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INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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CL-10314357-3577

Randy Reed,
I am very disappointed with Toyota and ^{the} little concern that ^{was} given to my problems.

When the Toyota acceleration surfaced, I had already had a wreck. I reported this to the dealership in Meridian, John O'Neal Johnson. I was told that this 2008 Toyota was not on the recall list. I explained to the people that my car did as the others have and I wrecked it.

Toyota did ask me to return my car to be checked by a person from the headquarters. I made another trip to Meridian to hear this person tell me that there were no improper malfunctions detected.

I said to the person, "did you drive my car"? He replied by saying, yes.

I offered to leave the car so that they'd have time to check it out; but that was a no, no. The ~~a~~ bottom line was this 2008 Corolla ~~was~~ ^{was} not on the list of recalls.

The defect still exists. I'm making payments that run around \$400.00 a month.

The headquarters for Toyota wrote me a letter to let me know that my vehicle ^{was} functioning properly. I never

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agreed with the decision made.

I appreciate your concern about my complaint.

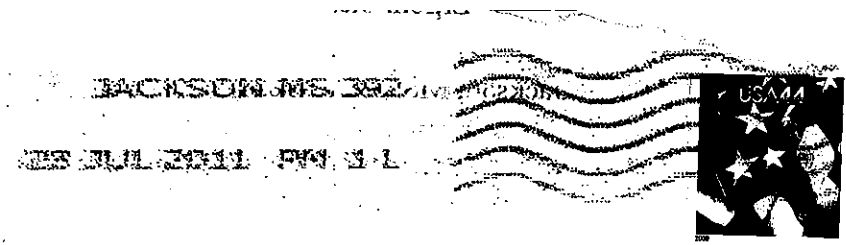
John O'Real Johnson (in Meridian) in Meridian was negligent in the manner that my concern was handled.

I would never recommend this dealership to anyone else.

Sincerely,

[Redacted Signature]

[Redacted]
Union MS



NHTSA
Office of Defects Investigation
1200 New Jersey Ave. SE
Washington, DC 20590

Attn: Randy Reed

