

CL-11183010-3068

FEB 27 2019

To whom it may concern:

On February 5, 2019 the airbag icon and a message to check the SRS airbag system appeared on the dashboard of my 2008 Toyota Highlander. (Included is VIN# JTEES42A982 [REDACTED])

The message told me to see the nearest Toyota dealer immediately. An appointment was made for the following morning. That morning the icon and warning message did not reappear while driving to the dealer. The vehicle was hooked up to their computer and I was informed there was a "glitch" in my computer module that controlled the airbags and that it needed to be replaced to be sure the airbags would deploy in an accident or not deploy with regular driving. I felt I had no choice but to have this "glitch" repaired.

I strongly believe that this "glitch" was a flaw in your Toyota computer system. This is not the same as belts, brakes, tires, pumps or other items that get a lot of use and often need to be replaced.

I am very unhappy that this cost was passed onto me. The computer system should last for the lifetime of the car. This vehicle has just over 87,000 miles and I have been very faithful in taking it to the dealer for upkeep, as can be seen in the records kept on the car.

I would like to be reimbursed \$1226 by Toyota for what was a defect in the computer system of this vehicle.

Copies of this complaint will also be sent to Toyota Headquarters in Texas, the NTSB, the FTC and I will also place a complaint with the NHTSA. My vehicle is not on a recall list yet but may be with complaints like mine.

Thank you for your consideration and input on this matter.

Sincerely,

[REDACTED]

Mc Lean, VA

[REDACTED]

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Mc Lean, VA

CERTIFIED MAIL



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