

TOYOTA

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May 29, 2014

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

[REDACTED]
Windsor Mill, MD [REDACTED]

RE: Date of Loss: [REDACTED]
Vehicle: 2011 Toyota Corolla
VIN: [REDACTED]


Dear [REDACTED]

Thank you for the contact with our Toyota Customer Experience Center regarding the incident reported on [REDACTED]

It is our understanding that you fell asleep while driving which caused you to hit a tree. You wish to know why the airbags did not deploy. The vehicle was inspected on May 2, 2014 at IAA.

The inspection revealed that this was not a direct frontal impact to the vehicle, crushing the softer more absorbing portions of the vehicle, and lowering much of the collision forces. There was insufficient abrupt forward deceleration of the vehicle to deploy the air bags. A diagnostic system check showed that there were no diagnostic trouble codes relating to the operation of the Supplemental Restraint System.

We are sorry to hear about the incident and injuries, however it is our determination that the air bags performed properly in this incident and therefore we must respectfully deny your claim.


[REDACTED]
Nekii Montgomery
Legal Claims Administrator
Toyota Motor Sales, U.S.A., Inc.