

CL-11325790-6297

Beaver Falls, Pa  
Feb. 27, 2020

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Sir:

I have a complaint concerning a second recall notice for the very same issue on my car.

In the spring of 2016 I received a recall notice for the front passenger air bag inflator module in my car. It was replaced by the Toyota dealership. All well and good or so I thought.

But then in early 2020 I received a second recall notice for the very same air bag inflator. So on Feb. 11, 2020 I had to again drive the 48 mile round trip to the dealership and I am disgusted! Why in the world did the Toyota company take out a faulty, unsafe and defective air bag inflator module and replace it with another "like for like" faulty, unsafe and defective air bag inflator module?? My complaint and question to you is why is this allowed??!

And now on Feb. 11, 2020 after the second replacement was done at the Toyota dealership when I asked what kind of an inflator was installed into my car they told me it's another Takata (sp?) air bag inflator module!! What sense does that make???! Am I going to get a third recall notice for the same problem somewhere down the line?

Since you are the highway traffic safety administration I'd like to know how these "so called" safety replacements of air bag inflators deemed to be safe?

are



NAM  
3-9-20  
LD

AA



Toyota Motor Sales, U.S.A., Inc.  
1001 South Western Avenue  
P.O. Box 2001  
Torrance, CA 90501-2001

T46 P2 BEAVER FALLS, PA  
[Redacted]  
[Barcode]

**URGENT SAFETY RECALL**  
This is an important Safety Recall Notification. The remedy will be performed at **NO CHARGE** to you.

2003–2007 Model Year Corolla and Corolla Matrix,  
2003–2006 Model Year Tundra, and  
2002–2007 Model Year Sequoia Vehicles  
Front Passenger Airbag Inflator Module  
**SAFETY RECALL NOTICE (Remedy Notice)**  
This notice applies to your vehicle: VIN JTDBR32E97 [Redacted]

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2003–2007 model year Corolla and Corolla Matrix, 2003–2006 model year Tundra, and 2002–2007 model year Sequoia 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 air bag inflators which may have been manufactured in such a way as to have a potential for the intrusion of moisture over time. Depending on the circumstances, this could create excessive internal pressure when the air bag is deployed and cause the inflator to rupture. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, striking the vehicle occupants potentially resulting in serious injury or death.

**What will Toyota do?**

Any authorized Toyota dealer will replace the passenger airbag inflator module at **no charge** to you.

**What should you do?**

*This is an important Safety Recall.*

Toyota has completed parts preparation for vehicles in your geographic area. Please contact any authorized Toyota dealer to schedule an appointment to have this remedy performed as soon as possible. The repair will take approximately 2 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**Until the remedy is performed, we recommend that you do not operate the vehicle with an occupant in the front passenger seat.** We sincerely apologize for any inconvenience this will cause, but we are taking this action to ensure your safety.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.



CUSTOMER #: [REDACTED]  
UNIT# [REDACTED]

\*INVOICE\*

Toyota, Inc.  
8900 University Blvd.  
Moon Township, PA 15108  
(412) 262-5600 Fax: (412) 262-1329

BEAVER FALLS, PA

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 701286 Tracy Schultz

|             |            |                          |              |                  |                  |            |           |
|-------------|------------|--------------------------|--------------|------------------|------------------|------------|-----------|
| COLOR       | YEAR       | MAKE/MODEL               | VIN          | LICENSE / REG. # | MILEAGE IN / OUT | TAG        |           |
| IMPULSE RE  | 07         | TOYOTA COROLLA           | JTDBR32E970  | [REDACTED]       | 114804/114806    | [REDACTED] |           |
| DEL. DATE   | PROD. DATE | WARR. EXP.               | PROMISED     | PO NO.           | RATE             | PAYMENT    | INV. DATE |
| 25MAY07 DD  |            |                          | WAIT 10MAY16 |                  | 102.00           | CASH       | 10MAY16   |
| R.O. OPENED | READY      | OPTIONS: STK: [REDACTED] |              |                  |                  |            |           |
| 10MAY16     | 10MAY16    |                          |              |                  |                  |            |           |

