

NHTSA - Customer Service Complaint Department

The purpose of this letter is to verify the information I received from Antoine, ID # [REDACTED] is accurate, that's based on a situation with Toyota Corporation involving a defective airbag, recently identified by the Toyota City dealership in Mamaroneck, N.Y.

After the Toyota Manufacturer received my letter, I was informed by Debra, - Branding Engagement Department, "The case was closed because my 2002 Toyota, Camry was recalled in 2005, and a newer version of the Takata Airbag was installed by the Geiss dealership in Peekskill, N.Y. [This is true] She continued and said, "The warranty was good for one year, the date on the Takata Airbag was expired, I was only entitled to 1 recall - repair, and the car was too old."

After summarizing Toyota's explanation, reasons

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and refusal to consider payment, I asked Antoine his opinion. He concurred with Toyota's point of view and added, "Standard airbags last 10-15 years, and parts degenerate due to the condition and failure of the environment and maintenance."

Further research aided my discovery with regard to contradictions and conflicting statements about Toyota recalls, which I've included in the following rebuttal:

1. Warranties and expiration dates don't apply to safety recalls, which are a <sup>separate</sup> safety issue that manufacturers must address to ensure public safety. Toyota cannot refuse to pay for the defective airbag, because it's covered by a free safety recall, regardless of the car's age or expired warranty. The 2005 Takata airbag was part of a larger recall. [2002 - 2017] If a newer version of the 2005 Takata Airbag is still causing problems, the defect wasn't eliminated, which makes the airbag dangerous. Any repair related to a

safety recall is free of charge.

2. Takata airbags don't have a defined lifespan, and must be replaced in all affected vehicles. A manufacturer, like Toyota, cannot refuse to pay for a defective airbag, due to a car's age, if it's part of a safety recall. Safety recalls are for the life of the vehicle, and older vehicles are often prioritized for these repairs. Since the defective airbag is part of the 2005 recall, in which a newer version of the Takata Airbag, replaced an older one, the original concern of exploding metal fragments exist.

In conclusion, I'd like to know if I have legitimate grounds to legally require Toyota to pay for a new airbag?

Sincerely,



# Repair Estimate



**TOYOTA**

Toyota City.  
700 Waverly Avenue  
Mamaroneck, NY 10543  
(914) 825-6498  
Repair Facility #:

## Customer Info

[REDACTED]  
[REDACTED]

## Vehicle info

VIN: [REDACTED]  
2002 TOYOTA Camry  
Mileage: 140955

## RO info

RO#: [REDACTED]  
Date: September 5, 2025  
Advisor: Lewis Delacruz

## Previously Approved Services

**Total**

General Concern 1

**\$249.95**

## Customer comments

CUSTOMER STATES AIRBAG LIGHT IS FLASHING

## Recommendations

**Status**

**Total**

AIRBAG SENSOR ASSEMBLY

**\$1892.46**

## Approved Services

**\$272.02**

Parts

**\$0.00**

Labor

**\$249.95**

Shop Supplies and Environmental Fees

**\$0.00**

Sales Tax

**\$22.07**

## Pending Recommendations

**\$2059.56**

Parts

**\$942.51**

Labor

**\$949.95**

Shop Supplies and Environmental Fees

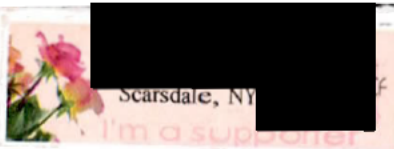
**\$0.00**

Sales Tax

**\$167.10**

**Grand Total**

**\$2331.58**



Scarsdale, NY

NGP/ODI  
10/30/25



# Department of Transportation

To: W41-306

Building: DOT

Mailstop: 4West

Rtg Symbol: NEC, NOA, NIA

External Carrier: Registered

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DOT

10/30/2025 9:50:46 AM



HTSA W41-306  
00 New Jersey Avenue, SE  
West Building, ODI  
Washington, D.C.  
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20590-

RDC 99

20590

S2324H50052

\$9.21

OCT 24, 2025

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**1. Article Addressed to:**

NHTSA  
1200 New Jersey Ave,  
SE  
West Building ODI  
Washington, D.C. 20590

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| B. Received by ( <i>Printed Name</i> )                                     | C. Date of Delivery |                                    |
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- 3. Service Type**
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