

Jimenez, Alberto

From: [REDACTED]
Sent: Saturday, June 05, 2004 12:40 PM
To: Jimenez, Alberto
Cc: [REDACTED]
Subject: ODI 10015521, 2003 Toyota Echo

Add to 10015521

Thank you Mr. Jimenez. This is great information — as soon as I compile and copy most recent notes, I will send documentation regarding my stalling 2003 Toyota Echo to the address you gave to me. Also, for clarification, my Echo stalling case number is 10015521, yes. However, I am also referencing case #10065760, because this case is also a 2003 Echo, with exactly the same problem — stalling. I have requested from your office any information available on case 10065760, to see if I can find any clues about how this case was eventually resolved, if at all. The dealer's response to the owner of case 10065760, has been the same as to mine until recently, which was "we cannot duplicate the problem, therefore we cannot fix it." However, on May 7 I insisted the dealer take my vehicle and drive it until they experienced the problem, which they did experience after driving it a number of miles, and they tried fixing it again! However, it still stalled again after that fix! I am working with Toyota and have agreed to give them one last chance (after reporting this to them over 7 times since I purchased the vehicle in April 2003, and having been attempted to fix 4 times, 5 if you include the upcoming Monday's visit), and then ?? I need anybody's help that I can, particularly the recall department of your organization it seems! I will send the information soon. Thank you and I truly appreciate your help with this matter. Have a wonderful day and month and thank you for looking out for consumers' safety. As I told Toyota, so far it has been me against their multi-billion dollar organization — I am at the point where I need assistance and again, am thankful your organization is here to hear about this most distressing car problem (bought brand new I add).

[REDACTED]
Reno, NV

[REDACTED] home
[REDACTED] work

*NAR
6/7/04*

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