

To whom it may concern

Add to 10/31/95 10/31/95 10/31/95 10/31/95 10/31/95 10/31/95 10/31/95 10/31/95 10/31/95 10/31/95

In answer to a correction
of your questionnaire.

I don't recall anyone
asking me about providing a copy
of this report to the manufacturer.
I would like to reply "yes" & I
have signed & dated it. I am the
original owner which I've checked.

The failure mileage is
incorrect. In sending a copy of an
oil change invoice, two days before
the failure. On Aug 5th I put
about 45 miles on the car. That
night of the oil change, about 12 miles
getting home for a total of 57 miles
making the mileage 14763-14775
on the evening of Aug 6th.

The questionnaire also
states there was a police report
which there wasn't.

The dealer did contact
me. I took the car to the dealer on
Aug 11th. They put it through some
tests & naturally the problem could
not be duplicated.

Scott Yawn (spelling) called
on Wed Aug 17th. I was at work. I finally got
in touch with him on the 18th. I want in
more detail, to him, surrounding the
whole incident, which you should have
in my file - Case # ODI 10131955

Enclosed please find copies
of the ^①invoice from the oil change,
proving the mileage. ^②the invoice from
the inspection of the problem. ^③two
estimates for repairs by the damage
^④a copy of the Customer Claim form
sent to the National Center for Dispute
Settlement. ^⑤a copy of their reply



August 23, 2005

National Center for Dispute Settlement

2777 Stemmons Freeway • Suite 1452

Dallas, Texas 75207

(214) 638-2700

Fax: (214) 638-4054

[REDACTED]
Crestwood, KY [REDACTED]

RE: CASE # 2205134

Dear Mrs. [REDACTED]

Your request for arbitration within the Toyota Dispute Settlement Program has been received. Your application for arbitration states that the situation, which gave rise to your complaint, included your vehicle being involved in an accident. The arbitration process has jurisdiction over service issues covered under Toyota's new vehicle limited warranties. Therefore, your claim is not eligible for the arbitration process.

Although we are unable to assist you with this matter, we appreciate the time you took to explore this situation with NCDS.

Sincerely,

Chin Han

Chin Han
Case Administrator

cc: Cincinnati Regional Office

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).