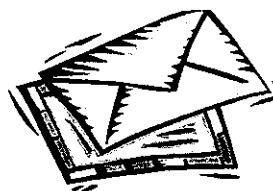


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Doc Date: 4/10/2010

Due Date:

S10 #: 100421-025

DOT/I #:

RMP #:

Subject: S10 APPROPRIATE HANDLING - LETTER FROM [REDACTED] REGARDING TOYOTA PROBLEMS

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: TROGERS x62870

Ack By:

Signature: NRN

Cleared By:

XREF File:

Modified By: TANAE.N.ROGERS

Signed For:

Cleared For:

Closed Date: 4/23/2010

Most Recent Comment:

Author:

[REDACTED]

[REDACTED]

NORTH KINGSTOWN, RI [REDACTED]

Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	4/23/2010		4/23/2010
NVS-010	INFORMATION	4/23/2010		4/23/2010

RECEIVED-NHTSA
APR 23 P 2:10
EXECUTIVE SECRETARIAT



Office of the Secretary of Transportation Executive Secretariat

Control number: S10-100421-025

Action office: NHTSA

Document date: 4/10/2010

Due date:

Writer:

North Kingstown, RI

Subject: Toyota Problems

Action: Appropriate Handling

Date	Action	Action by
4/21/2010	Folder Processed for Appropriate Handling.	AINGRAM
4/21/2010	Updated Folder Information.	AINGRAM
4/21/2010	Work Folder Assigned to NHTSA.	MPETTIFORD
4/21/2010	Incoming File Uploaded.	MPETTIFORD
4/21/2010	Control Number Created.	MPETTIFORD

Date	Note	Note by
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For more information please contact:
Angela Ingram, angie.ingram@ost.dot.gov

Office of the Secretary of Transportation
US Dept. of Transportation
1200 New Jersey Ave., SE
Washington, DC 20590

April 10, 2010

Dear Mr. Secretary:

I know that your office cannot get involved with every individual Toyota owner who has had an accident due to the rapid acceleration of a Toyota vehicle. I would just like you to know how Toyota treats one of its long time (30 year Toyota owner), previously satisfied, owner who has had this terrifying experience that caused a crash.

On November 18, 2009, my Toyota Camry's gas pedal "stuck" as I was entering my driveway. The unintended rapid acceleration caused the vehicle to crash through a closed garage door into the contents of the garage. I was, thankfully, not hurt. I contacted Toyota and sent them documentation of the accident. At the time, I had no knowledge of this type of "sticking" gas pedal problem happening in other Toyotas. It appears that Toyota DID know about this problem/defect at that time.

In January 2010 my Camry was recalled and the repair part was inserted into the gas pedal at my local dealer on February 6, 2010.

I was contacted by a Toyota engineer in February and he inspected and tested my vehicle on February 24, 2010. I informed him that the repair part had been inserted and asked him if he would be taking it out to test the accelerator as it was before the repair. He said that he was not allowed to do that.

Of course, on the date of inspection and testing, he found no problem with the ALREADY REPAIRED accelerator. How would he find a problem if it had been fixed already? Subsequently, Toyota sent me a letter stating that they found nothing wrong with the accelerator on the date of inspection. The letter also stated "this incident was not a result of manufacture design or defect." Yet you are quoted as saying, when proposing the \$16.4 million dollar fine, "they knowingly hid a dangerous defect for months from U.S. officials and did not take action to protect millions of drivers and their families." My car was recalled for a stuck gas pedal, I had a stuck gas pedal and resulting crash, and they will not acknowledge it nor make amends.

What can a consumer in this situation do? I appreciate you taking the time to read my letter, and I hope that you might have some advice for one of the "little guys" just trying to purchase and drive a safe vehicle.

Thank you for your time.

[REDACTED]
North Kingstown, RI [REDACTED]

TOYOTA

Donald Beierschmitt
Direct Phone (310) 468-7517
Fax (310) 381-7356
Donald_Beierschmitt@toyota.com

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-4000

April 1, 2010

[REDACTED]
N. Kingston, RI [REDACTED]

RE: Date of Loss: November 18, 2009
 Vehicle: 2009 Toyota Camry
 Vin #: 4T4BE46KX9R [REDACTED]

Dear [REDACTED]

This letter will acknowledge our receipt of your recent letter with our Customer Relations Department in regards to the above referenced incident.

It was reported that your vehicle had an accident on November 18, 2009. It is reported that your vehicle suddenly accelerated forward into your garage.

As you are aware, your vehicle was inspected on March 8, 2010, at Tarbox Toyota. An inspection of the brake system, throttle system and floor mats was completed. The brake pads were of adequate thickness and the rotors were in good condition. The brake fluid was within normal limits and no fluid leaks were noted. The brake vacuum booster was tested and responded normally. The accelerator pedal was in good condition and moved freely with no hesitation or obstruction. The driver's side floor mat was secured with the retaining hooks, it did not interfere with the accelerator or brake pedal. Your vehicle was road tested at various speeds with several accelerating and braking maneuvers conducted and all systems performed properly with no unusual or unexpected reactions observed.

We are very sorry to hear about your unfortunate incident; however, our inspection determined that this incident was not a result of any type of manufacture design or defect. Thank you for allowing us to address your concerns.

Very truly yours,


Donald Beierschmitt
Toyota Motor Sales, U.S.A., Inc.

↓ your office states the recall was indicative of a defect

it was already repaired

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