

[REDACTED]
Bartlett, IL [REDACTED]
Apr 1, 2017
[REDACTED]

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

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

APR 10 2017

Dear Sir/Madam,

2nd letter

Re NHTSA RECALL NO. 16V-340 & 17V-006 VIN JTDBL40E09J [REDACTED]

As of today, Apr 1, 2017 we have not received a response from you to our letter of Feb 12, 2017 nor have we received a response from Toyota.

Since writing to you and for the past 7 weeks or so we have had to drive with one person driving in the front with the other sitting in the back, as if they were being chauffeured around just like in the film "Driving Miss Daisy." We have done this based on recommendations from Toyota, contained in their letter of Feb 12, 2017 - recall notice for 2009 Toyota Corolla

Our friends initially found this funny but as it has dragged on without any resolution becoming apparent, Toyota are becoming something of a laughing stock.

We were advised to write to you, not Toyota, if we were unhappy with Toyota's inability to resolve the matter in a timely fashion. Now we are unhappy with your inability to even respond to the matter in a timely fashion, let alone to resolve the matter. Well after 7 weeks waiting and still not knowing when this will be resolved we are understandably very frustrated and even angry.

We have missionary friends coming to stay with us from Apr 14 for 3 weeks. We will have to rent a car for them if we cannot use all the seats in our car safely. If you cannot arrange with Toyota to have the airbags fixed by then, can you please arrange for a rental car to be made available to us at no cost to us?

We have my parents coming to stay with us from May 23 for 3 weeks. We will have to rent a car for them if we cannot use all the seats in our car safely. If you cannot arrange with Toyota to have the airbags fixed by then, can you please arrange for a rental car to be made available to us at no cost to us?

Please reread our original letter attached and respond as a matter of urgency.

Yours sincerely,
[REDACTED]

NM
4.26.17

[REDACTED]
Bartlett, II [REDACTED]
Feb 12, 2017
[REDACTED]

Copy of
original
letter

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

Dear Sir/Madam,

Re NHTSA RECALL NO. 16V-340 & 17V-006 VIN JTDBL40E09 [REDACTED]

Today, Feb 12, 2017 we received a recall notice for our 2009 Toyota Corolla.

This detailed that we should not use the vehicle with a person in the front passenger seat and that a remedy will be available.

It stated that should we "*believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time*" we may submit a complaint to you.

Looking at the timeline for the recall of vehicles with these Takata airbags:

Summer 2004, Takata Saw and Hid Risk in Airbags in 2004, By Hiroko Tabuchinov. **6, 2014** New York Times

November 18, 2014: NHTSA called for the recalls to be expanded to a national level.

(We believe that this was a prompt a much needed response to the New York Times article above.)

December 9, 2014: Honda issued a statement saying it will comply with NHTSA and expand its recall to a national level.

(We believe that this is a prompt response by a manufacturer)

January 18, 2015: The driver of a 2002 Honda Accord became the **fifth person** in the United States thought to have been **killed by an exploding airbag inflator**.

June 16, 2015: Toyota expands years for recall on previously announced models, adding 1,365,000 additional vehicles.

June 1, 2016: Fiat Chrysler, Mitsubishi, **Toyota**, and Volkswagen confirm in a report from Florida Senator Bill Nelson (PDF) that they are selling some new vehicles with airbags that contain Takata's faulty airbag.

Feb 12, 2017 we received a recall notice for our 2009 Toyota Corolla.

Firstly it is totally unacceptable that Takata were anything less than fully transparent in their testing of their product in 2004, taking 10 years before it came to light. **Thank you for all the work NHTSA has taken to progress this.**

Secondly, it is disturbing that Toyota only informed us today, over two years after Honda issues their first recall for the same airbags, since then there have been 11 deaths due to this airbag.

Thirdly, despite the problem having been identified over two years ago, Toyota expect us to wait a further indefinite period and not use our vehicle for the purpose it was sold. Irrelevant of the scale of this issue which is largely due to lack of action by Takata, Toyota & others, we believe that Toyota should either make a repair to our vehicle or provide a replacement vehicle at their cost without any further delay.

Could you please advise us of our options and Toyota's obligations before we become another statistic of this debacle?

Yours sincerely,

[REDACTED]

Bartlett, IL

CAROL STREAM IL 601

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forever / USA

Administrator
NHTSA
1200 New Jersey Ave S.E.
Washington DC 20590

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