



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

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

May 4, 2017

NEF-109 nam
Ref. No. 10966768

[REDACTED]
Osage, MN [REDACTED]

Dear [REDACTED]

Thank you for your correspondence concerning the air bag(s) and occupant restraint controller in your model year (MY) 2011 Toyota Corolla. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We regret any inconvenience this delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that your MY 2011 Toyota Corolla is included in the Takata air bag recall issue in the front passenger-side air bag in his vehicle. You feel that Toyota recommended that nobody occupy the front passenger-side seat of his vehicle until the problem is corrected. Is unreasonable and they should offer a trade-in, or incentive to buy a new vehicle if owners request alternative remedy solutions. You want the manufacturers held accountable for this recall.

We understand your frustration with NHTSA Safety Recall Campaign No. 16V-340 and are aware of Toyota's delay in implementing the remedy. The recall addresses a problem with Takata front passenger-side air bags that may be susceptible to moisture intrusion and could cause the inflator to rupture in certain Toyota vehicles. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts or a final remedy when a recall is first announced. In addition, recall parts availability and recall remedies can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing, and logistics.

Also, Toyota is conducting the Recall 16V-340 in phases due to the volume of vehicles. When you receive the final recall notice contact Toyota or your dealer to schedule a service appointment and secure the necessary parts for the recall as soon as possible. The problem

with the Takata air bag inflators do not appear until the affected vehicle has been continuously exposed to high temperatures and high absolute humidity for 6 years or more. Therefore, the oldest vehicles in the most dangerous areas, such as Florida and surrounding Gulf Coast States, will be repaired first. Most decisions to conduct a recall and remedy a safety defect are made voluntarily by manufacturers prior to any involvement by NHTSA.

Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contain a defect relating to motor vehicles safety or fail to comply with a Federal motor vehicle safety standard to remedy the defect or noncompliance without charge. However, our statute does not require manufacturers to reimburse owners for additional costs associated with a safety recall (e.g., lost wages while vehicle is being repaired, car rentals, repairs not performed by an authorized dealership, damage caused by the defect, etc.). Please note that vehicle issues concerning warranty, maintenance, dealer customer service, and reimbursement claims do not fall under NHTSA's jurisdiction.

The expansion of the Takata recalls has increased the number of affected vehicles to approximately 70 million to date. To protect the American public from certain defective air bag inflators supplied by Takata, NHTSA ordered all affected vehicle manufacturers to accelerate recall repairs and prioritize vehicles to reduce the risk of rupture under a Coordinated Remedy Order. Completion deadlines for fixing the 70 million vehicles under recall will begin in 2017 and end in 2019. Under a NHTSA Consent Order, Takata has agreed to Federal oversight for the next 5 years, to phase out the use of the propellant believed to be related to the air bag inflator ruptures, and to pay record civil penalties up to \$200 million. For the most up-to-date information on the Takata recalls, please visit our Web site at www.safercar.gov/rs/takata/index.html.

We recommend using our vehicle identification number (VIN) lookup tool periodically, to access recall information provided by the manufacturer conducting the recall which may be not posted yet on NHTSA's site (www.nhtsa.gov/recalls). We entered the VIN you provided and can confirm that the recall remedy is not yet available (enclosed). We have enclosed a brochure explaining NHTSA's investigation and recall process, which is also on our website at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures

United States Department of Transportation



Safety Issues & Recalls.

Vehicle Identification Number (VIN)

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

JTDBU4EE3B9 [REDACTED]

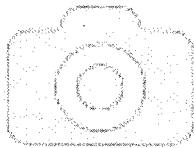
17/17 

Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

[Learn More →](#)

2011

TOYOTA Corolla**IMAGE NOT AVAILABLE**

VIN: JTDBU4EE3B9 [REDACTED]

Recall data refreshed on May 03,2017

1 Recalls

associated with this VIN

May 23,2016

Manufacturer Recall Number G1P

NHTSA Recall Number 16V340

Recall Status Recall Incomplete, remedy not yet available

Summary

The subject vehicles are equipped with front passenger airbag inflators produced by Takata. According to 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.

Safety Risk

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.

Remedy

Toyota is currently preparing the remedy for this condition and will provide additional information as it becomes available. The remedy, when available, will consist of the replacement of the airbag inflator or the airbag assembly, depending on the vehicle model.

