

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

CL-10063174-6441

Palm Coast FL ★

August 17, 2010

**National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, D.C. 20590**

Attention: Technical Information Service

Gentlemen:

Enclosed are copies of letters dated in the year 2004 and addressed to Toyota headquarters in California where I had a claim regarding my 1997 Avalon and over-acceleration.

The dealer at St. Augustine requested I come get the car. I refused to drive it, went across the highway to Honda and in arranging for a trade, the Honda salesman drove my car from Toyota to Honda. He told me the next day that the Avalon, that morning, had revved up to 90 mph. In other words, Toyota St. Augustine had not repaired the car.

When my Avalon over-accelerated I, indeed, had my foot on the brake. Two cars plus mine were damaged.

I review this information for you in light of recent problems with Toyota. Headquarters would not admit a problem.

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TGW



March 19, 2004

**National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, D.C. 20590**

**Attention: Technical Information Service
Fax 202-493-2833**

Gentlemen:

On February 23, 2004, my '97 Toyota Avalon over-accelerated and surged forward in a parking area, damaging two parked vehicles. (No injuries – no citation.)

I have written evidence from the Dealer that carbon in the engine and a particular valve could have caused over-acceleration. This car has a history of a replaced EGR Valve Assembly in March of '02.

The accident was in my opinion serious and potentially life-threatening.

Can you provide me with any statistics about recalls for this problem or accidents caused by this problem?

Please Fax your response to me at [REDACTED]

Thank you for your early response.

Sincerely,

[REDACTED]



March 17, 2004

**Toyota Motor Sales
Legal Dept. A 107
19001 Southwestern Avenue
Torrance, CA 90509**

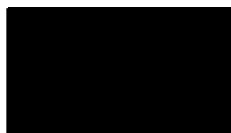
Re: Case Number 200403020999

Gentlemen:

Your records would show that my most recent conversation with one of your many employees was at 6:30 pm Eastern Standard Time on either Friday, March 12 or Monday, March 15. Every time I have had to leave a message and wait for a return call, the individual who calls me goes by first name and is never acquainted with my case. So I have talked to a Sandy, a Nick and a Greg and on and on and these employees are not in the legal department where I have been made to believe my case lies. The legal department is not reachable by phone and has no fax number.

I told the most recent Toyota representative that I am seeking legal help. She asked me to send you all my documents or ask my attorney to approve this procedure. My experience is that my case is getting quite lost on purpose. To whose attention should my documents be sent? Please expedite some response.

Very truly yours,



June 3, 2004

**Carole A. Hargrave
Claims Manager, Legal Department
Toyota Motor Sales,, USA**

Re: Your letter of April 21, 2004

Dear Ms. Hargrave:

When I sent you correspondence with attachments regarding an accident with my '97 Avalon, I was not seeking any benefits from Toyota. My major concern is that the average car owner would not know to tell a Toyota service department to "clean the fuel injectors." You stated in my call to you that this problem would be between the dealer and me.

Toyota St. Augustine, Florida has a large printed sign in its garage listing its "menu" of preferred service at certain mileage. I followed all of this as my record there would show. When my car was driven from that lot, the problem with the injectors had not been corrected.

I enclose a local article about a car accident where there was bodily injury, this being a Ford Escort. Follow-up information tells me this was over-acceleration. God help the elderly driver.

I loved the Avalon and this was the only accident in my long driving career.

Thank you for your consideration.

Sincerely,

