

# TOYOTA

Delve Caballero  
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TOYOTA MOTOR NORTH AMERICA, INC.  
19001 South Western Avenue  
Torrance, CA 90501

August 16, 2016

[REDACTED]  
[REDACTED]  
Brandon, VT [REDACTED]

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

Dear [REDACTED]:

Thank you for contacting Toyota's Customer Experience Center in regards to the aforementioned incident. On July 14, 2016 you reported that you were involved in a motor vehicle accident. You stated that on the date of the incident, you were traveling [REDACTED] New Haven, VT. We were informed that it was a rainy day, when the vehicle in front of you stopped suddenly. You reported you attempted to maneuver out of the way, however was unable to avoid the collision. You expressed concern that the front airbags did not deploy during this collision.

In response to your concerns, Toyota Motor North America, Inc. assigned Engineer Analysis Associates (EAA) to perform an inspection and the Event Data Recorder (EDR) readout of the vehicle. On July 29, 2016 the vehicle was inspected at Devil's Bowl Speedway in West Haven, VT. The inspector was unable to complete a readout of the vehicle's Event Data Recorder (EDR) because there was a lack of power.

The inspection revealed that the impact was above the front bumper reinforcement bar and was to the more yielding portions of the vehicle. The impact overrode the front bumper of your vehicle, thereby absorbing the collision forces.

The Supplemental Restraint System (SRS) front airbags will deploy in response to abrupt frontal deceleration from severe frontal impacts and help prevent fatal injuries or reduce the extent of serious head or chest injuries. They do not deploy in every collision involving frontal impact. This accident did not meet the criteria for front airbag deployment.

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

Sincerely,

[REDACTED]  
[REDACTED]  
Delve Caballero  
Legal Claims Administrator  
Toyota Motor North America, Inc.