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ATTORNEY GENERAL OF MISSOURI

JAY NIXON
ATTORNEY GENERAL

JEFFERSON CITY
65102

P.O. Box 899
(573) 751-3321

December 24, 2008

CL-10254548-5391

[REDACTED]
[REDACTED]
Webster Groves, MO [REDACTED]

RE: Complaint No. CF-2008-38430

Toyota Motor Sales

Dear [REDACTED]

Thank you for contacting The Missouri Attorney General's Consumer Complaint Unit. I reviewed your complaint carefully and determined that it does not generally fall within the scope of matters handled by the Complaint Unit.

I have forwarded your complaint to the National Highway Traffic Safety Administration, 400 7th Street, SW, Room 2318, Washington, DC 20590.

Should you require assistance in the future, please contact the Consumer Protection Hotline at 1-800-392-8222 or visit our web site at www.ago.mo.gov.

Sincerely,

JEREMIAH W. (JAY) NIXON
Attorney General

Kelly Maddox

Kelly Maddox
Complaint Investigator
Consumer Protection Division

AA
10:42
1/9/09
NJ

Consumer Complaint Form



RETURN TO: Attorney General's Office
Consumer Protection Unit, PO Box 899
Jefferson City, MO 65102

Missouri Attorney General
Jeremiah W. (Jay) Nixon

Phone: 800-392-8222
Web: www.ago.mo.gov

CONSUMER

MR.
 MRS.
 MS.
YOUR NAME _____ LAST _____ FIRST _____ MI _____
ADDRESS _____ WEBSTER GROVES MO. _____ St. Louis
STREET CITY STATE ZIP COUNTY
HOME PHONE _____ WORK PHONE (N/A) _____ E-MAIL _____

COMPANY

MY COMPLAINT IS AGAINST TOYOTA MOTOR SALES
ADDRESS 19001 SOUTH WESTERN AVE. TORRANCE, CA. 90509
STREET CITY STATE ZIP COUNTY
PHONE (800) 331-4331 WEB SITE _____ E-MAIL _____
PERSON YOU DEALT WITH See remarks
NAME TITLE

PRODUCT OR SERVICE

PRODUCT OR SERVICE DISPUTED 2007 TOYOTA COROLLA
DATE OF TRANSACTION/PURCHASE 06 29 07 AMOUNT PAID \$16,869.28 Car cost
(For example: 05 01 00) MONTH DAY YEAR Cost for repairs \$4181.89
HOW & WHERE DID YOU LEARN ABOUT PRODUCT OR SERVICE? See Remarks (Paid by other driver)

PAYMENT

PAYMENT METHOD CASH CREDIT CARD DEBIT CARD LOAN LAY-AWAY CHECK OTHER
DID YOU SIGN A CONTRACT, WARRANTY AGREEMENT OR SIMILAR PAPERS? YES NO

Copies of any documents produced for payment must be returned with this complaint form. (such as contracts, warranties, checks — front and back)

REVISED AUGUST 2004

2008-39430

RECEIVED
NOV 26 2008
MO. OFFICE
ATTORNEY GENERAL



BRIEFLY EXPLAIN YOUR COMPLAINT On Oct 24, 2008 my car was hit in the rear by another driver. The impact did not seem too great but to look at my car you would not think that. (See inclosed pictures). Both sides of the bumper are smashed like eggshells and filled with plain styrofoam that is supposed to be an impact absorber. This is a disgrace. The cost of cars are sky high and this inferior quality results in an increase to our liability rating group for bodily injury and damage coverage. (If necessary I will send a copy of all that had to be repaired and the cost to the other driver)

*****Go back to the drawing board!!! What good are lighter made cars to save on fuel, if they crumble like eggshells under the slightest impact? Consider the previous rubber bumpers and upgrade the car metal.

WHAT ACTION HAVE YOU TAKEN TO RESOLVE THIS COMPLAINT? I did call Toyoto Sales and told them about this and that I was going to write your office. I spoke to a man named Pat who gave me a reference #

I am going to send them a copy of this form.

HOW DO YOU WANT THIS COMPLAINT RESOLVED? REFUND REPAIR DELIVER PRODUCT PERFORM SERVICE REPLACE/TRADE OTHER *****See remarks

HAVE YOU BEEN SUED OR FILED A LAWSUIT ABOUT THIS COMPLAINT? NO YES
 NAME OF ANY AGENCY CONTACTED: N/A
 AGENCY ADDRESS:

BY FILING THIS COMPLAINT, I UNDERSTAND THAT:
 The Attorney General is not my private attorney, but enforces state consumer protection laws;
 I will testify in court to the facts stated in this complaint; and
 A copy of this complaint will be provided to the merchant against whom I am filing this complaint.

I ATTEST TO THE ACCURACY OF STATEMENTS MADE IN THIS COMPLAINT:

YOUR SIGNATURE: [Redacted] DATE: Nov 24, 2008

Incl (2) 2 copies to Toyota Sales & letter to Toyota Sales
 photos of car.

Toyota Motor Sales
19001 South Western Ave.
Torrance, CA 90509

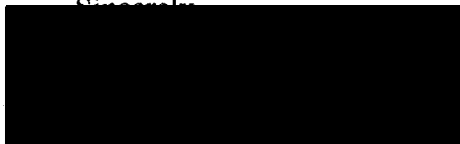
Nov 24, 2008

Case #

Gentleman:

Enclosed please find a courtesy copy of the Consumer Complaint Form that I sent to the Office of the Missouri Attorney General on November 24, 2008 in regards to damage to my 2007 Toyota Corolla. All information is on the enclosed form. Also, see enclosed photos of damaged auto.

Sincerely,



Incl. ①