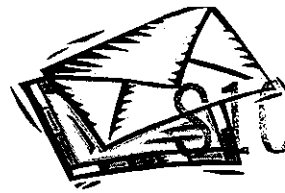


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Due Date: 3/2/2011

S10 #: SS10-110222-013

DOT/I #:

RMP #:

Subject: S10 DIRECT REPLY - LETTER FROM [REDACTED] TO THE SECRETARY RE TOYOTA BRAKING PROBLEMS

Ack Date:

Sign Office: SENIOR AA
VEHICLE SAFETY

Cleared Date:

File Loc:

Added By: BMILLINGS x65470

Ack By:

Signature: SMITH

Cleared By:

XREF File:

Modified By:

BERNADETTE.MILLINGS

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

[REDACTED]

[REDACTED]

PORT ORANGE, FL [REDACTED]

Tel: Fax: E-mail:

S10 Priority

RECEIVED - NHTSA
2011 FEB 23 P 26
ENGINEERING PROGRAMS

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	2/23/2011	3/2/2011	
NVS-010	INFORMATION	2/23/2011		2/23/2011
S10	INFORMATION	2/23/2011		2/23/2011

FEB 24 2011

S10 Priority

MC
02241
TW



Office of the Secretary of Transportation Executive Secretariat

Control number: S10-110222-013**Action office:** NHTSA**Document date:** 2/15/2011**Due date:** 3/2/2011**Author(s):** [REDACTED]**Subject:** Toyota Braking Problems**Action:** Direct Reply**Comments:**

Date	Action	Action by
2/23/2011	Folder Sent for Draft to Action Office: NHTSA for 'Direct Reply'.	AINGRAM
2/23/2011	Updated Folder Information.	AINGRAM
2/23/2011	Work Folder Assigned to NHTSA.	AINGRAM
2/23/2011	Folder Status Changed from: COMPLETED to: SCANNED.	AINGRAM
2/22/2011	Folder Processed for Appropriate Handling.	AINGRAM
2/22/2011	DIST: C1,S3,I1	AINGRAM
2/22/2011	Updated Folder Information.	AINGRAM
2/22/2011	Work Folder Assigned to NHTSA.	ABATTLE
2/22/2011	Incoming File Uploaded.	ABATTLE
2/22/2011	Control Number Created.	ABATTLE

Date	Note	Note by
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ES11-001247

February 15th, 2011

NHTSA Ray LaHood
Transportation Secretary
1200 New Jersey Avenue S.E.
Washington, DC 20590

To Whom it May Concern,

First of all I haven't had to write many letters of this sort, but thought you should know our opinion on this subject.

I am very disappointed in your Agency THE NHSTA. Your people are telling me in a nice way, that People in our age group, don't seem to know the difference between a brake pedal and a gas pedal. This could be called discrimination against all people in our age group. SHAME ON YOU.

After the second incident, that happened within six months, with the same automobile, a 2008 LEXUS 350, had a similar acceleration accident. Was this also blamed on age related again?? My wife and I know what really happened when we went into the car wash, on February 9th, 2010. I could not stop the vehicle, with both feet on the brake. The brakes did not work, nor did the air bags. My big question is WHY didn't they take this LEXUS off the market, when they were told what happened to it??

Your organization had to come up with an answer, and you did come up with an easy one. Too bad for the consumer again.

I know this letter will end up in file13, but when the file 13 bucket overflows, maybe you folks will start getting serious and help the people that are paying your salaries, besides Toyota. I felt in contacting your agency, that you were going to try to make sure all kinds of automobiles were safe for the American people to drive. I have my doubts.

In closing, I'm thankful that my wife and I were not seriously hurt, and very THANKFUL that I did not hurt or kill some innocent bystander.

Respectfully,

U.S.: Toyota defects mechanical

By KEN THOMAS
ASSOCIATED PRESS

WASHINGTON — The Obama administration's investigation into Toyota safety problems found no electronic flaws to account for reports of sudden, unintentional acceleration and other safety problems. Government investigators said Tuesday the only known cause of the problems are mechanical defects that were fixed in previous recalls.

The Transportation Department, assisted by engineers with

NASA, said its 10-month study of Toyota vehicles concluded there was no electronic cause of unintended high-speed acceleration in Toyotas. The study, which was launched at the request of Congress, responded to consumer complaints that flawed electronics could be the culprit behind Toyota's spate of recalls.

"We feel that Toyota vehicles are safe to drive," said Transportation Secretary Ray LaHood.

Toyota said in a statement that the report should "further reinforce confidence in the safety

of Toyota and Lexus vehicles" and "put to rest unsupported speculation" about the company's electronic throttle control systems, which it said are "well designed and well-tested to ensure that a real world, uncommanded acceleration of the vehicle cannot occur."

Officials with the National Highway Traffic Safety Administration said they reviewed consumer complaints and warranty data in detail and found that many of the complaints involved cases in which the vehicle acce-

lerated after it was stationary or at very low speeds.

NHTSA Deputy Administrator Ron Medford said that in many cases when a driver complained that the brakes were ineffective, the most likely cause was "pedal misapplication," in which the driver stepped on the accelerator instead of the brakes.

Toyota has recalled more than 12 million vehicles globally since late 2009 to address sticking accelerator pedals, gas pedals that became trapped in floor mats, and

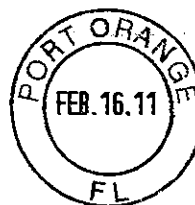
other safety issues. The recalls have posed a major challenge for the world's No. 1 automaker, which has scrambled to protect its reputation for safety and reliability.

Toyota said it was "focused on listening to our customers and constantly improving our products and service." Shares of the automaker climbed on the New York Stock Exchange following the news. Toyota shares were up more than 4 percent, to 88.94 in

SEE TOYOTA, PAGE 9A

Port Orange, FL

NETSA Ray LaHood
Transportation Secretary
1200 New Jersey Avenue SE
Washington, DC 20590



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