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U. S. Department
Of Transportation

APR 23 2013

National Highway
Traffic Safety
Administration

March 22, 2013

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation,
Enforcement

Re: NVS-216ech
Ref. No. 10328519
Original Complaint 4-20-2010

Dear Sir:

Thank you for your 6-3-2011 letter responding to my correspondence you received in 5-2010 regarding our 2008 Toyota Corolla.

I have written a letter to The Federal Trade Commission (copy enclosed) at CRC-240, Washington, DC, 20580, as you stated their jurisdiction over remuneration matters. However, our loss of money resulted from an **extremely unsafe** defect - that is, unintended acceleration which occurred twice within **two months**. As you notice from my original letter, the first incident happened with my grand-daughter in the front seat of the car. On the second occurrence I was alone in the car and terrified.

We brought the car to our dealer, Moore Automotive; a regional Toyota dealer, Gale Toyota; and have corresponded with Toyota, the Better Business Bureau, Consumer Protection Dept., the Attorney General, Fox News and my Senator Dodd and Congressman Courtney. I have followed their suggestions for inspections and being **urged to park the car and not drive it any longer** -- which I did. I sat in my yard for **six months**. (Correspondence copies are enclosed)

Toyota wanted me to claim the Lemon Law. I felt the problem was not a random occurrence that the Lemon Law indicated, so did not agree. The following statements did not apply to my newly purchased, paid-in-full, 14-month old **new** car -- either:

1. No debts were rolled into the purchase of the Toyota;
2. No after-market equipment was added to the vehicle after date of purchase;
3. No maintenance with Toyota or non-Toyota repair facility occurred;
4. No accidents involving this Toyota occurred.

Toyota stated that floor mat interference would affect drivability and that an inspection of the car may be conducted. An inspection was requested, sent by FedEx on 8-16-2010 and again on 9-2-2010. I was out of the state at the time these mailings were received. By this time, approximately one year after the two incidents, we heard about the inspection of the car.

The Attorney General Blumenthal instructed us to take our car to a local dealership. In 5-2010 this 2008 Toyota Corolla, was not included in a recall list. We went to Gale Toyota in Enfield where we were informed of this fact. Toyota's Service Manager, Jim, talked with us about the close location of the brake and gas pedals and suggested that this could have been a "driver error". He shared a method of correction if this ever happened again, of shifting into neutral to correct the problem. Why would this type of maneuver be necessary if unintended acceleration was not a problem with the 2008 Toyota Corolla?

NM
4 25 13
SMD

Page 2

Randy Reid, Chief

Jim also stated that this was not a problem year and that if we could show him that anything concrete had caused the problem, they would take care of it. This also was not a black box model. Jim told us that some models had had an electronic chip replacement. Again, why would this be necessary if no problem existed? After an hour of discussion, we left Gale Toyota with no relief of our problem--- a new car I was terrified to drive!!!

Please refer to my May 21, 2010, letter from Joe Courtney, Congressman. In the second paragraph he refers to an investigation by the National Highway Traffic Safety Administration of problems with gas pedals (unintended acceleration) of certain models. Toyota was fined \$16.4 million for failure to promptly notify the public of the potential safety concern. I am very fortunate to have survived two such incidents.

Also, please refer to my letter of March 20, 2013, to The Federal Trade Commission regarding additional remuneration information and loss.

Thank you for any assistance you may give us in retrieving some of the damage we have incurred. Any help will be greatly appreciated.

Your work load in 2010 sounded unbelievable. Good luck in making your way through!!

Sincerely yours,

A large black rectangular redaction box covers the signature area. A small handwritten mark, possibly a 'D', is visible above the redaction.

Encs.

cc: Richard Blumenthal, Attorney General
Better Business Bureau, Complaint #98514994
Joe Courtney, Congressman
Toyota Motor Sales



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

June 3, 2011

[Redacted]
Tolland, CT [Redacted]

NVS-216ech
Ref. No. 10328519

Dear [Redacted]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation regarding your model year 2008 Toyota Corolla. Due to the unprecedented increase in the number of correspondence received by this office last year for the Toyota unintended acceleration recalls our limited resources were overwhelmed and we are now just getting to your letter. In 2010, NHTSA received over 66,000 complaints which is a significant increase over the 36,000 complaints we received as an annual average from 2005 to 2009. Please accept our apologies for this delay in responding. You can be assured that your complaint will be considered along with other complaints for future defect investigations and to identify safety-related defect trends.