| LINE                                                                            | OPCODE               | TECH                                                     | TYPE | HOURS | LIST                              | NET | TOTAL |
|---------------------------------------------------------------------------------|----------------------|----------------------------------------------------------|------|-------|-----------------------------------|-----|-------|
| A                                                                               | **INSTALL SOP PART** | Safety Recall DSF Front Passenger Airbag Inflator Module |      |       |                                   |     |       |
| CAUSE: REPLACED PASSENGER FRONT AIRBAG INFLATOR MODULE WARRANTY AUTH # 6ED3C180 |                      |                                                          |      |       |                                   |     |       |
| AGG48G DSF-REPLACE AIR BAG INFLATOR FRONT PASS - COROLLA/MATRIX                 |                      |                                                          |      |       |                                   |     |       |
|                                                                                 |                      |                                                          |      | 87007 | W                                 |     | (N/C) |
|                                                                                 |                      |                                                          |      | 1     | 04004-75202 INFLATOR ASSY KIT, IN |     | (N/C) |
| FC: 99,99 PART#: COUNT:                                                         |                      |                                                          |      |       |                                   |     |       |
| CLAIM TYPE: SC                                                                  |                      |                                                          |      |       |                                   |     |       |
| AUTH CODE:                                                                      |                      |                                                          |      |       |                                   |     |       |

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
 114804 Code ( 6ed3c180 )  
 \*\*\*\*\*

B 28 POINT TOYOTA QUALITY INSPECTION  
 TCCE09 28 POINT TOYOTA QUALITY INSPECTION  
 87007 ISP (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 \*\*\*\*\*

C COMPLIMENTARY EXTERIOR CAR WASH  
 CCW COMPLIMENTARY EXTERIOR CAR WASH  
 87007 ISP (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
 \*\*\*\*\*

D INSPECT TOYOTA VEHICLE FOR DRIVERS SIDE FACTORY FLOOR MAT TO BE IN PLACE AND CLIPPED SECURELY.  
 FMAT INSPECT TOYOTA VEHICLE FOR DRIVERS SIDE FACTORY FLOOR MAT TO BE IN PLACE AND CLIPPED SECURELY.  
 87007 ISP (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00  
 \*\*\*\*\*

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By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           |        |
| PARTS AMOUNT           |        |
| GAS, OIL, LUBE         |        |
| SUBLET AMOUNT          |        |
| MISC. CHARGES *        |        |
| TOTAL CHARGES          |        |
| LESS INSURANCE         |        |
| SALES TAX              |        |
| PLEASE PAY THIS AMOUNT |        |

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Thank You For Your Business!  
 www.kennyross.com

CUSTOMER #: [REDACTED]  
 UNIT# [REDACTED]

[REDACTED]  
 \*INVOICE\*



Toyota, Inc.  
 8900 University Blvd.  
 Moon Township, PA 15108  
 (412) 262-5600 Fax: (412) 262-1329

PAGE 2

BEAVER FALLS PA [REDACTED]

HOME: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 701286 Tracy Schultz

|               |            |                          |                        |                  |                  |            |         |
|---------------|------------|--------------------------|------------------------|------------------|------------------|------------|---------|
| COLOR         | YEAR       | MAKE/MODEL               | VIN                    | LICENSE / REG. # | MILEAGE IN / OUT | TAG        |         |
| IMPULSE RE 07 |            | TOYOTA COROLLA           | JTDBR32E970 [REDACTED] |                  | 114804/114806    | [REDACTED] |         |
| DEL. DATE     | PROD. DATE | WARR. EXP.               | PROMISED               | PO NO.           | RATE             | PAYMENT    | INV. D  |
| 25MAY07 DD    |            |                          | WAIT 10MAY16           |                  | 102.00           | CASH       | 10MAY16 |
| R.O. OPENED   | READY      | OPTIONS: STK: [REDACTED] |                        |                  |                  |            |         |
| 10MAY16       | 10MAY16    |                          |                        |                  |                  |            |         |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|      |        |      |      |       |      |     |       |
|      |        |      |      |       |      |     |       |

