

CL-10007145-74410

October 10, 2007

2007 OCT 18 PM 3:01

Formal Complaint
National Highway Traffic Safety Administration
400 Seventh Street S.W.
Washington, D.C., 20590

Re: Complaint, Toyota Dealer faked performing Safety Recall

Dear Sir:

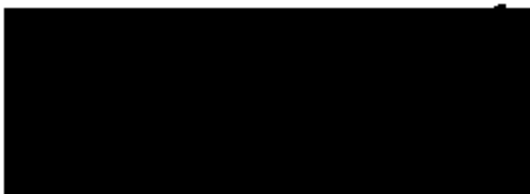
I brought a Toyota Tundra into Miller Toyota (see attached copy of invoice) for safety replacement of the ball joints. They gave me the attached invoice at the time I dropped the car off. A short time later, they called saying the truck was finished and I picked it up about 30 minutes later.

Some manager named Peggy, and not the regular cashier clerks, had me sign several invoice pages that noted considerable work performed including ball joints and wheel alignment. I asked for copies of those finished invoices that I signed and was told by "Manager Peggy" that all I needed was the unsigned invoice that they gave me when I first came in (which did not list what work was completed). I asked again for copies of the documents that I signed and was told by Peggy that the (very large) dealership did not have a copier machine so she was unable to give me copies.

I thought it was very strange that they did not want to give me copies of what I signed and that they had the vehicle for a very short time to do such work (they did do an excellent job in washing the truck). I therefore looked under the front of the truck when I got home and noticed that it appeared that no work was ever performed on the front suspension system whatsoever. The dealer was ripping off the Toyota Company, charging for work never performed.

If you are able to obtain copies of these documents that were refused to me that noted the ball joint replacements, I will take them to an auto suspension expert in order to verify and certify if any work was ever performed.

Sincerely,



AK
10/19/07
KCS

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