If your letter concerned a problem you encountered with a motor vehicle or motor vehicle equipment, we appreciate the report you provided. If your problem still remains unresolved at this time, we would appreciate an updated report of your problem. If you desire to send another letter, please indicate that you sent your original complaint in 2010 to ensure we expedite our review and send an appropriate response if warranted. You can also file complaints on line at www.nhtsa.dot.gov/ivoq. *Bev. update*

If your letter is requesting motor vehicle or motor vehicle equipment information, we recommend that you visit our Internet web site at www.safercar.gov. This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. You may also contact our toll-free Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236). The NHTSA Executive Summary and NHTSA Full Report for the NHTSA-NASA investigation on unintended acceleration in Toyota vehicles can be located online at www.nhtsa.dot.gov. *X*

If your letter concerns a service problem or request for reimbursement, this type of complaint does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, and the Office of Attorney General in your State regarding your problem. In addition, the Federal Trade Commission (FTC) has

done

done

[Redacted]
Write done 3-20-13

jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

The Federal Trade Commission
CRC-240
600 Pennsylvania Ave. NW
Washington, DC 20580

March 20, 2013

Re: Red, 2008 Toyota Corolla, Paid-in-full at purchase.
VIN 2T1BR32E08C [REDACTED]
Engine 4-1794 1.8L 1ZZ-FE
Owners: [REDACTED]
and [REDACTED]

Gentlemen:

I would like to introduce my husband and myself: [REDACTED] of [REDACTED]
[REDACTED] Tolland, Connecticut, [REDACTED]

The National Highway Traffic Safety Administration has referred me to your organization in answer to remuneration requests for our 2008 Toyota. Unintended acceleration caused two near-death experiences, occurring three months apart, in the above-named Toyota.

I have been corresponding with the following persons and organizations since April, 2010:

Toyota Headquarters	Joseph Courtney, Congressman
National Highway Transportation Safety Dept.	Fox News
Moore Automotive (retailer)	Better Business Bureau
Joseph Lieberman, Senator	Richard Blumenthal, Attorney General
Christopher Dodd, Senator	Steven Wozniak, Apple, Inc. (same problem)
Consumer Protection Dept.	Gale Toyota, Enfield (viewed Toyota)

Enclosed please find copies of all correspondence.

Fourteen months from purchase, the first incident of unintentional acceleration occurred with my grand-daughter in the front seat, see my letter dated 4-20-2010. Two months later in the second dangerous incident the Toyota dragged me into a 4-way intersection with traffic on all sides. I had severe heart pain at that time and I **never** drove the Toyota again. Finally, six months later, we made the decision to replace this vehicle. In May 2010, we traded the Toyota, receiving \$8,375 as a trade-in allowance for a car purchased for \$16,076.70.

We were not able to pay for the replacement vehicle in full at the time of purchase as we had done with the Toyota and have incurred a great deal of additional expense, such as:

- Dealer Conveyance fee
- Registration and title fee
- Sales tax
- Greenhouse gas reduction fee
- Finance charges for 5 years
- Crowley document fee
- Service Contract

For an additional \$5,293.20.

Thank you for your time and consideration in rectifying our predicament. We lost a great deal of money due to no fault of our own. Thank you for responding to us when you carry such a tremendous work load.

Sincerely yours
[REDACTED]

cc: Richard Blumenthal, Atty Gen.; Better Business Bureau, Compl.#98514994; Joe Courtney, Congressman,
Toyota Motor Sales

4-10-2010

Toyota Customer Assistance Center

I would like to introduce my husband and myself. [REDACTED]
Tolland, Connecticut, [REDACTED]

Original complaint
sent to Toyota
& CC: on
4-10-2010

In July, 2008, we purchased a red, 2008 Toyota Corolla: V [REDACTED], engine 4-1794 1.8L
1ZZ-FE.

In September, 2009, I, [REDACTED] experienced an incident where the gas acceleration would not lessen when I stepped on the brake to stop at a stop sign when exiting Interstate Highway #84 in Willington, Conn. The engine continued to pull the car into the oncoming traffic in front of me. I was able to keep from rolling out too far and the oncoming car passed right in front of my bumper. My granddaughter was riding in the front seat of the car.

