

COPIED

[REDACTED]
Maple Ridge, BC. [REDACTED]
Canada

To:-US Department of Transportation,
National Highway Traffic Safety Administration,
Office of Defects Investigation,NSA-10.01,
400 7th Street,SW,
Washington, DC 20590. USA

566410

June 17th 2002

Dear Sir/Madam,
Please find enclosed a copy of a letter I have sent to Toyota Canada regarding an Air Bag Safety issue with my 1998 Toyota Tacoma 4wd Pick-up Truck. As the problem is Safety related I feel that Toyota should be responsible for corrections before any serious injuries occur.

Yours Truly,

[REDACTED]

RECEIVED
JUN 21 PM 5:21
OFFICE
DEFECTS INVESTIGATION

[REDACTED]
Maple Ridge, BC.
[REDACTED]

To:-Toyota Canada,
Head Office,
1 Toyota Place,
Scarborough,
Ontario, M1H 1H9

June 17th 2002

Subject:- Air Bag Defect.
Vehicle:- 1998 Toyota Tacoma 4WD

To Whom it may concern,

I am the owner of a 1998 Toyota Tacoma 4WD pick up truck. Whilst driving it on June 8th 2002 I noticed a warning light appear on my instrument panel. The symbol showed a person seated and wearing a seat belt along with a balloon. I pulled over to the side of the road and referred to my owners manual. On page 70 I saw the symbol (Item (h)) and a note saying "Take vehicle to Toyota dealer immediately". It did not say 'As soon as possible' but IMMEDIATELY! I became concerned as the symbol indicated to me a problem with the air bag. I did not know if I should drive any further as I wondered if the air bag would deploy without any reason. However as I was only about 2 kilometres from my Toyota dealer I decided to drive there.

The service department was preparing to close but found time to take a look at the problem. They were unable to diagnose it right away but reset the display and suggested I monitor it. The warning light came on again as soon as I left and when I got home I parked the vehicle until I could return to the service department. As it was a Saturday I had to wait until Monday June 10th.

I checked the vehicle in early on Monday June 10th 2002 and it took about one hour for the technician to diagnose the problem as a defective Spiral Cable. It was explained to me as a cable in the steering column that allowed the steering wheel to turn and still allow electrical contact with the air bag and turn signals. A new part would cost \$357.17 and would cost \$92.00 to install. As the part had to be ordered I would have to wait until Thursday June 13th to have the repair done. I was very surprised that this part had failed as the vehicle had only 68413 kilometres on it. I asked if it was safe to drive the vehicle with this fault as I did not want the air bag to deploy whilst I was driving or even fail to work in the case of a collision. I was told it would be safe to drive.

Consequently the work was done on June 13th 2002 and I was charged a total of \$514.30.

As this problem was Safety related I feel Toyota should bear the cost of repair and therefore I am requesting a full refund of the amount I paid. I would also suggest that all other Toyota vehicle owners should be notified of the problem. If necessary vehicles should be recalled and the problem fixed before somebody is seriously or fatally injured due to a failure in the air bag system.

The part number is 84306-06010. Description SRC. I have retained the unit that was replaced and will forward it to you for inspection if required. If you would like the part then please notify me of the department to which it should be sent.

Yours Truly,



- P.S. I must praise the Service Department at West Coast Toyota for taking the time on Saturday June 8th to stay after their quitting time to check my vehicle.

Attached:-West Coast Toyota Invoice # 87022 June 8th 2002
West Coast Toyota Invoice # 87034 June 10th 2002
West Coast Toyota Pre Service Appointment
West Coast Toyota Follow up Letter. Received June 14th 2002
Polaroid Photo's of defective part.

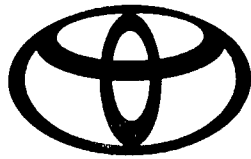
Copies to:-

West Coast Toyota,
12100 200th Street,
Pitt Meadows, BC. V3Y 2S9

Road Safety and Motor Vehicle Regulation Directorate,
Transport Canada,
Tower C, Place de Ville,
330 Sparks Street.,
Ottawa, Ontario. K1A 0N5

US Department of Transportation,
National Highway Traffic Safety Administration,
Office of Defects Investigation, NSA-10.01,
400 7th Street, SW,
Washington, DC. 20590 USA.

