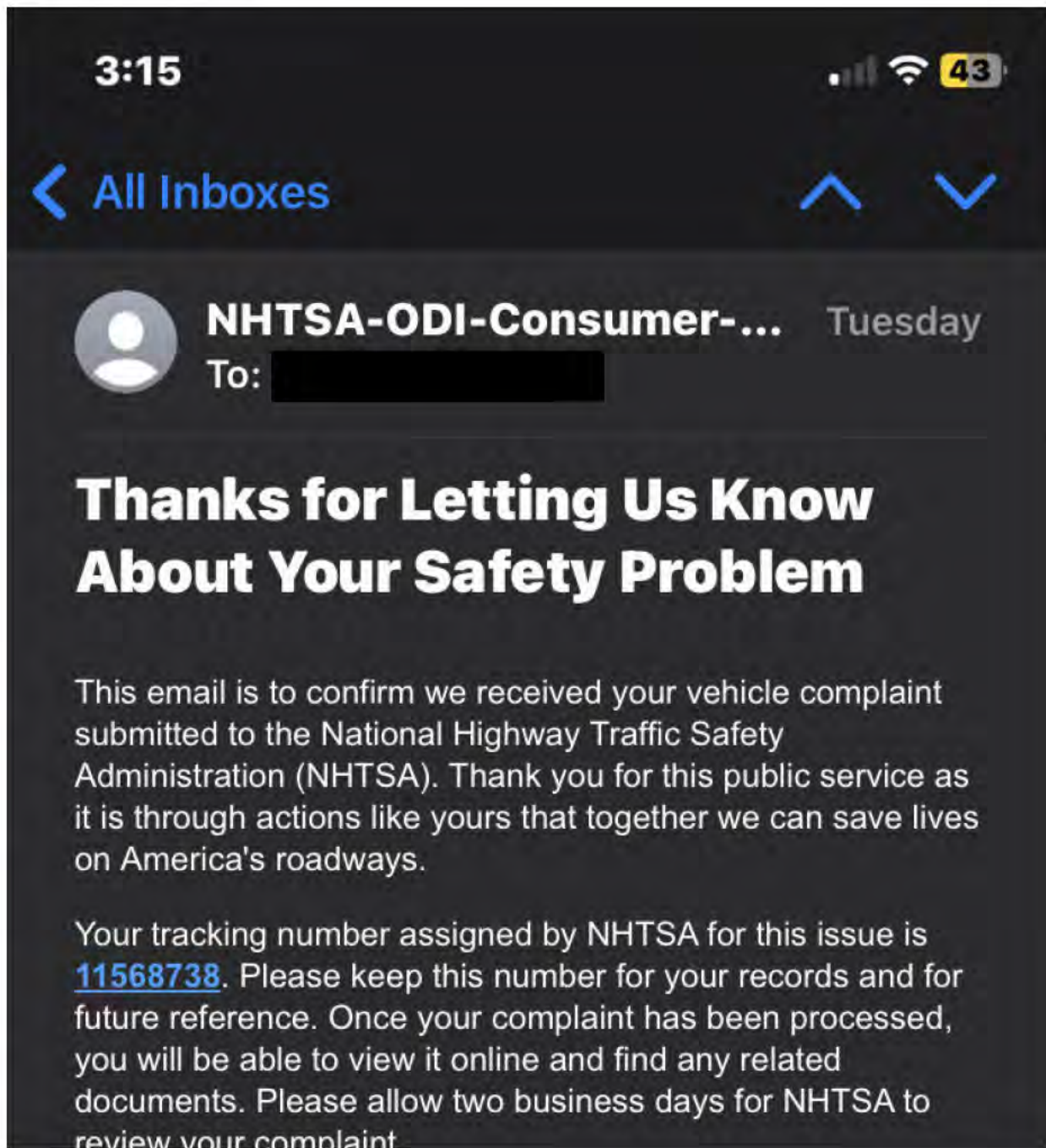


From: [Ambrose, Ann-Marie L](#)
To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11568738
Date: Wednesday, February 7, 2024 1:05:26 PM
Attachments: [REDACTED]

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.

From: [REDACTED]
Sent: Thursday, February 1, 2024 6:17 PM
To: nhtsa.webmaster@dot.gov
Subject: [EXTERNAL] - Airbag coil defective



Review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at [NHTSA.gov](https://www.nhtsa.gov) with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or




New Message

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.

Repair was over \$800. I will send invoice once fixed tomorrow.

Sent from my iPhone


Yesterday

Subject: Re: Request # [REDACTED] Airbag coil defective
To: nhtsa@mail.us.4me.com

Not all attachments from the email were added to this note: File extension not allowed by the security policy of this 4me account.

[REDACTED]

The preceding message (including attachments) is covered by the Electronic Communication Privacy Act, 18 U.S.C. sections 2510-2512, is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.



1950 NW Louisiana Ave Chehalis WA US 98532
 https://www.i-5toyota.com/
 +1(360) 227 - 0730
 info@i-5toyota.com

Customer



Vehicle

2007 Toyota Corolla
 VIN
 2T1BR32E870
 CE: Sedan 1.8L L4 4DR
 Naturally Aspirated GAS
 FI: FWD: AT: Sedan
 117,599 Mi In / 117,599 Mi
 Out

RO#



Tag

Services

1.	MISCELLANEOUS	Airbag light coming on and off, please check	Customer Pay	\$160.00
2.	MPVI	PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION	Customer Pay	\$0.00
3.	LOF, ROTATE, TXM Basic	LUBE, OIL AND OIL FILTER SERVICE. RESET OIL LIFE MONITOR. HAZARDOUS WASTE FEE WILL BE APPLIED.	Customer Pay	\$69.26
4.	441191	Spiral Cable, Remove and Replace	Customer Pay	\$687.56
			Current Estimate	\$916.82

Deferred Recommendation(s)

RO #: 205408

2.	MISCELLANEOUS	ecm update	Customer Pay	\$205.00
			Recommendations Repair Order	\$0.00
			Current Repair Order	\$916.82
			Approved Total	\$0.00
			Revised Repair Order	\$916.82

x Customer Signature

Date

SA Notes

approved recommendations on behalf of

Mode Of Communication	Previous Repair Order	Revised Repair Order
Call	\$229.26	\$916.82
Date and Time	Note	
Thu Feb 1, 2024 at 03:10 PM	phone	