On November 4, 2009, while driving down Route #74 in Willington, Conn., I approached a 4-way intersection with Route #32. I tried to brake down to stop at this red light. As the weight of the car and downward slant of the road added to my problem, the Corolla kept pulling me into the intersection. I stepped on the brake with BOTH feet, using the steering wheel for leverage, and finally got the car to stop out in the middle of the intersection UNDER the overhanging traffic light. The engine ran at a very HIGH ACCELERATION as I literally stood on the brake pedal. Traffic in the other three lanes were driving around me while I sat in the middle of the 4-way intersection. One pickup truck driver was leaning out of his truck absolutely furious at where I had finally gotten the vehicle to stop.

I literally prayed for the red light to change, and reached for the shifting lever to pull it into neutral but decided not to-- as without ANY power connection to the wheels, I would remain in the middle of all four lanes of traffic. I was terrified as to what the engine would do when I released the brake -- have NO control or explode. I had no choice but to move so I took my feet off the brake and the engine shifted down, making a LOUD clunk to driving speed.

I was very fortunate to 1) have no vehicles in front of me causing me to crash into them at the light, and 2) have no other drivers in the other lanes drive through the intersection on their green light ---and hit me broadside. If you had been driving this car, with YOUR OWN life in jeopardy, you might feel my panic and fear!!! I experienced strong chest pain.

My husband brought the Corolla to Moore Automotive at 1246 Hartford Turnpike, Vernon, Conn., 06066, the next morning where the whole incident was considered a problem with the floor mat. Neither the floor mat nor the gas pedal caused my situation. Something electronic was seriously malfunctioning and caused the engine to accelerate with my foot --and feet firmly on the brake.

We now have a 2008 car we have driven for only a little over a year with no way of knowing when our lives will be put in danger again. The next incident may take our lives. Our Corolla has less and less value and is not a recall year. We have used a great deal of money for a car that could kill us or others. We have no choice but to request a refund of our investment.

Sincerely yours,

[REDACTED]

CC: Toyota Headquarters
National Highway Transportation Safety Dept.
Moore Automotive
Joseph Lieberman, Senator
Christopher Dodd, Senator

Joseph Courtney, Congressman
Fox News
Better Business Bureau
Richard Blumenthal, Attorney General
Steven Wozniak, Apple, Inc.



Recall Information:

We recognize you may have experienced lengthy wait times when calling our Customer Experience Center. We apologize for this. Listed below is all the information our Customer Experience representatives are providing to customers.

Is your vehicle affected?

Vehicles recalled—click on your vehicle:

- | | |
|--------------------------------------|-----------------------------------|
| 2006-2010 Avalon | 2009-2010 FJ/CR |
| 2007-2010 Camry | 2009-2010 Sequoia |
| 2006-2010 Corolla | 2009-2010 Tacoma |
| 2006-2010 Highlander | 2007-2010 Tundra |
| 2009-2010 Matrix | 2009-2010 Venza |
| 2004-2008 Prius | |

Read all the latest information on the recall:
[Toyota FAQs](#) [Toyota Pressroom](#)

What we're doing:

Recently, Toyota announced two voluntary safety recalls that cover some of its models. Both recall campaigns address conditions related to the accelerator pedal. The first recall, "Floor Mat Entrapment," regards the potential for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal and cause it to get stuck in the wide-open position.

The second recall, "Pedal," is being conducted because there is a possibility that certain accelerator pedal mechanisms may mechanically stick in a partially depressed position or return slowly to the idle position.

As part of the recall campaign, new car sales of vehicles subject to the pedal recall have been temporarily suspended until the problem is remedied.

In addition, we've temporarily halted production at some of our North American plants to focus our resources on remedying the vehicles we've recalled. Why have we taken this unprecedented action? Because it's the right thing to do for our owners.

Is your Toyota subject to one or both of the recalls? Select your model from the list at left to learn whether either or both of these recalls apply to your Toyota vehicle and what you should expect regarding the recall remedies.

If you have additional questions or concerns that have not been addressed here, please contact the Toyota Customer Experience Center at 1-800-331-4331. The Toyota Customer Experience Center hours are: Mon.–Fri. 5:00 am-6:00 pm PST, Sat. 7:00 am-4:00 pm PST.



