

August 27, 2016

Administrator,  
National Highway Traffic Safety Administration  
1200 New Jersey Ave. S.E.  
Washington DC. 20590

2005 Toyota Corolla

VIN - 1NXBR32E25z [REDACTED]

Case # [REDACTED]

SEP -8 2016

Sir-

Toyota asked that if customers felt the faulty airbag problem was not handled within a reasonable time, to let you know.

It took well over six months to get this issue resolved. I think that defines "unreasonable" in this situation. The original letter from Toyota does not have a date on it. Looking back on the outrageous delay, I think that was done on purpose so that customers would lose track of just how long it took to get this issue fixed. That is extremely unprofessional and speaks negatively of Toyota.

Because of the danger with the faulty airbags (the threat of serious injuries or death) I was unable to enjoy my usual daily activities. I could not take my two dogs to the park, as one of them needs to ride on the front seat. I could not carpool to various activities as no one could safely ride in the passenger front seat. I am responsible for taking my elderly [REDACTED] years old) father shopping, to lunch, and to his various doctor appointments. He had difficulty getting his 6'2" frame into the back seat of my car. Six months of this! That is an outrageous amount of time to disrupt one's life for a fix that should have been the very highest priority at Toyota. At no time when I called my local dealership for status did I ever feel that this was any type of priority.

I find it very hard to believe that if this had happened to a car belonging to the Toyota CEO or other Toyota executives that this issue would not have been resolved more expeditiously.

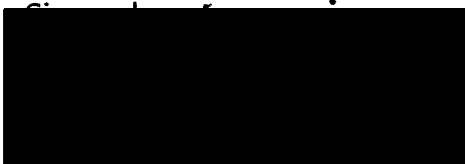
I am certainly not the only customer who had to deal with the same issues. I personally know three people who have the same complaints I do.

NM  
9/12/16  
SMD

My husband and I have owned four Toyotas, but because of this experience will not buy one again.

Toyota has never offered any compensation for the tremendous inconvenience this caused, nor has there been any follow up letter or other communication asking if repairs have been made or if we have been contacted by a Toyota Dealership at all.

This entire situation could and should have been handled better.



Valencia CA.

CC: Toyota Motor Sales, USA, Inc  
Toyota Customer Experience, WC10  
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Valencia, CA

SANTA CLARITA CA 913

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