

Jimenez, Alberto

From: Doernberg, David on behalf of TIS
Sent: Friday, June 04, 2004 9:05 AM
To: Jimenez, Alberto
Subject: FW: Research Request (complaint with ODI ID 40065760)

Hello Al:

I wanted to keep you updated on ODI ID 40065760 (Heidi O'Brien, I hope was the complainant)

Thank you,

David Doernberg
 NHTSA TIS
 ext. 64947

-----Original Message-----

From: [REDACTED]
Sent: Thursday, June 03, 2004 9:54 PM
To: TIS
Cc: [REDACTED]
Subject: Re: Research Request (complaint with ODI ID 10065760)

Dear Mr. Doernberg:

Thank you for your response! Good luck with your move; I hope you're having a good one.

I am compiling all my notes and receipts and records of my arbitration and conversations with Toyota, and will be sure to forward a copy to your office as soon as I can (the original to go to Toyota, Better Business and ??). I note from your email that a defect investigation could be initiated and I pray that this is the case with my problem because I see from visiting your website that this problem is not isolated. I have reached a roadblock with my reportings to the dealer and regional dealership, having been told today that there is no intention on their part to replace my vehicle or reimburse me. Instead they wish to 'fix it' again (for the 5th time!) without ever actually identifying what the cause is, or finding a solution. And offering to give me an extended warranty as a gesture of goodwill. So at this point I am seeking all the help I can find. Is there someone to whom I can address this mailing, at your office? Thank you once again and have a good day.

[REDACTED]
 Rep: NY

home
 work

*Qdd to
 10015521*

2004 JUN -6 PM 8:37

6/4/2004