WAIT CREATED 2016-05-04  
 03:51:00PM TAKEN BY GRE G  
 JOHNS

**WARRANTY DISCLAIMER:** ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

|                                                                                |                        |        |
|--------------------------------------------------------------------------------|------------------------|--------|
| <b>ALL PARTS ARE NEW<br/>         UNLESS OTHERWISE<br/>         INDICATED.</b> | DESCRIPTION            | TOTALS |
|                                                                                | LABOR AMOUNT           | 0.00   |
|                                                                                | PARTS AMOUNT           | 0.00   |
|                                                                                | GAS, OIL, LUBE         | 0.00   |
|                                                                                | SUBLET AMOUNT          | 0.00   |
|                                                                                | MISC. CHARGES *        | 0.00   |
|                                                                                | TOTAL CHARGES          | 0.00   |
|                                                                                | LESS INSURANCE         | 0.00   |
|                                                                                | SALES TAX              | 0.00   |
|                                                                                | PLEASE PAY THIS AMOUNT | 0.00   |

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



2nd recall of the same front passenger airbag



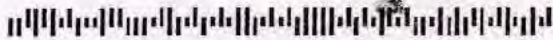
TOYOTA

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



0039563  
T78 P3

BEAVER FALLS, PA



**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 JTDBR32E9

**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

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 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



**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](http://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

CUSTOMER # [REDACTED]  
UNIT# [REDACTED]

\*INVOICE\*

**Brewer Airport Toyota**  
8900 University Blvd.  
Moon Township, PA 15108  
(412) 262-5600

BEAVER FALLS, PA [REDACTED]

PAGE 1

HOME [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 701286 TRACY SCHULTZ

| COLOR | YEAR | MAKE/MODEL     | VIN                   | LICENSE / REG. # | MILEAGE IN / OUT         | TAG |
|-------|------|----------------|-----------------------|------------------|--------------------------|-----|
|       | 07   | TOYOTA COROLLA | JTDBR32E97 [REDACTED] |                  | 154247/154247 [REDACTED] |     |

| DEL. DATE  | PROD. DATE | WARR. EXP. | PROMISED      | PO NO. | RATE   | PAYMENT | INV. DATE |
|------------|------------|------------|---------------|--------|--------|---------|-----------|
| 25MAY07 DD |            |            | 19:00 11FEB20 |        | 120.00 | CASH    | 11FEB20   |

|             |         |          |                 |
|-------------|---------|----------|-----------------|
| R.O. OPENED | READY   | OPTIONS: | STK: [REDACTED] |
| 11FEB20     | 11FEB20 |          |                 |

| LINE                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------|------|-------|------|-----|-------|
| A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |        |      |      |       |      |     |       |
| A Safety Recall JOB - Remedy Notice, Multiple Models and Model Years,<br>Non-Desiccated Front Passenger Airbag Inflator - "Like for<br>Like" Replacement (Zone B) -<br>CAUSE: C/S OPEN RECALL JOB, INSPECTED AND REPLACED FRONT PASSENGER<br>AIRBAG INFLATOR TO COMPLETE CAMPAIGN<br>JOB001 JOB - REPLACE AIRBAG ASSEMBLY - COROLLA<br>87007 W (N/C)<br>* 1 04008-10212 AIR BAG ASSY KIT, IN (N/C)<br>FC: 99,99<br>PART#: 04008-10212<br>COUNT: 1<br>CLAIM TYPE: SC<br>AUTH CODE: |        |      |      |       |      |     |       |

