

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

NEF-010
CL- 11013168-9987

June 14, 2017

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

Regarding: Takata Front Passenger Airbag Inflator (Zone B)
NHTSA RECALL NO. 16V-340 & 17V-006
VIN 1NXBU40E592 [REDACTED]

"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 "

I am writing because I believe both the dealer and Toyota has failed and are unable to remedy the defect on my 2009 Toyota Corolla within a reasonable time and wish to submit a formal complaint to the Administrator of the National Highway Traffic Safety Administration.

My car has a front passenger airbag inflator produced by Takata. I have been told by Toyota that 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, striking the vehicle occupants, and result in serious injury or death.

Toyota said they were preparing a remedy but until the remedy becomes available they recommended that I not operate the car with an occupant in the front passenger seat.

To be honest, I thought they were joking. This is a 5-passenger car at best, with space for 3 smaller people in the back and two normal sized people in the front. Take away the front passenger seat and you take away a huge amount of function from my car. What are they practically asking me to do? Do I ask my wife to sit in the back when we go out together? Or when my family goes out do I ask the 5th person, who would have fit when we bought the car, to now just stay home? Who should I choose to leave behind? My [REDACTED] year-old mother or one of my children?

When I called the dealership they said Toyota did not have the remedy available yet and they were not sure when they would.

When I called Toyota they said (and herein lies my complaint) that they were hoping to have the remedy available by December 2017. I am already months without full use of

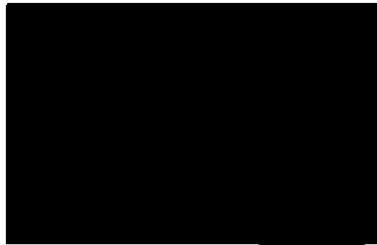
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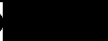
my car and now have months to go. I feel this is clearly beyond a reasonable time, especially given the limitations they are suggesting in the use of the car in the interim.

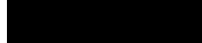
I do not know what recourse I have but I am writing hoping you do and to fully voice my dissatisfaction with how Toyota has chosen to put the burden of sacrifice on the consumer, their customer and my family.

Thank you for the important work you do and thank you for your intervention and support.

Sincerely,

A large black rectangular redaction box covering the signature area.

Blue Springs, MO 

Cell Phone: 

[REDACTED]
Blue Springs, MO

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

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