

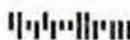
INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 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	
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: BURBANK State: CA Zip Code: [REDACTED]		Date Received: 31-OCT-2016 Daytime Telephone Number: [REDACTED] Evening Telephone Number: [REDACTED]		Repository ☐ Reference No. 10920239 E-mail Address: [REDACTED]	
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 JTLKE50E78 [REDACTED]		Make: SCION		Model: XB	
Model Year: 2008		Engine: [REDACTED]		Fuel Type: [REDACTED]	
Date Purchased: 12-02-10		Dealer's Name and Telephone Number: TOYOTA&SCION OF NORTH HOLLYWOOD, 11-13		Engine: [REDACTED]	
Original Owner: ☐		Dealer's City: CALIFORNIA NORTH HOLLYWOOD CA		State: CA Zip Code: 91602-1802	
Transmission Type: [REDACTED]		☐ Antilock Brakes ☐ Cruise Control		Incident Date(s): 05-OCT-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage: [REDACTED]	
Failure Speed: [REDACTED]					
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make: [REDACTED]		Tire Model (Name or Number): [REDACTED]		Tire Size (Example P215/65R15): [REDACTED]	
DOT No. (Example: DOTM19ABC036): [REDACTED]		☐ Original Equipment ☐ Prior Repair		Failure Location: [REDACTED]	
Tire Component Code: [REDACTED]				Tire Failure Type: [REDACTED]	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make: [REDACTED]		Date Manufactured: [REDACTED]		Model No./Name: [REDACTED]	
Seat Type: [REDACTED]		Installation System: [REDACTED]			
Child Seat Component Code: [REDACTED]		Failed Part: [REDACTED]			
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: [REDACTED]	
Number of Deaths: [REDACTED]		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 SCION XB. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V340000 (AIR BAGS). THE PART NEEDED FOR THE REPAIR WAS NOT AVAILABLE. 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. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.					
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 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.					

T72 P1

BURBANK, CA



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

This notice applies to your vehicle: VIN JTLKE50E781
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:

- 2006 – 2011 Yaris Hatchback
- 2009 – 2011 Matrix
- 2007 – 2011 Yaris Sedan
- 2010 – 2011 4Runner
- 2008 – 2011 Scion xB
- 2011 Sienna
- 2009 – 2011 Corolla

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?

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.

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.



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 #.

Spanish translation on back side
Traducción en español en el lado inverso

Múltiples modelos y años de los modelos
Takata de inflador de la bolsa de aire del pasajero delantero (zona A)
RETIRO DE SEGURIDAD IMPORTANTE (Aviso provisional)

Este aviso aplica a su vehículo: VIN JTLKE50E781 [REDACTED]
NO. DE RETIRO DE NHTSA 16V-340

Estimado cliente de Toyota:

Le estamos enviando este aviso de acuerdo con los requisitos establecidos en el Acta de Tráfico Nacional y de Seguridad de Vehículos Motorizados. Toyota ha decidido que existe un defecto relacionado con la seguridad de los vehículos motorizados descritos a continuación:

- Yaris con portón trasero de años 2006 a 2011
- Yaris sedán de años 2007 a 2011
- Scion xB de años 2008 a 2011
- Corolla de años 2009 a 2011
- Matrix de años 2009 a 2011
- 4Runner de años 2010 a 2011
- Sienna 2011

Usted recibió este aviso porque nuestros registros, basados principalmente en la información de registro y titularidad estatal, indican que usted es el propietario actual de un vehículo afectado.

¿Cuál es el problema?

Los vehículos afectados están equipados con infladores de la bolsa de aire del pasajero delantero fabricados por Takata. El propulsor de estos infladores podría degradarse tras una exposición prolongada a una humedad absoluta elevada y a temperaturas fluctuantes altas. De ser así, podría causar la rotura del inflador cuando se activa la bolsa de aire. En el caso de que se rompiera el inflador, cabría la posibilidad de que los fragmentos metálicos resultantes atravesasen el sistema de amortiguación de la bolsa de aire y golpearan potencialmente a los ocupantes del vehículo, con lo que podrían causarles lesiones de gravedad o la muerte.

¿Qué hará Toyota?

