

 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline	
Date Received 26-MAY-2017		Repository ☐ Reference No. 10991836	
OWNER INFORMATION (Type or Print)		Daytime Telephone Number	
Name Address City CEDARHURST State NY Zip Code		E-mail Address Evening Telephone Number	
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 JTDBL40E19J		Make TOYOTA	Model CAMRY Corolla
Date Purchased Dealer's Name and Telephone Number Advantage Toyota 516-641-1481		Model Year 2009	
Original Owner ☐	Dealer's City Valley Stream	State NY Zip Code 11581	Engine: No: Cylinders 4
Transmission Type Automatic	☒ Antilock Brakes ☐ Cruise Control	Powertrain Multiple Failure:	Incident Date(s) 01-OCT-2016
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 140000 AIR BAGS		Failure Mileage	Failure Speed
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:	
Tire Component Code		Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
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 0	Number of Deaths 0
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* THE CONTACT OWNS A 2009 TOYOTA CAMRY. THE CONTACT STATED THAT A RECALL NOTICE REGARDING A FAULTY FRONT PASSENGER AIR BAG WAS RECEIVED SEVERAL MONTHS AGO. AFTER CONTACTING THE MANUFACTURER AND AN UNKNOWN LOCAL DEALER, THE CONTACT WAS INFORMED THAT THE PARTS NEEDED TO REPAIR THE VEHICLE WERE NOT AVAILABLE. THE NHTSA CAMPAIGN NUMBER AND VIN WERE NOT AVAILABLE. THE CONTACT HAD NOT EXPERIENCED A FAILURE.			
OF Dealership because I am not sitting in name of Toyota. Please read the back of the form for further comments.			
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.			

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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Toyota at this point has agreed to provide me with a
loaner car until they can fix the faulty airbag in
my car. They are now taking responsibility for this problem.
They will not be able to fix my car from what they have
told me till Dec 2017 and this still not a confirmed date. It
could take longer. My complaint is with Toyota and at this
point not with the dealer because they do what Toyota
tells them to do and fix cars according to what Toyota
provides them with and Toyota has not provided remedy to the situation yet.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

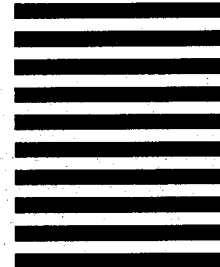
National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



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UNITED STATES



BUSINESS REPLY MAIL

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

[REDACTED]
Cedarhurst, New York

Home Phone [REDACTED]

Cell Number [REDACTED]

My name is [REDACTED] and I am the owner of a 2009 Toyota Corolla VIN Number JTDBL40E19[REDACTED] that has been recalled because of a faulty front passenger seat air bag. I previously wrote you a letter concerning this matter but I did not realize that I should have called first in order to get a reference number or a case number that could have been attached to my letter in order for you to read and register it as a formal complaint. I eventually called your agency and spoke to John who is one of your representatives who gave me case number [REDACTED]. He told me that I would be receiving a confirmation from you by mail in six to eight weeks after I spoke to him. I have just received a notice from your agency with the reference number 10991836. Please file this letter with the case number and reference numbers that I have been given. The letter I wrote to you previously could not be included in my case since I did not have a reference number at the time and John informed me that I could resend it to you when I received the letter that I just did from you. I am enclosing a shortened version of the original letter I sent to your agency. If you notice when you sent me this recent form that I am now returning to you, you have the wrong model for the vehicle listed. It is not a Toyota Camry as you listed but a Toyota Corolla. I have changed it on the form. Please change the model type in your records to reflect this change.

Toyota notified me several months ago about the defective airbag in my car. When I called them they told me that the airbag could not be replaced according to their estimates until Dec. 2017 and perhaps even later than that date. That would leave me for a period of eight months where I would not have the use of the front passenger seat of my car since the recall notice indicated that a passenger should not sit in the front seat of the car until the repair was made. I called Toyota and told them that this was not something that I could live and requested a loaner car. Toyota eventually provided me with a loaner car which they are willing to let me have the use of until the airbag in my car is replaced. My concern now is the fact that Takata the manufacturer of the airbags is in bankruptcy and in the long term Toyota will not be able to fix my car or offer me an alternative permanent solution. I just want to go on the record with your agency that if Toyota and Takata cannot work this out I have registered a complaint about the situation. At the present time I am satisfied that Toyota has provided me with a loaner car but I must look to the future to make sure there will be a satisfactory and permanent resolution to this matter. My last letter to you was filled with complaints about how Toyota was handling the situation because in the beginning they told me there was nothing they could do and I should just not use the passenger front seat of my car. Eventually with much persistence from me Toyota has done what I have asked for and provided me a loaner car. Toyota eventually realized they had an obligation to provide me with a fully functioning car. Please keep this letter for your records so in the future if things are not worked out as far as a permanent resolution you know I have gone on the record as to what the situation is.

Thank you for your attention to this matter.
Respectively,

[REDACTED]