

EXECUTIVE SECRETARIAT

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TRAFFIC SAFETY AUM.

March 10, 2006

CERTIFIED MAIL
RETURN RECEIPT REQUESTEDMs. Jacqueline Glassman
Acting Administrator
NHTSA
400 7th Street S.W.
Room 5220
Washington D.C. 20590

10154137

Re: Investigation PE 04-021

Dear Ms. Glassman:

I filed a complaint with your agency in March 2004 regarding an accident involving my 2003 Toyota Camry concerning my complaint that an out-of-control acceleration which caused my vehicle to crash into a wall causing over \$5,000 in damages to my automobile. I also suffered bruises as a result of the impact. The principal investigator assigned to my complaint was D. Scott Yon. A couple of months after I filed my complaint I contacted a local television station which indicated it might have some interest in the matter I brought to its attention. Shortly afterwards I received a call from NHTSA to discuss the circumstances and they said I had a "valid complaint." Scott Yon told me that NHTSA sometimes sends investigators to check some of the vehicles about which complaints have been made but wasn't sure if that included mine - no independent investigator checked my car. Mr. Yon could not provide me with any resolution to my complaint. Later, through a data search on the website I learned my investigation was closed. NHTSA found nothing wrong with the vehicle. When I called NHTSA I was told Greg Magno was handling this case and I could contact him for any information. Greg told me that this case was reopened. I had since learned from the website that this case was again closed (2006). I tried calling Greg Magno and never received a call back regarding my complaint.

I have since learned that there were almost 1,000 complaints similar to mine involving the electronic throttle and related components concerning Toyota and Lexus vehicles filed with your agency and that the investigation of these electronic defect issues was not undertaken by electrical engineers, but mechanical engineers which I have learned was entirely inappropriate (which crucial information was submitted to your organization over one half year ago) and that NHTSA has done nothing to correct the deficiencies or undertaken a meaningful investigation over the acceleration issue but relied on the investigation made by mechanical engineers who were not qualified to conduct the investigation. I also understand that in making its decision on

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M. J. Glassman
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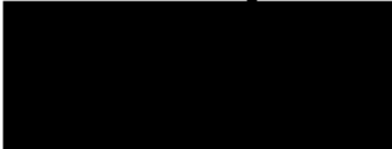
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these issues, NHTSA basically relied on evidence submitted by Toyota, but which was unrelated to the electronic defect issues. I believe that the investigators at NHTSA had full knowledge of these facts at the time it permitted Toyota to submit evidence which had nothing to do with the issues I raised in my complaint. I believe such conduct by the investigators and other individuals who reviewed my complaint was unconscionable.

I request that you respond in writing to all the issues I have raised in this letter and advise me whether or not your agency intends to take action to undo the serious mistakes and errors it made during the investigation of my complaint.

Sincerely,



RECEIVED
MAR 10 2006
NATIONAL TRAFFIC SAFETY ADMIN.

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