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
\*\*\*\*\*

B 28 POINT TOYOTA QUALITY INSPECTION  
TCCE09 28 POINT TOYOTA QUALITY INSPECTION  
87007 C 0.00 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
\*\*\*\*\*

C COMPLIMENTARY EXTERIOR CAR WASH  
CCW COMPLIMENTARY EXTERIOR CAR WASH  
87007 C 0.00 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
\*\*\*\*\*

D INSPECT TOYOTA VEHICLE FOR DRIVERS SIDE FACTORY FLOOR MAT TO BE IN  
PLACE AND CLIPPED SECURELY.  
FMAT INSPECT TOYOTA VEHICLE FOR DRIVERS SIDE  
FACTORY FLOOR MAT TO BE IN PLACE AND CLIPPED  
SECURELY.  
87007 C 0.00 0.00  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00  
\*\*\*\*\*

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By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           |        |
| PARTS AMOUNT           |        |
| GAS, OIL, LUBE         |        |
| SUBLET AMOUNT          |        |
| MISC. CHARGES *        |        |
| TOTAL CHARGES          |        |
| LESS INSURANCE         |        |
| SALES TAX              |        |
| PLEASE PAY THIS AMOUNT |        |

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Thank You For Your Business!

CUSTOMER # [REDACTED]  
UNIT# [REDACTED]

\*INVOICE\*

**Brewer Airport Toyota**  
8900 University Blvd.  
Moon Township, PA 15108  
(412) 262-5600

EAVER FALLS, PA

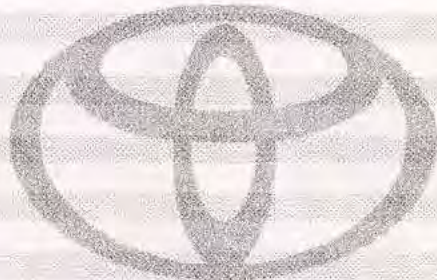
PAGE 2

HOME [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 701286 TRACY SCHULTZ

| COLOR       | YEAR       | MAKE/MODEL     | VIN                   | LICENSE / REG. # | MILEAGE IN / OUT | TAG        |           |
|-------------|------------|----------------|-----------------------|------------------|------------------|------------|-----------|
|             | 07         | TOYOTA COROLLA | JTDBR32E97 [REDACTED] |                  | 154247/154247    | [REDACTED] |           |
| DEL. DATE   | PROD. DATE | WARR. EXP.     | PROMISED              | PO NO.           | RATE             | PAYMENT    | INV. DATE |
| 5MAY07 DD   |            |                | 19:00 11FEB20         |                  | 120.00           | CASH       | 11FEB20   |
| R.O. OPENED | READY      | OPTIONS:       | STK:                  |                  |                  |            |           |
| 11FEB20     | 11FEB20    |                | [REDACTED]            |                  |                  |            |           |

| LINE | OPCODE   | TECH         | TYPE       | HOURS | LIST | NET | TOTAL |
|------|----------|--------------|------------|-------|------|-----|-------|
| 1    | CREATED  | 2020-01-29   | 09:59:00AM |       |      |     |       |
| 1    | TAKEN BY | SCOTT ME ADE |            |       |      |     |       |



TOYOTA

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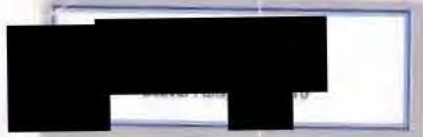
By signing below, you acknowledge that you were notified of and authorized the dealership to perform the services/repairs itemized in this invoice and that you received had the opportunity to inspect any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE: \_\_\_\_\_ CUSTOMER SIGNATURE: \_\_\_\_\_ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE: \_\_\_\_\_

ALL PARTS ARE NEW  
UNLESS OTHERWISE  
INDICATED.

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES *        | 0.00   |
| TOTAL CHARGES          | 0.00   |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

*Thank You For Your Business!*



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

