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



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NHTSA #: ES18-001484

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Address To:

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Doc Date: 2/27/2018

Due Date: 5/25/2018

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**Subject: LETTER FROM CONGRESSMAN DEUTCH ON BEHALF OF CONSTITUENT
REGARDING TOYOTA VEHICLE AIRBAGS ; THIS WAS THE THIRD RECALL**

Ack Date:

Sign Office: DIRECTOR,
GOVERNMENTAL AFFAIRS

Cleared Date:

File Loc:

Added By: TMAPP x62870

Ack By:

Signature: BRIAN BARNARD

Cleared By:

XREF File:

Modified By: TAMMY.MAPP

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

2018 APR 26 A 11:27

Author:

THE HONORABLE THEODORE E DEUTCH
U.S. HOUSE OF REPRESENTATIVES
7900 GLADES ROAD, SUITE 250
BOCA RATON, FL 33434
Tel: 561-470-5440 Fax: 561-470-5446 E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	4/26/2018	5/25/2018	
NGA-010	SIGN	4/26/2018		

RR
5-1-18
LD

THEODORE E. DEUTCH

22ND DISTRICT, FLORIDA
WWW.DEUTCH.HOUSE.GOV

FACEBOOK.COM/CONGRESSMANDEUTCH
TWITTER: @REPTEDEUTCH

COMMITTEE ON FOREIGN AFFAIRS

RANKING MEMBER, SUBCOMMITTEE ON THE
MIDDLE EAST AND NORTH AFRICA
SUBCOMMITTEE ON ASIA
AND THE PACIFIC

COMMITTEE ON THE JUDICIARY

SUBCOMMITTEE ON CRIME, TERRORISM,
HOMELAND SECURITY, AND INVESTIGATIONS

SUBCOMMITTEE ON COURTS,
INTELLECTUAL PROPERTY, AND THE INTERNET

COMMITTEE ON ETHICS

RANKING MEMBER



Congress of the United States
House of Representatives
Washington, DC 20515

February 27, 2018

National Highway Traffic Safety Administration
Department of Transportation
1200 New Jersey Ave SE
Washington, DC 20590-0001

To Whom It May Concern:

I am writing in regard to the enclosed correspondence I received from my constituent [REDACTED].
[REDACTED] I would appreciate your assistance in this matter and I welcome any comments you might
be able to provide that would help me in formulating a response.

If you have any questions regarding the attached, please contact my Boca Raton office. The address
is 7900 Glades Road, Suite 250, Boca Raton, Florida 33434. The telephone number is (561) 470-
5440 and the fax number is (561) 470-5446.

Thank you in advance for your attention to my request.

Sincerely,

Ted Deutch
Member of Congress

TD/jb

WASHINGTON OFFICE:
2447 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
(202) 225-3001

DISTRICT OFFICES:
7900 GLADES RD, SUITE 250
BOCA RATON, FL 33434

CORAL SPRINGS CYPRESS HALL
1300 CORAL SPRINGS OR.
CORAL SPRINGS, FL 33071

MARGATE CITY HALL
5790 MARGATE BLVD.
MARGATE, FL 33063

(561) 470-5440
(954) 265-6336

2018 APR 26 A 10:46

EXECUTIVE SECRETARIAT
RECEIVED MARCH 27 2018

ES18-001484

2/13/2017

Congressman Ted Deutch
2447 Rayburn Building
Washington, D. C. 20515

Re: Toyota Airbag Settlement

Dear Mr. Deutch:

I think it's common knowledge there was a serious problem with Toyota vehicle airbags. I received notification that my car had one of those particular bags.

I did some research since this was the third recall for a problem to see if there would be financial remedy. If what I read was correct (and yes I know all that is online is not true), in order to make a claim one had to take the vehicle to a dealer and have the issue corrected.

There supposedly was a settlement made for owner's to entice them to take their vehicles to a dealership. Which I did and my paperwork from Toyota gives the date of 12/05/17 with needed work done.

Then there were forms to be filled out and sent to the Settlement Administrator in Portland, Oregon. It took 3 letters prior to this to get the forms. They kept sending forms in Spanish. So, now I have that done and the Toyota verification.

I copied everything and sent it all, certified mail, to the address in Oregon provided. I received verification it had been received on January 2nd, 2018. It is now February and I have heard not one word.

2/26/2018

I used the address right off their forms as follows: Auto Airbag Settlement Administrator, Post Office Box 3207, Portland, Oregon 97208-3207.

Is what I've been reading a lie and there's nothing to compensate consumers? As I said, this is the third recall on my vehicle and it's annoying to say the least to spend thousands of dollars on a car that's not safe. It's difficult for a senior citizen to sit in a waiting area, as I did for the first recall, for hours due to someone else's error.

What do I do at this point? I think we should be entitled to redress. To pay a lawyer would most likely end up costing me money and that's absurd. I'm not at fault here. Further, if what I've read is true, I'm not the only person waiting.

Thank you for any information you can glean.

