

3/2/20

CL-11319510-5168

Highway Traffic Safety Administrator:

My wife [REDACTED] and I received a recall notice for our 2006 Toyota Corolla. I have enclosed a copy of that notice with this letter. Basically, it's about degraded propellant in front passenger airbag inflators produced by Takaka. It's said that metal fragments could be released during a collision.

We called our local Servco dealer in Kaneohe, Hawaii (<https://www.servcotoyota.com/windward/index.htm>) for an appointment to have it fixed for free. But when we showed up at the appointed time on January 8, we were told the parts that had arrived for it the night before were defective and they would be sending them back and getting new ones. They also said they'd call us when they received the parts and could fix the potentially lethal airbag. When they didn't call for over a month, I called them and was told the parts still hadn't arrived which I found hard to believe. Again, they said they'd call when the parts did arrive. Weeks later it's early March and we have heard nothing from them. We are wary of having anyone sit in the front passenger seat. Can you investigate this problem?

Thanks for your attention.

[REDACTED] Kaneohe, HI  
[REDACTED]  
[REDACTED]

EA  
3.25.20  
WD

CR

**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 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**

**Toyota Customer Experience Center  
Contact Information**

**Hawaii**

**Servco Hawaii Customer Experience Center**

1-888-272-5515

Monday through Friday 8:00 am to 5:00 pm

<http://toyota-hawaii.com/Distributor/Toyota/>

**Reimbursement address:**

Servco Automotive Customer Service  
Customer Relations Department  
2850 Pukoloa Street, Suite 202  
Honolulu, HI 96819-4436

**Puerto Rico / Virgin Islands**

**Toyota de Puerto Rico**

**Customer Experience Center**

1-877-855-8377

<http://www.toyotapr.com/>

**Reimbursement address:**

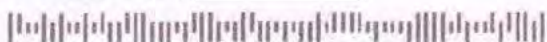
Toyota De Puerto Rico  
Toyota Customer Experience Center  
PO BOX 195467  
San Juan, Puerto Rico 00919-5467



**TOYOTA**

*-Corolla  
~~Jan 8~~ Jan 8 11:00*

[Redacted]  
KANE OHE HI [Redacted]



**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 1NXBR32E262 [Redacted]

**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

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 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.

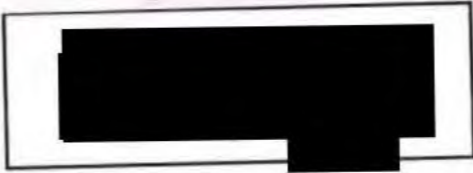
**What is the condition?**

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](http://www.toyota.com/dealers).
- ✓ For more information on this and other Safety Recalls, including Frequently Asked Questions, visit [www.toyota.com/recall](http://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 any Toyota dealer or call the Customer Experience Center for your area. Refer to the enclosed **Toyota Customer Experience Center Contact Information** sheet for additional information.



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

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