

CL-11080449-7241

toyota Motor Sales, U.S.A. inc.

19001 South Western Avenue

P.O.Box 2991

Torrance CA. 908509-2991

MAR 14 2018

Dear Sirs,

We received your certified mail on 2/17/18. re: Safety recall for 2004 Toyota

Vin 1NXBR32E84Z [REDACTED] NHTSA RECALL NOS 15V-043 & 15V-285 OR 15V-286.

On monday 2/19/18 We called Toyota of Vero and spoke to Shannon and explained our problems. We are both in our seventies. My wife, [REDACTED] is an invalid. She uses a wheelchair to get around and spend a large part of the day in bed. I have had knee replacement and hip surgery, so I can't stand to long. Your letter states it takes about 4 hours to repair. I can not leave my wife alone for five hours. I don't like driving in Vero as traffic is heavy: and I have a vehicle that can explode. Shannon spoke to her supervisor and claim we are out of his area to pick up this vehicle.

Then we called 1-844-298-6529 and spoke to Tijuanna and again explained the problem. She tried to contact Toyota of Melbourne and recieved no answer. She spoke to her supervisor and claim to et back to us. As of today 3/2/18 no call back but did get another flyer about an urgent airbag recall.



CC NHTSA 1200 new Jersey avenue SE Washington 20590

cc toyota of Vero

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3.15.18
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ORLANDO FL 328

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NHTSA
1200 NEW JERSEY AVENUE SE
WASHINGTON DC 20590