Sincerely,

[REDACTED]

Enclosures

[REDACTED]
Stargate, FL

[REDACTED] 2/26/2018



5201 WEST SAMPLE ROAD COCONUT CREEK, FLORIDA 33073 (954) 972-1100

AUTOMOTIVE SERVICE CENTER OF AMERICA

www.alhendricksontoyota.com

FL REG. # MW33713

It's All About You! ®

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR CENTER	RELEASE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/05/13		27190	59387	28832	M	69TOZCOM	LFDR switch repair
02/09/11		15778	205539	204958	C	99TOZPP	POSTPOMED ITEMS
				22542	I	99TOZ205539	Thank you!
				22542	W	99TOZ00L	Mat Accelerator Intr
				22542	W	99TOZADA	CTS pedal bar
				22542	W	99TOZ00H	ESC/SM Air Tube Kit

SALESPERSON NO. 71433 WESNER LAROSE

SERVICE

STATE REG.

VEHICLE ID NO. 2T1KU40E39C
 MAKE/MODEL 00/TOYOTA/MATRIX/5DR 2ND CIV
 VIN 2T1KU40E39C
 MARGATE, FL
 11:14am 12/05/17 02:00pm
 188212
 MAGNETIC GRAY/STO
 58,267 196858
 00/15-KUC40E39C
 2202
 I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason that you neither control nor have for any other person to secure for you; any liability in connection with such repair that you shall not be responsible for loss or damage to the above vehicle or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs due; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting said vehicle.

COMMENTS:

X02P291ZRF:BDC APPY created 2017-11-30 08:40:00am taken by Victor V. Iliade

1. W: 69TOZG0P AIRBAG MODULE
 Safety Recall G0P - Takata Front Passenger Airbag Inflator Z one A

2. C: 05TOZMP1
 Multi Point Inspection

MULTIPOINT INSPECTION

ARBITRATION AGREEMENT
 The parties hereto agree that any dispute arising from the performance of the repair work herein set forth shall be determined by binding arbitration, and that the arbitration shall be conducted in accordance with the Florida Arbitration Code and will take place in Broward County, Florida. Any claim is hereby assigned to Al Hendrickson Toyota for payment of the repair work. This contract is specifically excluded from this arbitration clause. Arbitration will not apply to any action taken pursuant to the right and duties set forth under the Florida Motor Vehicle Repair Act (FS 359.917) Board to release parties any time.

ESTIMATE	ESTIMATE
APPROVED	APPROVED
DATE	DATE

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.
☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$100.00. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ DO NOT REQUEST A WRITTEN ESTIMATE.
 SIGNED: _____ DATE: _____

☐ Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. ☐ Print your name and address on the reverse so that we can return the card to you. ☐ Attach this card to the back of the mailpiece, or on the front if space permits.		A. Signature X <i>[Signature]</i> ☐ Agent ☐ Addressee	
1. Article Addressed to: AUTO AIRBAG SETTLE SETTLE NOTICE ADMIN. P. O. BOX 3207 PORTLAND, OR 97208 3207		B. Received by (Printed Name) ☐ C. Date of Delivery [Redacted] ☐ [Redacted]	
		D. Is delivery address different from item 1? ☐ Yes ☒ No If different, delivery address below: [Redacted]	
		3. Service Type ☒ Certified Mail ☐ Priority Mail Express™ ☐ Registered ☐ Return Receipt for Merchandise ☐ Insured Mail ☐ Collect on Delivery	
2. Article Number (Transfer from service label) PS Form 3811, July 2013		4. Restricted Delivery? (Extra Fee) ☐ Yes ☒ No 7014 0150 0000 3492 6669 Domestic Return Receipt	

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2/26/2018

Mapp, Tammy (NHTSA)

From: Korkor, Julie (NHTSA)
Sent: Thursday, April 26, 2018 7:28 AM
To: Mapp, Tammy (NHTSA)
Subject: FW: [REDACTED]
Attachments: Scanned from a Xerox Multifunction Device.pdf

Good morning Tammy,

Please control and notify me when done.

Thanks,

Julie

-----Original Message-----

From: Caldwell, Megan (NHTSA)
Sent: Wednesday, April 25, 2018 4:39 PM
To: Korkor, Julie (NHTSA) <julie.korkor@dot.gov>
Subject: FW: [REDACTED]

Hi Julie,

Please control.

Thank you!

-----Original Message-----

From: Gross, Tonya (OST)
Sent: Tuesday, April 24, 2018 5:32 PM
To: Caldwell, Megan (NHTSA) <megan.caldwell@dot.gov>; Barnard, Brian (NHTSA) <brian.barnard@dot.gov>
Cc: Turner, Toiyriah (OST) <toiyriah.turner@dot.gov>
Subject: FW: [REDACTED]

Good afternoon my wonderful NHTSA friends - Sooo, the attached letter was delivered to our general mailbox last month. The letter is addressed to NHTSA so we didn't log it in our system, however, we don't have a record of sending this to you folks either. Can you please look into this and give Jill Benson a call on 561-470-5440?? Apologies in advance if in fact we DID send this to you already.

Much Obligel

Tonya

-----Original Message-----

From: Benson, Jill [mailto:Jill.Benson@mail.house.gov]
Sent: Thursday, March 01, 2018 11:39 AM
To: OST Government Affairs <OSTGovAffairs@dot.gov>
Cc: Benson, Jill <Jill.Benson@mail.house.gov>
Subject: FW: [REDACTED]

Jill Benson
Constituent Services
Congressman Ted Deutch
7900 Glades Road, Ste. 250
Boca Raton, FL 33434
954 255-8336 Broward
561 470-5440 Boca Raton
561 470-5446 Fax