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National Highway Traffic Safety Administration, Sept. 7/05

Sirs/Madam,

re: brake failure on Toyota cars

I have in my possession a 2002 Toyota Echo and recently I have discovered that there is built into the design of the car a very dangerous brake condition. The system is faulty in that when the brakes are applied, one front brake stricks sooner than the other causing the car to spin out of control. This is particularly true in bad climate conditions and when the front brake pads are warn. Also, the indicators on the brakes that are supposed to let the driver know when the brakes are dangerously warn down, these do not workso that it is not known when the brakes are about to fail. The driver knows only when it is too late. I have attempted to bring this important information to the attention of the company but to np avail. Toyota's consumer protection office just blew my complaints off by telling that the brakes are no longer covered by warranty, but the issue is greater than that.

What adds to the danger is that Toyota through it's dealerships do not routinely look at the brakes when scheduled maintenance visits are made by customers and so the problem persists until the system completely brakes down and the brakes fail. I can demonstrate this with evidence. I have kept the defective parts and can prove what I say. Further, just replacing the brake pads, does nothing to ease the dangerous condition. The problem just repeats itself. Extensive part replacement and re-alignment has to be done to permenantly fix this dangerous condition. I could just trade in my car for another and someone else inherits the problem unknowingly. Your office needs to take a careful look at this before it is discovered that people have died from this condition while everyone concerned has been stonewalling it. My daughter has had one very bad experience with a spin-out and she narrowly avoided being hurt or worse. As you already probably, Toyota is living up to it's reputation by not responding to letters and complaints. I have written to them and they have chosen not to respond. I await your reply.


E. Stroudsburg, Pa.


Heath
9/22/05