ref. No. 10846520

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2007 Toyota Corolla vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that in early 2015, you received a notice about your MY 2007 Toyota Corolla having a faulty air bag. A local dealer advised that you would receive a notice by the end of the year, but you have not heard anything to date. In addition, the dealer informed you that they have not received the part for the recall. You feel that the dealer has been unresponsive to your requests for assistance. You contacted another dealer that was more sympathetic and willing to help, but advised that they would have to service their customers first.

The recall you reference is NHTSA Safety Recall Campaign No. 15V-285. NHTSA understands your frustration and is aware of Toyota's delay due to parts availability. The recall addresses a problem with Takata front passenger-side air bags that may be susceptible to moisture intrusion and could cause the inflator to rupture in certain MY 2003 through MY 2007 Toyota Corolla vehicles. In July 2015, Toyota mailed interim notices to alert owners of the defective air bags and the parts delay.

Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts or a final remedy when a recall is first announced. In addition, recall parts availability and recall remedies can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics. Also, due to the volume of vehicles involved in Recall 15V-285, Toyota is conducting the recall in phases. When you receive your final recall notice, you should contact Toyota or your dealer to schedule a service appointment so that the necessary parts can be secured to complete the recall. Until then, we recommend that you continue to contact Toyota or your local dealer for updates on the recall and parts availability.

The expansion of the Takata recalls has increased the number of vehicles affected to approximately 25 million. On June 17, 2015, NHTSA verified that VIN's for vehicles made by the 14 automakers involved were available, and that owners could now search on NHTSA's and manufacturers' VIN look-up tools to determine if their vehicles are affected. On September 16, 2015, NHTSA released an updated list of all makes and models affected by the 50 Takata recalls to-date. To protect the American public from certain defective air bag inflators supplied by Takata, NHTSA ordered all 12 vehicle manufacturers to accelerate recall repairs and prioritize vehicles to reduce the risk of rupture under a Coordinated Remedy Order. Completion deadlines for fixing the 19 million vehicles under recall will begin in 2017 and end in 2019. Under a NHTSA Consent Order, Takata has agreed to Federal oversight for the next 5 years, to phase out the use of the propellant believed to be related to the air bag inflator ruptures, and to pay record civil penalties up to \$200 million. For the most up-to-date information on the Takata recalls, please visit our Web site at [www.safercar.gov/rs/takata/index.html](http://www.safercar.gov/rs/takata/index.html).

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.dot.gov/ivoq](http://www.nhtsa.dot.gov/ivoq) or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at [www.nhtsa.dot.gov/cars/problems](http://www.nhtsa.dot.gov/cars/problems).

Sincerely,



Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement