

From: [Abbew, Margaret CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: ---10864606
Date: Tuesday, June 07, 2016 10:41:46 AM
Attachments: [Toyota recall June 3, 2016.pdf](#)
[10864606.pdf](#)

Sent: Tuesday, June 07, 2016 10:21 AM

Subject: FW: NHTSA: Follow up to ODI Complaint: ---10864606

[Questionnaire.](#)

From: [REDACTED]
Sent: Monday, June 06, 2016 11:21 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: ---10864606

For the attention of Fogle Brenda:

Ms Fogle,

Thank you for taking care of my complaint.

Small corrections to the Vehicle Owner's Questionnaire form are:

- Street name is [REDACTED]
- Town name is [REDACTED]

Additional information:

- Car was bought in November 2007 from Tansky Sawmill in Columbus Ohio

Tansky Sawmill Toyota
6300 Sawmill Road
Dublin, OH 43017
Sales: (888) 612-2144
Service : (888) 696-1644

First letter from Toyota was received in April 2016, stating that I could not use the front passenger seat because of risk from the airbag and should contact my dealer for a repair.

I contacted Tansky who told me that they could not do anything until at least three weeks, and more like six months.

In the meantime, following Toyota's recommendation to not risk having a front seat passenger, I had to rent a car for a three-day trip with a full complement of passengers on the 26, 27 and 28th of May.

A new letter from Toyota (copy attached) came on the 3rd of June 2016, stating that part preparation for my geographic area has been completed and that I should contact the dealer to schedule an appointment as soon as possible.

When contacted, Tansky again gave me the runaround and ended up telling me to be patient, with still no indication of the likely delay.

With my best regards.

[REDACTED]

Galena, OH

[REDACTED]



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

12-MAY-2016

Repository ☐

Reference No.
10864606

OWNER INFORMATION (Type or Print)

Name

Address

City GELENA

State OH

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2T1BR30E08C

Make

TOYOTA

Model

COROLLA

Model Year

2008

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

02-MAR-2016

☐ Cruise Control

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

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

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 2008 TOYOTA COROLLA. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V127000 (AIR BAGS); HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.

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 to 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.

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.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repairs to address this specific condition, please mail all required paperwork* to the following address for reimbursement consideration and allow 6–8 weeks for processing:

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC10
19001 South Western Avenue
Torrance, CA 90509

**Please refer to the attached Reimbursement Checklist for required paperwork details.*

Please note that the dealer must complete the Safety Recall remedy before reimbursement consideration request can be processed.

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.