

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: NHTSA airbag failure complaint
Date: Tuesday, November 9, 2021 3:00:50 PM
Attachments: [REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, November 09, 2021 1:49 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: NHTSA airbag failure complaint

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Here is the file. The information is correct. Thank you.
[REDACTED]



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

10-SEP-2021

Repository ☐

Reference No.
11432489

OWNER INFORMATION (Type or Print)

Name

Address

City

Madisonville

State

TN

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
jtebu17rx40

MAKE
TOYOTA

Model
4RUNNER

Model Year
2004

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
☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
06-SEP-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 140000 AIR BAGS

Failure Mileage
238000.0

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: DOTM1 9ABC036)

☐ Original Requirement
☐ 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), Injury(ies).)

Crash

☒ Yes ☐ No

Fire

☐ Yes ☒ No

Number of Persons Injured

1

Number of Deaths

Reported to Police

Y

Narrative Description of Incident(s), Crash(es), 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).

The contact owned a 2004 Toyota 4 Runner. The contact stated that the driver's and front passenger air bags failed. The contact stated that when at complete a stop at the red traffic light, the vehicle in the rear failed to stop and crashed into the contact's vehicle rear-end, pushing the vehicle into the roadway. The driver's and front passenger air bags failed to deploy and caused the front passenger's head to hit the dashboard, suffered injuries to the head, six broken back vertebrae, three broken ribs, head concussion. The contact was the driver and had no injuries to report. The front passenger who was her husband was airlifted to the hospital. The State Trooper mentioned that the other driver might have been on their phone however it was unknown due to them suffering fatal injuries. A police report was filed. The vehicle was towed. The contact advised that the vehicle was destroyed. The manufacturer was not contacted. The failure mileage was 238,000.

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.