



Sandee Estrada
Direct Phone (469) 292-4369

Toyota Motor North America, Inc.
6565 Headquarters Drive
Plano, TX 75024

June 12, 2019

Via email to [REDACTED] and by US Mail

[REDACTED]
[REDACTED]
Sewickley, PA [REDACTED]

RE: Date of Loss: [REDACTED]
Vehicle: 2013 Toyota Avalon Hybrid
VIN: [REDACTED]

Dear [REDACTED]:

Thank you for contacting Toyota's Customer Experience Center regarding the incident that occurred on [REDACTED].

You reported that you were traveling at approximately 35-40 MPH while driving down a two-way road. You stated that you had looked down for a moment and when you looked back up, you saw that a vehicle in front of you had stopped. You attempted to apply the brake pedal, but it was too late, and you hit the rear right side of that vehicle. You reported that you sustained minor injuries as a result of the incident.

In response to your concerns, a vehicle inspection and Event Data Recorder (EDR) readout were conducted on April 11, 2019 at Copart by one of our field technicians. A second inspection was also conducted on May 2, 2019 in which the Supplemental Restraint System (SRS) sensors and wire harness were further inspected. Our inspection confirmed that the collision damage was concentrated at the left front of the vehicle. It appears that the impact was angular to the front driver's side and overrode the front sub frame. We were unable to extract the EDR data during the April 11, 2019 inspection as there was damage to the unit.

Please be advised that the SRS front air bags are designed to deploy in response to sufficient frontal deceleration from severe frontal impacts. They are intended to help reduce the likelihood of serious head and/or chest injuries and are not meant to deploy in all frontal collisions. Please see the owner's manual for further information regarding front air bag deployment.

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

Sincerely,



Sandee Estrada
Legal Claims Analyst