



U.S. Department of Transportation

National Highway Traffic Safety Administration

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
 11-JUL-2016
 AUG 30 2016

Repository
 Reference No.
 10883898

OWNER INFORMATION (Type or Print)

Name [Redacted]
 Address [Redacted]
 City MATTESON State IL Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address N/A
 Evening Telephone Number SAME

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
 JTDJT923585 [Redacted] Make TOYOTA Model YARIS Model Year 2008
 Date Purchased 3-17-2008 Dealer's Name and Telephone Number Orland Toyota Engine: No: Cylinders 4 Fuel Type: UNLEADED REG.
 Original Owner Dealer's City Orland Park, IL State IL Zip Code [Redacted]
 Transmission Type Automatic Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) 11-JUL-2016

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 YARIS. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V340000 (AIR BAGS). HOWEVER, THE PART NEEDED TO REPAIR THE VEHICLE WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS UNAVAILABLE.

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.

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



RE. NHTSA RECALL NO. 16V-340

FRIDAY → Aug. 18, 2016

In response to Recall No. 16V340 Toyota ^{ON} (7/14/16)

Told me "THERE IS NO ANTICIPATED DATE ***

*** TO COMPLETE". Translation ** I will BE
DEPRIVED OF THE USE OF MY VEHICLE AS

INTENDED AND PURCHASED FOR ... FOR AN

*** EXTENDED and UNKNOWN DURATION! ***

As a RESULT of this Recall There is ^A COMPLETE

** DISRUPTION and COUNTLESS INCONVENIENCES **

to my LIFE and the LIVES of PEOPLE who

COUNT ON ME. NOW I CAN NOT TRANSPORT

FAMILY or FRIENDS and NEEDY NEIGHBORS

to: Doctor Appointments, Grocery Stores,

Family/Social Functions, or For a MEAL.

* NOTE: A NUMBER of FAMILY, FRIENDS, + NEIGHBORS

have PHYSICAL Limitations (Hip/Knee Replacements
and other Mobility Issues).

NOW THANKS to this Toyota-IMPOSED NIGHTMARE

my LIFE and the LIVES of MANY OTHERS ARE

* ADVERSELY AFFECTED and DAMAGED! *

THIS ENTIRE SITUATION IS A RESULT of Toyota's **

** NEGLIGENCE - SINCE Toyota HAS KNOWN ABOUT THIS

Air BAG PROBLEM ^{*****} FOR YEARS * YET HAS DONE **

** NOTHING TO RESOLVE IT in a Timely manner.

Additionally, I Feel UNSAFE in my own vehicle AS the RECALL section :

** WHAT IS THE PROBLEM STATES - ^{* SEE COPY OF RECALL *}

"... In the event of an inflator rupture, ^{* NOTICE} metal fragments could pass through the airbag cushion material, striking the vehicle occupants, and result in serious injury or death." This statements indicates Any occupant in the vehicle is IN HARMS way?

FRIGHTENING

Unfortunately... I am UNABLE to UTILIZE

my dealerships (where my car is SERVICED) offer to ^{PLANET TOYOTA MATTHEW JILL} be put INTO a VEHICLE for the following REASONS:

1) My Vehicle HAS A DISABLED LICENSE PLATE - ***

I NEED the DISABLED PLATE Because:

- I HAVE LIMITED WALKING Range (^{SEVERE} Rheumatoid Arthritis)
- I JUST HAD Surgery on my foot and am in a walking Boot/SHOE.

BE ADVISED: I DO NOT HAVE a ^{REAR} view mirror ^{DISABLED} PLAC-CARD.

2) My Vehicle is a 2-DOOR VEHICLE - ***

I NEED a 2-Door Vehicle Because:

- My Knees DO NOT BEND (^{SEVERE} Rheumatoid Arthritis)
- I need the opening of a 2-Door Vehicle to provide enough room for my Legs to ENTER/EXIT.

IS Toyota Going to Pay for a doctor's visit in Order??

To GET The Necessary Paperwork for a DISABLED PLAC-CARD??

* * *
DID NOT SAY 9
2-DOOR
* * *

NOTE
??
??

** Toyota Put ME INTO THIS SITUATION **

?? IS Toyota going to BE RESPONSIBLE and PAY FOR: ??

** 1) THE COST of a DOCTOR'S VISIT in order to get the necessary paperwork for a DISABLED PLAC-CARD. **

** 2) ALL THE REPAIRS that will BE NECESSARY for a VEHICLE that SITS IDLE for Months and Months **
OR EVEN YEARS (AN EXTENDED PERIOD of TIME).

SUCH AS:

a) Dried-up/cracked "O-RINGS" in the A/C system

- Loss of R134A

- REPLACE DAMAGED A/C Compressor.

b) Dry Rotted TIRES - HOSES - BELTS.

c) ENGINE DAMAGE (Rusty cylinders from IDLENESS).

d) Gasoline GOING STALE.

e) Condensation in Oil and Brake Fluid.

f) DEAD BATTERY.

g) On and On and ON.

