

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

[REDACTED]
Irvine, CA. [REDACTED]

Certified

November 11, 2016

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

RE: Takata - Complaint

NOV 21 2016

Dear Administrator,

July 15, 2016 I received a Takata Front Passenger Airbag Inflator (Zone A) Important Safety Recall notice.

Since then the Toyota Dealership in Tustin Market Place, Tustin, California, has been assuring me that as soon as they receive the parts, they will give us a call.
However, I am told they have yet to receive the needed parts to service my Toyota Corolla S 2011.

Please note:

To date, I have heeded to the safety recommendation of NOT taking a front passenger since July 15, 2011. But how much longer!
What is a reasonable time to have the defect remedied for the vehicle owners to feel safe in their cars.

Please see the attached recall notice, and copies of details which I tried to enter online but was not able to finalize.

In the absence of remedy by Takata, we need to see this complaint taken seriously by the National Highway Traffic Safety Administration.

Thanking you
[REDACTED]

Attachments.

NM
11/28/16
SMD

T52 P1

IRVINE, 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 2T1BU4EE6BC
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
- 2007 – 2011 Yaris Sedan
- 2008 – 2011 Scion xB
- 2009 – 2011 Corolla
- 2009 – 2011 Matrix
- 2010 – 2011 4Runner
- 2011 Sienna

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.



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.

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



File a Vehicle Safety Complaint

Form Approved: OMB No. 2127-0008; Expires 05/31/2018

VEHICLE INFORMATION

* = Required

Vehicle Identification Number *What's this?*

2T1BU4EE6BC [Test your VIN](#)

* Your Vehicle's Make, Model and Model Year

Enter your vehicle make, model and model year separated by spaces (e.g., make model year). After three characters, possible matches may be shown and can be selected to complete your entry.

TOYOTA COROLLA 2011

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

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File a Vehicle Safety Complaint

Form Approved: OMB No. 2127-0008; Expires 05/31/2018

AFFECTED PARTS

* = Required

* What part of your car was affected?

☒ Air Bags
[What's this?](#)

☐ Body
[What's this?](#)

☐ Brakes
[What's this?](#)

☐ Elec. Stability Control
[What's this?](#)

☐ Electrical
[What's this?](#)

☐ Engine
[What's this?](#)

☐ Fuel/Propulsion
System
[What's this?](#)

☐ Lighting
[What's this?](#)

☐ Power Train
[What's this?](#)

☐ Seat Belts
[What's this?](#)

☐ Seats
[What's this?](#)

☐ Speed Control
[What's this?](#)

☐ Steering
[What's this?](#)

☐ Suspension
[What's this?](#)

☐ Visibility/Wiper
[What's this?](#)

☐ Wheels
[What's this?](#)

☐ Unknown or Other
[What's this?](#)

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U.S. Department of Transportation

File a Vehicle Safety Complaint

Form Approved: OMB No. 2127-0008; Expires 05/31/2018

INCIDENT INFORMATION

* = Required

*** What happened?**

In your own words, tell us what happened.

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database. Do not include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc.).

Complaints involving Takata inflators: Please type "Takata Recall" at the beginning of your complaint description below.

1497 characters remaining

replacement of front passenger airbag. I am told they have no ETA. Meantime, I cannot take a front passenger. What is REASONABLE time to remedy the defect? It seems Takata is moving extremely slow taking care of the Corolla S defects of passenger airbags.

NOTE: When describing what happened with your vehicle, tell us specifically if the vehicle was stationary, in motion, on a city street or a highway, turning, more

Upload a photo or other documentation

What can I upload?

- Formats: JPG, JPEG, GIF, TIF, TIFF, PNG, BMP or PDF
- Maximum size allowed per file: 5 MB
- Maximum number of files: 5

NOTE: Keep your records handy should we need to contact you for more information.

Select the link below for each image/document you want to upload. Filenames should be 30 characters or less.

SELECT IMAGE OR DOCUMENT

*** When did this happen?** mm/dd/yyyy

This field is required.

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U.S. Department of Transportation

File a Vehicle Safety Complaint

Form Approved: OMB No. 2127-0008; Expires 05/31/2016

INCIDENT INFORMATION

* Required

Was there a crash? ☐ Yes ☒ No

Was there a fire? ☐ Yes ☒ No

Was there an injury or fatality? ☐ Yes ☒ No

How fast were you going? (in mph)

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

BACK NEXT

Irving, CA

CERTIFIED MAIL



7015 3010 0000 2813 6513

Certified

Administrators

National Highway Traffic Safety Administration

1200 New Jersey Avenue S.E.

Washington, D.C. 20590

W41-306

Company Name

To: W41-306

Mailstop: 4 West

Department: NEC, NOA, NIA

Phone:

Purchase Order PRIORITY
(ItemVarName4)

Route



70153010000028136513

