

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

[REDACTED]
Saint James, New York [REDACTED]
April 19, 2020

NHTSA Recall Management Division (RMD)
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, D.C. 20590

Vin # 4T1BK1EB7EU [REDACTED]
NHTSA Campaign # 20V024

Dear Sir:

This letter concerns my vehicle and NHTSA Recall Campaign Number 20V024. It has been three months since I notified Toyota Motor Sales, USA, Inc. at their "Customer Experience Center" that I want an expedited repair to my vehicle since the defect relates to motor vehicle safety (see attached e-mail). Since that time, I have received formal notification from Toyota of the recall (see attached). Periodically, I check the NHTSA site and call Toyota's Customer Experience Center for an indication of when the parts and repair will be available, without receiving any clear answer.

I have reviewed the NHTSA online brochure "Motor Vehicle Safety Defects and Recalls What Every Vehicle Owner Should Know" and find the following statement on page 14: "Under the law, if a vehicle recall has been initiated, consumers are entitled to the remedy without charge and within a reasonable time". I also note from the brochure (page 9) that NHTSA has a Recall Management Division (RMD) to monitor recall performance related to adequacy or execution.

I do not feel that Toyota has handled this vehicle safety recall within a reasonable period of time as required by law. I respectfully request that the NHTSA Recall Management Division (RMD) institute a recall investigation of the adequacy and execution of Toyota's performance in this matter.

Sincerely

[REDACTED]

From: Toyota_Customer_Experience <Toyota_Customer_Experience@toyota.com>

To: [REDACTED]

Subject: Toyota Customer Experience Center Case # [REDACTED]

Date: Wed, Jan 22, 2020 8:17 am

Dear [REDACTED]

Thank you for contacting Toyota Motor Sales, USA, Inc. Your case is filed at our headquarters office under your name and file # [REDACTED]

If you have any further questions, please contact us at 800-331-4331. Our hours of operation are 7:00 a.m. to 7:00 p.m. CT Monday through Friday and 7:00 a.m. to 4:30 p.m. CT Saturday.

Sincerely,

Sharel
Toyota Customer Experience

Please do not attempt to respond to this message. We cannot accept electronic replies to this e-mail.



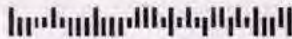
TOYOTA

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



0002987
T8 P1

SAINT JAMES, NY



INTERIM NOTICE

We are currently preparing the remedy. We will notify you again when the remedy is available.

This notice applies to your vehicle:
VIN 4T1BK1EB7E[REDACTED]

IMPORTANT SAFETY RECALL (Interim Notice)

**Certain 2011-2019 Model Year Corolla
Certain 2011-2013 Model Year Matrix
Certain 2012-2018 Model Year Avalon**

Certain 2013-2018 Model Year Avalon Hybrid

**Incomplete or Nondeployment of Airbags and/or Seat Belt Pretensioners May Occur
NHTSA Recall No. 20V-024**

Dear [REDACTED]

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 certain 2011-2019 model year Corolla, certain 2011-2013 model year Matrix, certain 2012-2018 model year Avalon and certain 2013-2018 Avalon Hybrid 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 may be equipped with an electronic control unit (ECU) from a specific supplier that is designed to receive signals from crash sensors and deploy the airbags and seat belt pretensioners. The ECU may not have adequate protection against certain electrical noise that can occur in certain crashes, such as severe underride crashes. This can lead to incomplete or nondeployment of the airbags and/or seat belt pretensioners. Airbags and seat belt pretensioners that do not deploy as intended can increase the risk of injury in a crash.

What Should You Do?

We appreciate your patience while we prepare the remedy.

We will notify you again when the remedy is available. At this time, we expect that the remedy will be available in a few months.

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.

Spanish translation on back side
Traducción en español en el lado inverso



What will Toyota do?

Toyota is currently preparing the remedy. When the remedy becomes available, in most cases, Toyota dealers will install a noise filter between the airbag control module and its wire harness. In some cases, Toyota dealers may inspect the ECU to determine if the noise filter is necessary before installing it. The remedy will be **FREE OF CHARGE** to you.

This is an important Safety Recall.

We appreciate your patience while we prepare the remedy.

You will receive a second notification when the remedy is available.

If you have any questions or concerns while the remedy is being prepared, please contact your local authorized Toyota dealer or 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.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair(s) to your vehicle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please submit a copy of your repair details (for example: a repair order), proof-of-payment, and ownership information to Toyota's online, self-service portal. Log-in to your Toyota Owners account at <https://www.toyota.com/owners/>, click on the "Resources" tab, select "Safety Recalls and Service Campaigns," and click on "Submit Reimbursement Request."

Alternatively, if you prefer to mail or fax this information for reimbursement consideration, please use the address or fax number shown below:

Toyota Customer Experience Center – TSR
Toyota Motor Sales, USA, Inc.
c/o Toyota Motor North America, Inc.
P O Box 259001 – SSC/CSP Reimbursements
Plano, Texas 75025-9001

FAX: 310-381-7756

Please refer to the attached Reimbursement Checklist for required documentation details.

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, please visit <https://www.toyota.com/recall/update-info-toyota>. 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





TOYOTA

CUSTOMER REIMBURSEMENT CHECKLIST

Documentation Showing the Repairs are Related to the Covered Condition

- Examples of documentation would be a repair order or invoice showing the following information:
 - Mileage on the date the repair order was created.
 - Description showing the repair addressed the covered condition, including (1) the reason the vehicle was brought to the repair facility, (2) the repair facility's diagnosis, and (3) the repair that was performed.
 - Itemized breakdown of labor charges for each repair performed, if more than one repair is on the same repair order or invoice.

Proof-Of-Payment for the Repair

- Examples include one of the following items as valid proof-of-payment:
 - Copy of a cancelled check.
 - Copy of a signed credit card receipt.
 - Copy of a credit card statement.
 - (If paid by cash) receipt for cash. If receipt was not provided or is not available, a letter from the repair facility, on company letterhead, signed by the manager, verifying the amount paid by cash.

Vehicle Identification (Including Make, Model, Model Year, and Vehicle Identification Number)

- Examples of valid vehicle identification:
 - Campaign notification letter with name and vehicle identification number.
 - Receipt, such as a repair order, with vehicle identification number, make, model, and year.
 - State registration.
 - Copy of the bill of sale.
 - Copy of the title.

Documentation Showing the Name and Address of the Owner or Purchaser of the Vehicle at the Time the Repair was Made and Who is Submitting the Claim for Reimbursement.

- See examples above.
- Providing a phone number and/or email would also be helpful if we need to contact you about any of the information submitted.
- Please print your name and address on all documents.

Documentation Showing the Name and Address of the Owner of the Vehicle at the Time of the Repair (If Different from the Person Making the Claim for Reimbursement)

- See examples above.



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

20-MAR-2020

Repository

Reference No.
11318833

OWNER INFORMATION (Type or Print)

Name

Address

City

SAINT JAMES

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

4T1BK1EB7EU

Make

TOYOTA

Model

AVALON

Model Year

2014

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

22-JAN-2020

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment

Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2014 TOYOTA AVALON. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 20V024000 (AIR BAGS) HOWEVER, THE PART NEEDED FOR THE RECALL REPAIR WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE VEHICLE WAS NOT TAKEN TO A DEALER. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND PROVIDED A CASE NUMBER. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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Saint James, NY ██████████

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

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