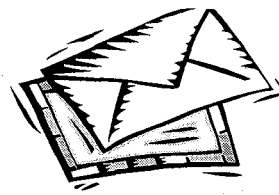


NHTSA ccmMercury Routing Slip



CL-10243668-1560

Printed: 9/18/2008

NHTSA #: ES08-006066
XREF #:
Delivery: HND

Rec'd Date: 9/18/2008
Doc Type: CNG
Address To:

Referred By: NPO-011
Doc Date: 9/15/2008
Due Date: 9/29/2008

S10 #:

DOT/I #: 2008-8246

RMP #:

Subject: FAX FROM SENATOR BERNARD SANDERS ON BEHALF OF [REDACTED] WHO HAS CONCERNS ABOUT THE RUSTED FRAME OF HER 2001 TOYOTA TACOMA (DOT/I#2008-8246)

Ack Date:
Sign Office: DEPUTY ADMINISTRATOR

Ack By:
Signature: JAMES F. PORTS, JR.

Signed For:

Cleared Date:
File Loc:
Added By: BMILLINGS x65470

Cleared By:
XREF File:
Modified By: BERNADETTE.MILLINGS

Cleared For:
Closed Date:

Most Recent Comment:

Author:

BERNARD SANDERS
U.S. HOUSE OF REPRESENTATIVES

WASHINGTON, DC 20515-4501
Tel: 202-225-4115 Fax: 202-225-6790 E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	9/18/2008	9/29/2008	
NVS-010	INFORMATION	9/18/2008		9/18/2008
I10	INFORMATION	9/18/2008		9/18/2008
NOA02	INFORMATION	9/18/2008		9/18/2008
NIA-110	INFORMATION	9/18/2008		9/18/2008

2008 SEP 22 AM 10:43

2008 SEP 19 A 10:11
NHTSA

NIM
10/1
9/22/08
17

BERNARD SANDERS
VERMONT

COMMITTEES:
BUDGET

ENERGY AND NATURAL RESOURCES
ENVIRONMENT AND PUBLIC WORKS
HEALTH, EDUCATION, LABOR, AND PENSIONS
VETERANS' AFFAIRS

United States Senate

WASHINGTON, DC 20510-4504

FAX COVER SHEET

332 SENATE DIRKSEN OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-5141

1 CHURCH STREET, 2ND FLOOR
BURLINGTON, VT 05401
(802) 862-0897
1 (800) 339-9534

2 SPRING STREET, SUITE 1
MONTPELIER, VT 05602
(802) 223-2241

36 CHICKERING DRIVE, SUITE 103
BRATTLEBORO, VT 05301
(802) 254-9732

From the office of:
Senator Bernard Sanders
1 Church Street, 2nd Floor
Burlington, Vermont 05401

DATE: September 15, 2008

TO: Mr. Simon Gros
Congressional Liaison
U. S. Department of Transportation
400 Seventh Street, SW, Room 10408
Washington, DC 20590

FAX NUMBER: 202-366-3675

EKM

FROM: Elizabeth K. Miller, Constituent Advocate, Office of Senator Bernard Sanders

PHONE: (802) 862-0697 (phone) (802) 860-6370 (fax)

MESSAGE:

Senator Sanders has asked me to send you a copy of the enclosed email from his constituent [REDACTED]. As you can see, [REDACTED] has requested Senator Sanders' assistance concerning a matter involving the National Highway Traffic Safety Administration.

[REDACTED] has informed our office that she owns a 2001 Toyota Tacoma. She indicated that the frame has rusted to the point where the vehicle is no longer safe. [REDACTED] reported that she contacted Toyota, as they had previously remedied same problem for owners of the 1995-2000 models. [REDACTED] has expressed concern about unsafe vehicles on the roads because Toyota is not working with owners of the 2001-2005 Toyota Tacoma. We bring your attention to the enclosed email from [REDACTED] that specifically details her concerns.

We respectfully request that you look into this matter at your earliest convenience and that you give [REDACTED]'s concerns full and fair consideration consistent with applicable law and regulations. We also ask that you keep our office apprised of your disposition in this matter.

