



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

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, DC 20590

October 20, 2017

[Redacted]

Hoover, AL [Redacted]

NEF-109 nam  
Ref. No. 11029629

Dear [Redacted]

The National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation appreciates the report you provided concerning your model year (MY) 2012 Lexus ES350 vehicle. Our office has received an unprecedented increase in the number of correspondence due to the Takata air bag recalls. Our limited resources are overwhelmed and we are now just getting to your letter. 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 2012 Lexus ES350 has a recall involving the Takata passenger-side air bag inflator, which can result in serious injury or death. You have concern with the considerable delay in receiving a second interim letter from Toyota indicating that the recall part is available. You are concerned in the delay in having the recall completed.

The recalls of defective Takata inflators have grown over the past few years to include 19 separate vehicle manufacturers and currently include approximately 34 million vehicles in the United States, making it the largest, most complex recall in NHTSA's history. In response to this recall, the agency has ordered affected vehicle manufacturers to accelerate recall repairs and prioritize vehicles to reduce the risk of rupture and protect the American public. The most significant challenge presented by this recall has been the availability of remedy parts, which has been affected by numerous factors including, but not limited to, the need to obtain

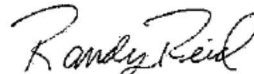


redesigned parts from alternative inflator suppliers, testing to ensure the safety of remedy parts, manufacturing and capacity constraints given the enormous global demand, and logistics in getting the parts out to the distribution networks and into the dealer's hands.

NHTSA understand your frustration and are aware of Toyota's delay in implementing NHTSA Safety Recall Campaign No. 17V-006. We entered the vehicle identification number (VIN) you provided into our VIN Look-up tool (<https://vinrcl.safercar.gov/vin/>) and confirmed that the recall remedy has not been performed on your vehicle as of this date. Toyota is developing an interim owner notification, which you should receive soon. After you receive you letter please call your dealer without delay and request a service date for the recall repair.

For the most up-to-date information on the Takata recalls, we also encourage you to visit our Takata microsite at [www.safercar.gov/rs/takata/index.html](http://www.safercar.gov/rs/takata/index.html). Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov). Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained on our website. 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](http://www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm).

Sincerely,



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

Enclosure