

[Redacted]

[Redacted] Newburgh, IN [Redacted]
[Redacted]

June 15, 2016

JUN 23 2016

**Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, D.C. 20590**

On June 13, 2016, I contacted Kenny Kent Toyota, 5600 Division St., Evansville, IN 47715, reference the attached Safety Recall Notice on my Toyota Front Passenger Airbag Inflation Module. The Safety Recall Notice stated "Toyota has completed part preparation for vehicles in your geographic area." When I called the local dealer I was informed they did not have the parts in stock and did not expect to have them for approximately two months and they would send me a post card when the parts arrived.

The recall notice stated "UNTIL THE REMEDY IS PERFORMED, WE RECOMMEND THAT YOU DO NOT OPERATE THE VEHICLE WITH AN OCCUPANT IN THE FRONT PASSENGER SEAT." The service adviser (sorry I do not remember the name) said most people were using the passenger seat in violation of the warning.

On 6-15, 2016, I called The Toyota Customer Experience Center at 888-270-9371, listed at the bottom of the Recall Notice. I was told there was nothing they could do if the dealer was out of the required part. They suggested I try another dealer in the area. I told them I felt it was their responsibility to make the contacts to other dealers, not mine. I told them I was told by the representative at Kenny Kent that many people were still using the passenger seat in violation of the warning. I was told by the Customer Experience Center that THE SEAT SHOULD NOT BE USED prior to repair.

In 2011 I received a Safety Recall Notice for replacement of an Engine Control Module that was supposed to be in stock. Once again it was not, it was finally replaced by Kenny Kent Toyota on July 5, 2011.

I told the Customer Experience Center I felt they were not providing acceptable recall service and this would be the last time I purchased a Toyota product.

[Redacted]

**Cy To: Toyota Motor Sales, U.S.A., In. Customer Experience, WC10
Kenny Kent Toyota, Evansville, IN 47715**

NM
62816
SMD

**URGENT SAFETY RECALL**

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

**2003–2008 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 1NXBR32E28Z [REDACTED]
NHTSA RECALL NO. 15V-285 AND 16V-127

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 2003–2008 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 airbag 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 airbag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the airbag 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. (For certain models, the front passenger airbag assembly may be replaced.)

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.

**URGENT SAFETY RECALL**

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

**2003–2008 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 1NXBR32E28Z [REDACTED]
NHTSA RECALL NO. 15V-285 AND 16V-127

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 2003–2008 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 airbag 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 airbag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the airbag 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. (For certain models, the front passenger airbag assembly may be replaced.)

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.

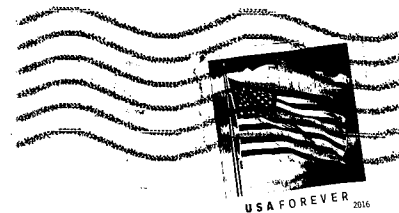
What if you have other questions?

- ***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.

NEWBURGH IN

EVANSVILLE IN 476

16 JUN 2016 PM 2 1



ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE SE
WASHINGTON, DC 20590

20590-