Thank you in advance for your consideration.

Copy: [REDACTED]

2008-8246
ES08-006066

From: "nobody@www.senate.gov" <nobody@www.senate.gov>
Date: 9/9/2008 7:02:08 PM
To: "webmail@sanders-iq.senate.gov" <webmail@sanders-iq.senate.gov>
Cc:
Subject: Toyota "Buy Back" Program


</P>98.217.214.20</IP>
<APP>SOCMAIL
<FIRST> [REDACTED] /FIRST>
<LAST> [REDACTED] /LAST>
<ADDR1> [REDACTED] /ADDR1>
<ADDR2></ADDR2>
<CITY>Windsor</CITY>
<STATE>VT</STATE>
<ZIP> [REDACTED] /ZIP>
<PHONE> [REDACTED] HONE>
<EMAIL> [REDACTED] /EMAIL>
<ISSUE>OTHER</ISSUE>

<MSG>I am hoping that you can help me. A year and a half ago I purchased a 2001 Toyota Tacoma because I had wanted one for a long time and could finally afford at least a used one and had no qualms as "Toyotas run forever". Unfortunately 14 months after I purchased this vehicle I found out that the frame has rusted to the point where it is no longer safe. I registered my complaint with Toyota fully expecting the same "deal" as the owners of 1995-2000 models. That was not the case. They first offered me \$10,900 which I informed them didn't even pay it off and wasn't even kbb retail excellent condition price (they had paid 1995-2000 owners 1.5 times that amount). They called me back and offered to pay off the vehicle which still falls quite short of the buy back criteria they offered the other owners with this problem. I informed them that this was not acceptable and left me with nothing to trade and nothing to put down toward another vehicle. Their response, "We're sorry you don't have any money". A more condescending statement I have never heard. I don't care if I'm Donald Trump they need to treat me fairly and equitably. They informed me the "deal" was nonnegotiable and I had until 12/1/08 to decide to either take the "deal" or reject it. I have been doing alot of online research on the subject and have found many other owners just like me who have been, in my mind, jipped by Toyota. While I understand that this buy back program has undoubtedly cost Toyota millions they have set a precedent for the issue, not to mention the problem extends through the model year 2005. This puts a lot of unsafe vehicles on the road. At the moment I am still driving this vehicle as I have no other choice. I have registered complaints with several agencies including the NHTSA. My feeling at this point is that pressure needs to be put on Toyota to equitably and fairly resolve this problem with current 2001-2005 owners - the same way they did 1995-2000. I'm not asking for the moon. Just what is fair. I'm a single widow trying to just make ends meet and don't feel that I, or anyone else in my situation, should be taken advantage of by Toyota just because they may have "bitten off more than they can chew". They had to know how many model years this problem encompassed, or at least had some idea before they started this. Any help that you might be able to give me would be greatly appreciated. Your office helped me immeasurably when my husband was very sick and we were having trouble getting his Postal Disability Retirement activated. Unfortunately he has since passed away but I'm hoping that you will be able to help me once again. Thank you for anything you might be able to do in the fight that I and other Toyota owners are waging in this battle.

[REDACTED] /MSG>
</APP>

15-Sep-08

2008 Senate Report - Governmental Affairs Correspondence
Control Sheet (I-1) W85-328

Control Number: 2008 - 8246
Date DOT Received: 9/15/2008
Date DOT Entered: 9/15/2008
Member's Date: 9/15/2008
Member Last Name: Sanders
Member First Name: Bernard
Member Organization: United States Senator
Address1: 1 Church Street, 2nd Floor
Address2:
City: Burlington
State: VT
Zip: 05401
Constituent File Name: 
Constituent Date:
Action Office: National Highway Traffic Safety Administration
Subject: her 2001 Toyota Tacoma
Action Office Code: NHTSA
Due Date: 10/17/2008
Member Contact: Elizabeth Miller
Pending: Yes
Member Contact Phone: (802) 860-0697
Closed Date:
Remarks:
Direct Reply/Comeback Copy Yes
Congressional Affairs Contact Maria Harrison at (202) 366-4573