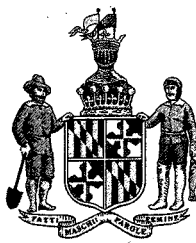


BRIAN E. FROSH
Attorney General

ELIZABETH F. HARRIS
Chief Deputy Attorney General

THIRUVENDRAN VIGNARAJAH
Deputy Attorney General



WILLIAM D. GRUHN
Chief
Consumer Protection Division
CL-10892433-8340

STATE OF MARYLAND
OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION

WRITER'S DIRECT DIAL NO.

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

(410) 528-8662
Fax: (410) 576-7040

September 13, 2016

SEP 20 2016

[REDACTED]
Cockeysville, MD [REDACTED]

Re: Takata Corporation
Case No.: [REDACTED]

Dear [REDACTED]

Thank you for your recent correspondence regarding the problems you experienced with Takata Corporation. Unfortunately, the Consumer Protection Division is not the proper state agency to assist you with these concerns. For this reason, by copy of this letter we are referring your complaint to the following which we believe will be better able to assist you.

National Highway Traffic Safety Administration
NHTSA Headquarters, West Building
1200 New Jersey Avenue
Washington, DC 20590
888-327-4236

<http://www.nhtsa.dot.gov/email.cfm>

If you do not hear from the above following receipt of this letter, you may wish to contact them directly to verify receipt of your referred complaint. Thank you again for notifying us of your concerns and we hope that the National Highway Traffic Safety Administration will be able to assist you.

Very truly yours,

Consumer Protection Division

cc: National Highway Traffic Safety Administration
NHTSA Headquarters, West Building
1200 New Jersey Avenue
Washington, DC 20590

NAM
922116
647



[REDACTED]

From: Ackerman, Christina
Sent: Friday, August 05, 2016 1:17 PM
To: [REDACTED]
Cc:
Subject: Complaint about airbag recall
Attachments: DOC.PDF

Please find attached a complaint that was mailed to our office with regards to the airbag recall. Is this a matter that either of you could handle?

Thanks,
Christina

Christina Ackerman
Paralegal
Office of the Attorney General
Maryland Department of Transportation
7201 Corporate Center Drive
Hanover, Maryland 21076
410-865-1108

-----Original Message-----

From: OGC@mdot.state.md.us [mailto:OGC@mdot.state.md.us]
Sent: Friday, August 05, 2016 1:01 PM
To: Christina Ackerman
Subject: Scan from a Xerox WorkCentre

Please open the attached document. It was scanned and sent to you using a Xerox WorkCentre.

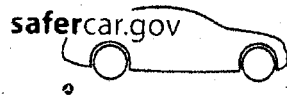
Attachment File Type: PDF

WorkCentre Location: machine location not set Device Name: OGC

For more information on Xerox products and solutions, please visit [REDACTED]

[REDACTED]

P Please consider the environment before printing this email **LEGAL DISCLAIMER** - The information contained in this communication (including any attachments) may be confidential and legally privileged. This email may not serve as a contractual agreement unless explicit written agreement for this purpose has been made. If you are not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication or any of its contents is strictly prohibited. If you have received this communication in error, please re-send this communication to the sender indicating that it was received in error and delete the original message and any copy of it from your computer system.

**Complaint Number: 10892433**

Vehicle Identification Number: JHMGD38657S [REDACTED]

Your Vehicle's Make Model and Model Year: HONDA FIT 2007

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Air Bags

What happened?

Takata Recall-Have vacation booked using auto train to Fla. Booked about 8 months ago. Scheduled to leave 8/17. Received recall notice 7/18-told not to use car if passenger in seat. Airbag will not be available until late summer or fall. Called Honda (1-888-234-2138) and explained situation. I was told that I needed a rental and they would get back to me. I call again in 7/25 and was told that they would expedite rental. I called again 8/1 and told that it is in the works but they have 10k complaints to process. I am between a rock and a hard place as we will be forced to use the car but am afraid of what could happen. I am running out of time and my wife and I are not sure where to go for help.

When did this happen? 07/18/2016

Was there a Crash? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (in mph)

About how many miles were on your vehicle at the time of the incident? 33000

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Address 1: [REDACTED]

Address 2:

City: Cockeysville

State : MARYLAND

ZIP Code : [REDACTED]

Phone: [REDACTED]

Alt. Phone: [REDACTED]

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

SPOKE TO SOMEONE IN YOUR OFFICE AND WAS TOLD TO FILE
COMPLAINT WITH NHTSA AND SEND COPY TO CONSUMER PROTECTION

THANK YOU

[REDACTED]
Cockeysville, MD [REDACTED]

BALTIMORE MD 212

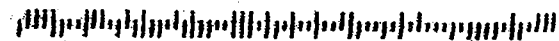
02 AUG 2016 PM 8 L



ATT:
MISS
[REDACTED]

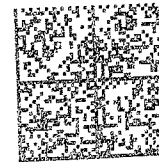
CONSUMER PROTECTION
7201 CORPORATE CENTER
HANOVER MD, 21076

21076-141501





OFFICE OF
THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION
200 SAINT PAUL PLACE
BALTIMORE, MARYLAND 21202-2021



U.S. POSTAGE



ZIP 21202
02 1W
0001393977 5

National Highway Traffic Safety Administration
NHTSA Headquarters, West Building
1200 New Jersey Avenue
Washington, DC 20590