En la actualidad, Toyota está preparando la reparación para este problema y enviará otro aviso a todos los propietarios de vehículos afectados cuando la reparación esté disponible. La reparación, una vez esté disponible, consistirá en el reemplazo del inflador de la bolsa de aire o el conjunto de bolsa de aire, dependiendo del modelo del vehículo, **SIN CARGO** para usted.

¿Qué debe hacer usted?

Hasta que la reparación esté disponible, le recomendamos que no conduzca el vehículo con un ocupante en el asiento del pasajero delantero. Lamentamos profundamente cualquier inconveniente que esta situación pueda ocasionarle, pero estas medidas se toman por su seguridad.

Consulte el Cuestionario de Preguntas Más Frecuentes y el Resumen de Fases y Zonas que se incluye con esta carta para ayudar a resolver cualquier duda adicional que pueda tener.

¿Qué puede hacer si tiene otras preguntas?

- Para más información sobre retiros de seguridad de Takata, visite el sitio web de Toyota (www.toyota.com/recall) o el de la *National Highway Traffic Safety Administration* (Administración Nacional de Seguridad Vial en Autopistas, NHTSA) (www.safercar.gov).
- Si necesita más asistencia, puede comunicarse con su concesionario Toyota local o con el Centro de Experiencia del Cliente de Toyota, al 1-888-270-9371, de lunes a viernes, de 5:00 a.m. a 6:00 p.m., o los sábados, de 7:00 a.m. a 4:00 p.m., hora del Pacífico.

Si considera que el concesionario o Toyota no han logrado o no pueden solucionar el defecto dentro de un plazo razonable, puede presentar una queja al Administrador, a la *National Highway Traffic Safety Administration* [Administración Nacional de Seguridad Vial en Autopistas], 1200 New Jersey Avenue S.E., Washington, D.C. 20590, o llame sin costo a la línea directa de Seguridad Automotor al 1-888-327-4236 (TTY: 1-800-424-9153), o visite www.safercar.gov.

Si desea actualizar la información de contacto o de propiedad de su vehículo, puede hacerlo registrándose en www.toyota.com/ownersupdate. Necesitará su Número de Identificación del Vehículo (VIN) de 17 dígitos para ingresar la nueva información.

Si usted es arrendador del vehículo, la Ley Federal exige que toda persona que arrienda vehículos y reciba este aviso de retiro de seguridad envíe una copia del mismo al arrendatario dentro de los diez días.

Hemos enviado este aviso porque estamos interesados en su constante satisfacción con nuestros productos y lamentamos profundamente cualquier inconveniente que este problema pudiera haberle ocasionado.

Gracias por conducir un Toyota.

Atentamente,

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



Para visitar Toyota.com/recall desde su *smartphone*, escanee el código QR de la izquierda. Aquí encontrará la información más actualizada de Takata y ser capaz de verificar la reparación aplicabilidad específica para su N° VIN



MS.R

Jr. Aguirre

North Hollywood
4606- Lankershin

* Tel # 1818-508-2900

08-Scion X8 4Dr. Wgn
Burgundy

✓ TKE 50-E. 781 [REDACTED]

Van a mandar 7-25-16
por correo una tarjeta dici-
endo cuando se lleva el
Cervo para cambiar lo del
Timon que es Airbag. -

FORGET ME NOTES!

DOOR HANGER REMINDER

llame para
preguntar el
August 2^o 16
at 9:40 y pregunte
por el [REDACTED]
y digan que

Van a mandar
una tarjeta
cuando llega
La parte

10/31 Filled Complaint



Memo 

Target
die
R. J. Davis

Call 

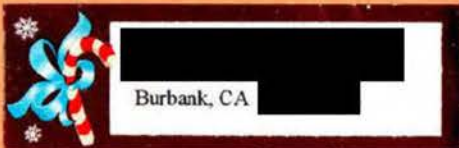
10-13-16

Time 9:20

10/31
Filled Complaint

12-07-16

Thank you for
your help.

First Class

NATIONAL HIGHWAY
TRAFFIC SAFETY
ADMINISTRATION

1200 NEW JERSEY AVENUE SE.
WASHINGTON, DC 20590

W41-306