

CL-11306090-7843

January 14, 2020

National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, DC 20590

Re: VIN 1NXBR32E4 [REDACTED]

To Whom It May Concern:

I received the enclosed letter from Toyota on December 6, 2019 concerning an important safety recall. My wife contacted Plaza Toyota in Brooklyn, NY on December 9, 2019 to make an appointment. She provided the representative she spoke with the reason for the visit and was given an appointment for December 12, 2019 at 7:15am. She was not given any additional information or instructions.

As scheduled my wife brought our car in to Plaza Toyota on December 12, 2019. She waited for approximately an hour and a half and then was told she could pick up our car outside. When she asked about the status of the repair, the mechanic advised that he did not know what, or if, anything was done. Therefore, she tracked down the employee with whom she originally signed in and left our car. He advised her that nothing was done, that the appointment was simply to see if anything needed to be done and that he had to order the part needed. He advised that the part would be available by no later than December 15th or 16th. The fact that my wife was told that the appointment was just to check if anything needed to be done contradicts with the letter received, which states that we needed to make an appointment to "have the remedy performed as soon as possible." However, she left Toyota with the intent of returning when the part was available.

About an hour after my wife returned home, she received a call from Plaza Toyota stating that if we wanted to pay for the part and the labor she could bring the car in the same day or the next day. Again, more contradictions. The part was now available and we no longer had to wait! Additionally, we were now being instructed to pay for a part and labor, which according to the letter, would be FREE OF CHARGE due to the recall. My wife asked why we would have to pay for something that was required by law to be done free of charge. She did not receive a response then and as of the date of this letter, we still have not received a response from Plaza Toyota.

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I would like to file a formal complaint against Plaza Toyota and Toyota Motor Sales, USA. The complete lack of customer service and response is unacceptable. Additionally, the fact that we were left to drive with a defect that Toyota deems to be unsafe is incredulous. I am requesting that someone contact me immediately at [REDACTED] set up an appointment to repair the defect free of charge. If I do not receive a response within 14 days of the date of this letter, I will file a complaint with the Better Business Bureau.

Thank you,

[REDACTED]

cc: Toyota Motor Sales, USA

Enclosure



TOYOTA

bring in 7:15
shuts. 12/12

Toyota Motor Sales, U.S.A., Inc.
6565 Headquarters Drive
Plano, TX 75024
(469) 292-4000



0033658
T66 P3

BROOKLYN, NY



URGENT SAFETY RECALL
This is an important Safety Recall.
The remedy will be performed
FREE OF CHARGE to you.

This notice applies to your vehicle:
VIN 1NXBR32E4

IMPORTANT SAFETY RECALL (Remedy Notice)

Multiple Models and Multiple Model Years
Non-Desiccated Front Passenger Airbag Inflator — "Like for Like" Replacement
NHTSA Recall No. 19V-741

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This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in multiple models and model year vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

The subject vehicles are equipped with front passenger airbag inflators produced by Takata. The propellant in these inflators may degrade after prolonged exposure to high absolute humidity and fluctuating high temperatures. Degraded propellant can cause the inflator to explode during airbag deployment. In the event of an inflator explosion, metal fragments could pass through the airbag cushion material, striking the vehicle occupants, and result in serious injury or death.

What Should You Do?

Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible. The remedy will require parts replacement. We recommend you contact your dealer to schedule an appointment in advance to confirm parts availability and minimize your inconvenience. **Your local Toyota dealer will be more than happy to answer any of your questions.**

- ✓ To find a dealer near you, visit www.toyota.com/dealers.
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit www.toyota.com/recall. Input your full 17-digit Vehicle Identification Number (VIN) noted above to review information specific to your vehicle.
- ✓ If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 a.m. to 7:00 p.m., Saturday 7:00 a.m. to 4:30 p.m., Central Time.

Why am I receiving another recall notice if I already had the recalled inflator replaced?

Toyota previously recalled these vehicles for this same condition. At that time, the inflator used as a replacement was a new one of the same design (so this was a "like for like" replacement). However, the replacement inflator now in your vehicle can still degrade over time as noted above and must be replaced.

What will Toyota do?

Toyota dealers will replace the front passenger airbag inflator or airbag assembly, depending on the model, with one of improved design **FREE OF CHARGE** to you.

This is an important Safety Recall.

The remedy will take approximately one to three and a half hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Toyota strongly recommends that you have this Safety Recall remedy performed immediately. Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed. If you are uncomfortable driving the vehicle to the dealership, please contact your local authorized Toyota dealer who will arrange for vehicle pick up.

What if you are not the owner or operator of this vehicle?

If you are a vehicle lessor, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you know the current owner or operator, please forward this letter to them.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/owners. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time or without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at **1-888-327-4236 (TTY: 1-800-424-9153)**, or go to <http://www.safercar.gov>.

We have sent this notice in the interest of your continued satisfaction with our products. We sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

Toyota Motor Sales, USA

Brooklyn, NY



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FOREVER

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 50590

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