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Toyota Motor Sales, U.S.A., Inc.
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July 14, 2017

[REDACTED]
Punta Gorda, FL [REDACTED]

RE: Date of Loss: [REDACTED]
 Vehicle: 2014 Toyota Avalon
 VIN: [REDACTED]

Dear [REDACTED]:

Thank you for contacting Toyota's Customer Experience Center in regards to the above-mentioned incident you experienced. You reported a collision with another vehicle. You believe the Supplemental Restraint System (SRS) front airbags failed to deploy.

Toyota Motor North America, Inc. assigned Engineering Analysis Associates (EAA) to perform a technical inspection of your vehicle and readout of the Event Data Recorder (EDR). The inspection was completed on June 2, 2017 at IAA in Palmetto, FL. Based on the inspection of the vehicle we found the airbag system to be operating properly.

The inspection revealed impact damage to the front right side of the vehicle and off of center. Damages were above the front bumper reinforcement bar. The Collision forces were absorbed by portions of the vehicle that are less rigid and more yielding. The front airbag sensors were secure and undamaged when inspected.

Please be advised that the SRS front airbags are meant to deploy in response to an abrupt frontal deceleration from a severe frontal impact. The deceleration of your vehicle was insufficient to deploy the SRS front airbags. The airbags are not intended to deploy in every collision. This accident did not meet the criteria to command an airbag deployment.

We are very sorry to hear about this unfortunate incident and appreciate the opportunity to address your concerns.

Sincerely,
[REDACTED]

Nick Rojas
Legal Claims Administrator
Toyota Motor North America, Inc.