SADLY, NONE of the PROBLEMS CAUSED By
This SITUATION WOULD EXIST HAD TOYOTA
ACTED RESPONSIBLY and IN a TIMELY-MANNER
WHEN THIS Air-Bag Discrepancy 1ST OCCURED
YEARS AGO. TOYOTA KNEW THEIR VEHICLES
HAD THESE BAD Air Bags --- THEY KNEW

* IT and DID ABSOLUTELY NOTHING *
ABOUT IT

** YEARS AGO! **

NOW because of Toyota's NEGLIGENCE
I am DEPRIVED of the USE of my VEHICLE
as it was purchased and Intended for.

YES This is a Direct Result of Toyota's

**** NEGLIGENCE - Since IT WAS Toyota's CHOICE ****

- To USE this (type of) Air BAG.

- To Do Nothing to Resolve This PROBLEM

IN A TIMELY MANNER - EVEN THOUGH

Toyota Knew About IT FOR YEARS !!

- To INCONVENIENCE and DISRUPT CUSTOMERS LIVES.

- To DEPRIVE CUSTOMERS of the Services of
Their Vehicles...

*** For an EXTENDED and UNKNOWN DURATION **

* PURE UNDENIABLE NEGLIGENCE *

Finally, It is OBVIOUS - Toyota's Air Bag
inflator Recall RESPONSE is pathetically

**** and woefully INADEQUATE with ****

ABSOLUTELY NO Tangible or Realistic

REMEDY WHAT-SO-EVER ... NONE - ZERO -

NADA - ZIP! Because of Toyota's Thoughtless,

Inconsiderate, Reprehensible, Despicable,

and Intentional NEGLIGENCE I and Other

Customers are BURDENED with an UNFORGIVABLE,

UNACCEPTABLE, and UNREASONABLE

Toyota - IMPOSED HARDSHIP and

NIGHTMARE !!!

IN CONCLUSION:

As a RESPONSIBLE and CREDIBLE Automobile manufacturer Toyota is a COMPLETE FAILURE and should be

** GIVEN a SUBSTANCIAL FINE and ORDERED **
** to SUBSTANTIALLY COMPENSATE VEHICLE **
** OWNERS for the MENTAL ANGUISH and **
** the UNREASONABLE LOSS OF USE for **
** AN EXTENDED and UNKNOWN DURATION **
** of a VEHICLE PURCHASED IN GOOD FAITH. **

With the High-Humidities EXPERIENCED EVERY Summer THIS CAR IS A TICKING TIME-BOMB and Toyota KNOWS IT.

SHAME ON TOYOTA

This Entire Ordeal is A
DISGRACE!

** PLEASE HOLD TOYOTA ACCOUNTABLE **

P.S.

NOTE: the SERVICE MANAGER at Planet Toyota (tony)

*** SAID "He HOPES TO HAVE PROBLEM FIXED"
THAT'S HOPES → By the END of the year "
BUT HAS NO INFORMATION TO BACK UP FROM TOYOTA

SINCERELY,
THANK YOU,



and

Matteson, IL

that "Toyota will have Air-BAGS

REPLACED by 2019 " that's 2019 "

Hello It's 2016



Matteson IL



REC. FRI 7/8/2016

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991



T14 P1

MATTESON, IL



Multiple Models and Model Years
Takata Front Passenger Airbag Inflator (Zone B)
IMPORTANT SAFETY RECALL (Interim Notice)

This notice applies to your vehicle: VIN JTDJT923585
NHTSA RECALL NO. 16V-340

Dear Toyota Customer:

This notice is 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 the vehicles described below:

- 2007 - ~~2008 Yaris Hatchback~~
- 2007 - 2008 Yaris Sedan
- 2008 Scion xB

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner of a subject vehicle.

What is the problem?

The subject vehicles are equipped with front passenger airbag inflators produced by Takata. The propellant in these inflators may degrade after prolonged exposure to high absolute humidity and fluctuating high temperatures. Degraded propellant can cause inflator rupture during airbag deployment. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, striking the vehicle occupants, and result in serious injury or death.

What will Toyota do? * * * MEANS what ???

Toyota is currently preparing the remedy for this problem and will send another notification to all affected owners when the remedy becomes available. The remedy, when available, will consist of the replacement of the airbag inflator or the airbag assembly, depending on the vehicle model at **NO CHARGE** to you.

What should you do? * * * * *

Until the remedy becomes available, 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.

Please read the Frequently Asked Questions and Phase and Zone summary included with this letter to help answer any additional questions you may have.

What if you have other questions?

- For more information about Takata Recalls please see Toyota's website (www.toyota.com/recall) or the National Highway Traffic Safety Administration (NHTSA) website (www.safercar.gov).
- If you require further assistance, you may contact your local Toyota dealer or 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.



To visit Toyota.com/recall from your smart phone, scan the QR code to the left. Here you will find the most current Takata recall information and be able to check repair applicability specific to your VIN #.

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 <http://www.safercar.gov>.

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.

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 problem may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.



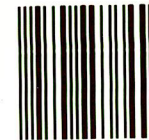
Matteson IL



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US Department of Transportation
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Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C.

20077-9382

