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February 29, 2016

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

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

MAR 18 2016

To Whom it May Concern:

I am writing to express my extreme concern and frustration regarding Toyota's airbag recall. My family currently has both a 2003 and 2006 Toyota Corolla (as well as a 2002 Echo). It has been going on two years since we started receiving repeated recall notices regarding the exceedingly dangerous condition involving Toyota airbags.

I am truly disappointed and absolutely appalled that Toyota has been afforded such an outrageous amount of time to amend this issue. In Toyota's words: "Until the remedy is performed, we recommend that you do not operate the vehicle with an occupant in the front passenger seat."

Has the impact of this statement been truly understood?

Let me paint you a picture of how exactly this has affected me and my family. For almost 24 months I have had to beg for rides, borrow safe vehicles, rent vehicles, use public transportation (to which I am *not* opposed, however it can prove inconvenient and has been overwhelmingly expensive). I do not feel safe putting my elderly mother, children, my friends, and my pets in either of my corollas. And I certainly have not been able to afford to fly my family to the places we have depended on our Toyota vehicles to take us every year. There is no price great enough to equal the sacrifices and the special family trips forfeited, the days I couldn't get to work, the job interviews cancelled – all because, every time we called our dealership after each recall notice, the answer was always the same: no parts available, call back in a couple of months.

When a multi-billion dollar company like Toyota, a company that I have **supported** and **trusted** by purchasing *five* Toyota vehicles, tells me that they recommend their customers not operate their vehicles with an occupant in the front passenger seat, I listen. And I have continued to listen, for *way* too long.

I am not eloquent with words. And I have just barely touched on how this ordeal has impacted the lives of my family and friends. You have no idea. Even trying to get Toyota to pick up the tab for a rental vehicle so I could get to my elderly mother in order to give her necessary health care was a true nightmare.

The chances of anyone at Toyota even reading this, let alone actually caring enough to respond are slim to none. Either way, the canned response would read simply that they are just wanting to be safe, etc. and I do understand that. Yet I would bet that Toyota has no honest idea of, or consideration for, the consequences this airbag recall has caused. That is the real tragedy. And it has certainly forced me to reconsider whether my family and I will ever purchase another Toyota vehicle.

Thank you,



Bethel, ME

CC: Toyota Motor Sales

Handwritten notes: NAAI, 3/28/16, and a signature.

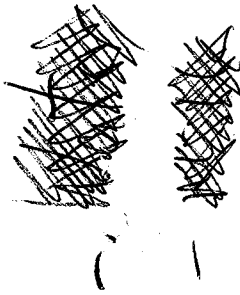
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