WEST COAST



TOYOTA

CUSTOMER PRE SERVICE APPOINTMENT

CUSTOMER NUMBER [REDACTED] NAME [REDACTED]

DATE _____ OR MILEAGE _____

SERVICE REQUIRED AS PER TOYOTA SERVICE MENU _____

CONTACT PHONE # _____

EMAIL ADDRESS _____

ADVISOR NAME [REDACTED]

SPECIAL PARTS ORDER / PRE SERVICE APPOINTMENT

PART ORDERED Spiron CAPU P 357 L PL

PRE APPOINTMENT DATE 06/13 R0 87039

TIME PO

CALL 604-465-9146 OR TOLL FREE 1-800-847-3212 PRIOR APPOINTMENT TO CONFIRM ON PARTS ARRIVAL

PARTS BACK ORDERED / REPORT SCHEDULED DATE OF ARRIVAL AND RE-SCHEDULE NEW APPOINTMENT DATE & TIME _____

REPORT IF COURTESY CAR OR SHUTTLE SERVICE REQUIRED

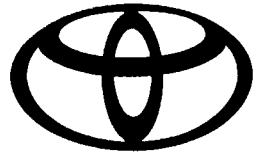


A WEST COAST AUTO GROUP COMPANY

12100 - 200TH STREET, PITT MEADOWS, B.C. V3Y 2S9
PHONE: (604) 465-9146 • TOLL FREE: 1-800-847-3212 • FAX: (604) 465-7987
www.westcoastautogroup.com

A DIVISION OF WEST COAST IMPORT VEHICLES LTD.

**WEST
COAST**



TOYOTA

[REDACTED]
Maple Ridge, [REDACTED]
[REDACTED]

Service Ticket 14/02

Dear [REDACTED]

We appreciate you having your 1998 Tacoma serviced with us recently.

We would like to ensure your complete satisfaction with the service you received from the staff in and around the Service Department and that your vehicle was presented to you in a timely manner and the quality of work performed on your Tacoma met with your expectations.

If you have questions regarding this service or any of our other services I can be reached Monday through Friday from 8:00am till 4:30pm at [REDACTED] or via email [REDACTED]

If you wish to be on our email list to receive occasional updates concerning your vehicle or our unadvertised specials please forward a brief email to the above address and I will send you our one page introduction. You can also book your next appointment on line at the same email address or through our website at www.westcoastautogroup.com.

Sincerely,
West Coast Toyota

Linda Leo
Linda Leo

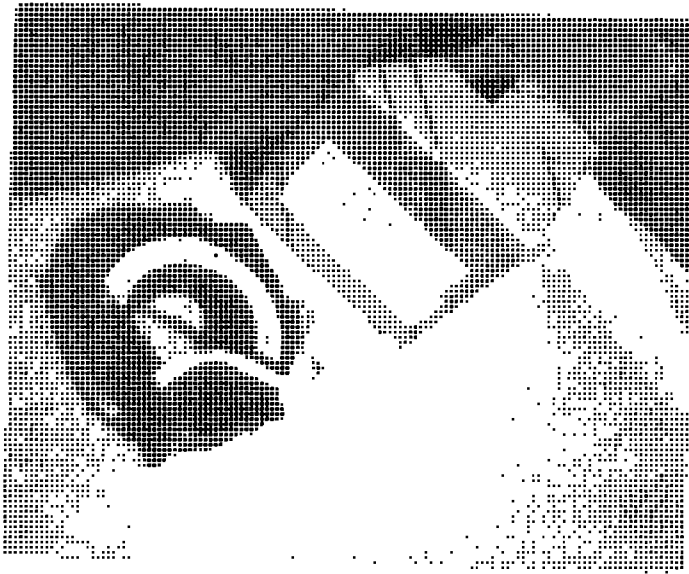
Customer Relations/e-Business Coordinator



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THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).