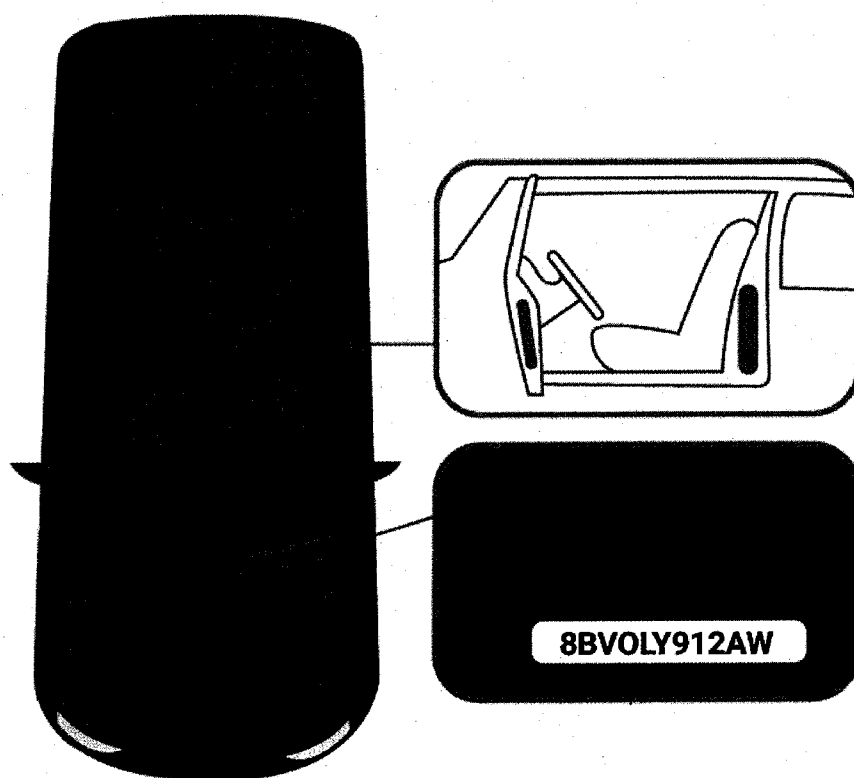
Manufacturer's Notes

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If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,
please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or
TTY: 1-800-424-9153 or file an online complaint with NHTSA.

Where's my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.

**What this VIN search tool covers**

- Vehicle safety recalls that are incomplete
- Vehicle safety recalls conducted over the past 15 calendar years
- Vehicle safety recalls conducted by major light auto automakers, including motorcycle manufacturers.

What this VIN search tool does not cover

- Completed safety recall information
- Manufacturer customer service or other nonsafety recall campaign
- International vehicles
- Very recently announced safety recalls for which not all VINs have been identified

- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage)
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications

Stay informed.

Know if there is a safety problem with your vehicles, tires or car seat, and how to get it fixed.

SIGN UP

From your complaints to recall campaigns

NHTSA issues vehicle safety standards and requires manufacturers to recall vehicles and equipments that have safety-related defects. Learn about NHTSA's recall process.

01 Complaints

Reporting your problem is the important first step.

Your complaint will be added to a public NHTSA database after personally identifying information is removed.

If the agency receives similar reports from a number of people about the same product, this could indicate that a safety-related defect may exist that would warrant the opening of an investigation.

Example of Complaints →

Have a safety problem?

Report a problem with your vehicle, tires, car seats or other equipment. We review every problem as we work to keep our roads safe.

Report a safety problem →

02 Investigations

NHTSA conducts an investigation from reported complaints.

A. SCREENING

NHTSA reviews filed complaints from vehicle owners and other information related to alleged defects to decide whether to open an investigation.

B. ANALYSIS

NHTSA conducts an analysis of any petitions calling for defect investigations. If the petition is denied, the reasons for the denial are published in the Federal Register.

C. INVESTIGATION

NHTSA opens an investigation of alleged safety defects. It is closed when they notify the manufacturer of recall recommendations or they don't identify a safety-related defect.

D. RECALL MANAGEMENT

NHTSA reviews filed complaints from vehicle owners and other information related to alleged defects to decide whether to open an investigation.

View monthly investigation reports →

03 Recalls

Initiated safety recalls require a manufacturer's action to announce and remedy the defects.

A recall is issued when a manufacturer or NHTSA determines that a vehicle, equipment, car seat, or tire creates an unreasonable safety risk or fails to meet minimum safety standards. Most decisions to conduct a recall and remedy a safety defect are made voluntarily by manufacturers prior to any involvement by NHTSA.

Manufacturers are required to fix the problem by repairing it, replacing it, offering a refund, or in rare cases repurchasing the vehicle.

Using our VIN lookup tool, you can access recall information provided by the manufacturer conducting the recall which may be not posted yet on NHTSA's site.

Go to search by VIN →

Recalls Spotlight

The latest updates on recalls

Recalls Spotlight monitors high-profile recalls and offers consumers resources to find and address vehicle recalls.

View Recalls Spotlight →

Roles in the Recall Process



Manufacturer

Manufacturers will notify registered owners by first class mail within 60 days of notifying NHTSA of a recall decision. Manufacturers should offer a proper remedy to the owner.



NHTSA

NHTSA will monitor each safety recall to make sure owners receive safe, free, and effective remedies from manufacturers according to the Safety Act and Federal regulations.



You (owner)

You'll be notified via mail from the manufacturer. When you receive a notification, follow any interim safety guidance provided by the manufacturer and contact your local dealership to fix the recalled part for free.

TIPS FOR YOUR SAFETY

Register your vehicle, tires, car seats & equipment and check recalls twice a year.

Safercar TV: Driven by Safety

For more than 50 years, the National Highway Traffic Safety Administration has been working to keep people safe on the road. Learn more about what we do and how we enable everyone to live safer.

[Go to YouTube Channel →](#)

News

[See All](#)

PRESS RELEASES

U.S. Department of Transportation expands and accelerates Takata air bag inflator recall to protect American drivers and passengers

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PRESS RELEASES

Effective Today: New Federal law for recalled rental cars protects consumers from vehicle safety defects

[Read More →](#)

PRESS RELEASES

NHTSA: New test data on particular subset of Takata air bag inflators shows substantially higher risk

Read More →

Have a safety problem?

Report a problem with your vehicle, tires, car seats or other equipment. We review every problem as we work to keep our roads safe.

REPORT A PROBLEM

NHTSA Information ▾

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NHTSA Sites ▾

Website Information ▾

National Highway Traffic Safety Administration

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Washington, DC 20590

1-888-327-4236

1-800- 424-9153 (TTY)



Submit Feedback >