

OCT 06 2010

[REDACTED]
Albany, N.Y., [REDACTED]
September 29, 2010

Mr. David Strickland
Administrator
National Highway Transportation Safety Agency
1200 New Jersey Ave., SE
West Building
Washington, DC 20590

Dear Mr. Strickland:

I own a 2006 Toyota Corolla CE. In August Toyota announced that 1.13 million 2005 through 2008 Toyota Corolla sedans and Matrix hatchbacks would be recalled for cracks in the engine control modules. On September 20th I called up my dealer, Northway Motor Car, 727 New Loudon Road, Latham, NY, 518-783-1951, and asked if they knew when I would receive my recall notice. The woman in the service department checked her computer and told me that there was no recall on my VIN.

I then called Toyota Customer Service, 1-800-331-8331, and the woman I spoke to there checked her computer and said that there was a recall. The case number is 1009201834. The call was made ca. 3:30 pm EDT. I recalled Northway Motor Car and spoke to the head of customer service, Ms. Amy Caiozzo. Ms. Caiozzo checked her computer and said that there was no recall for my VIN. She noted that Toyota often times will not tell dealers about recalls. This is a piss-poor way to run a business. Why should Toyota owners be forced to go to Toyota national headquarters to get accurate information on recalls? Why doesn't Toyota immediately feed the data in its computer systems to its dealers regarding recalls?

I went to your web site and filed a complaint about this. I received an email (case number NHTSA ID 247677) that said I should call the Hotline. Today I called the Hotline at ca. 2:15 pm EDT and got some guy. When I explained my problem, he said the following: (1) Toyota automatically sends such information to the dealers as soon as it is available; (2) the system that the dealers use is identical to the one that Toyota uses; (3) the dealer is giving me the run-around and (4) NHTSA doesn't deal with such problems.

I tried to explain to this guy that just because a company is supposed to do something doesn't mean that the company actually does it. He insisted that Toyota sends the information to the dealers as soon as it is available. I suggest you call Ms. Caiozzo and ask her if Toyota always sends her the information as soon as it is available. I would urge the NHTSA to issue a ruling that any car company that doesn't send such information to its dealers as soon as it becomes available be fined \$1,000/car for each VIN which is not sent immediately and automatically to the dealers.

NH
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TRW

Thank you for your cooperation.

Sincerely,





Albany, NY

ALBANY, NY 12208

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LIBERTY CLASS FOREVER

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Administrator

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