Toyota Motor Sales, U.S.A., Inc.
New York Regional Office
16 Henderson Drive
West Caldwell, NJ 07006
973 575-7600

May 12, 2010

[Redacted]
Tolland, CT [Redacted]

Re: VIN: 2T1BR32E08C [Redacted]
Vehicle's Year and Model: 2008 COROLLA

Dear [Redacted]

Toyota Motor Sales, U.S.A., Inc. ("TMS") received a letter from you on 05/10/2010, seeking relief under the Connecticut Lemon Law. Your request has been forwarded to me at our New York Regional office to ensure efficient handling and a prompt response.

We understand that you seek Lemon Law relief based on following concerns:

- 1. Driveability - Floor Mat Interference **NO**

If this is not an accurate description of your concerns, please contact us immediately.

We will also need to review the following information which you may have in your possession:

- 1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle;
- 2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle;
- 3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase;
- 4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota repair facilities; and,
- 5. Legible copies of any and all documents relating to any accidents involving the vehicle.

Please send this information to the following address:

Toyota New York Regional Office
16 Henderson Drive
West Caldwell, NJ 07006

In the meantime, we will compile our records on this matter. Depending on the underlying facts, we may want to conduct an inspection of your vehicle.

Because Toyota values retaining you as a customer, we would like to inform you that the National Center for Dispute Settlement (NCDS) program is available to you. This program is part of Toyota's commitment to provide its customers with an impartial non-affiliated organization to promptly and equitably resolve their concerns. To obtain more information about this process please contact the Toyota National Customer Assistance Center at 1-800-331-4331, Monday through Friday, 6:00 a.m. to 6:00 p.m., Pacific time.

We appreciate the opportunity to lend our assistance. Please be assured that we will be contacting you after our investigation is completed with hopes of amicably resolving this matter.

Sincerely,

Toyota Customer Satisfaction

cc: - Toyota New York Office



Toyota Motor Sales, U.S.A., Inc.
New York Regional Office
16 Henderson Drive
West Caldwell, NJ 07006
973 575-7600

August 16, 2010

[Redacted]
Tolland, CT [Redacted]

Re: VIN: 2T1BR32E08C [Redacted]
Vehicle's Year and Model: 2008 COROLLA

Dear [Redacted]

Toyota Motor Sales, U.S.A., Inc. ("TMS") is in receipt of your correspondence, dated 05/10/2010 wherein you are seeking relief under the Connecticut Lemon Law. This letter has been forwarded to me at our New York Regional office to ensure efficient handling and a prompt response.

We understand that you seek Lemon Law relief based on following concerns:

- 1. Driveability - Throttle Response

If this is not an accurate description of your concerns, please contact us immediately.

We will also need to perform an inspection of your vehicle. Our Field Technical Specialist is available to inspect your vehicle on the following dates:

- 1. September 24, 2010
- 2. September 26, 2010

*Incidents approx. 1 yr ago.
9-29-2010
Contacted by Nick Antinello to inspect
Sold date: 5-11-2010*

If any of these dates are convenient for you, please contact me immediately so arrangements can be finalized. Alternate transportation will be provided during the time of the inspection and repairs, if needed. If the dates are not convenient for you, please contact me immediately to discuss alternative dates.

We appreciate the opportunity to lend our assistance and look forward to hearing from you soon.

Sincerely,

Hanna M. Diver
Toyota Customer Satisfaction
(973) 882-6226

*1 year after
incidents
in 2009*



*Nick spoke to
9-29-10*

*Antinello
Field Tech Specialist
'08 Corolla*

*8-23
4:16*

Happy Holidays

973-439-2605

S.A., Inc.

September 2, 2010

[Redacted]
Tolland, CT [Redacted]

Re: 2008 Toyota Corolla
2T1BR32E08C [Redacted]

Dear [Redacted]

We received your recent letter and understand your concerns about the recent reports of the potential risk of unintended acceleration in certain Toyota and Lexus vehicles. The safety of our owners and the public is Toyota's utmost concern. There is a considerable amount of misinformation in the media and on the internet regarding Toyota vehicles and unintended acceleration. Accurate information regarding this issue can be found at www.toyota.com.

*source: 1
incident in 2009, Sept. 1st*

The 2008 Corolla is not involved in the floor mat or accelerator pedal recall campaigns. We understand your concern about your vehicle, but you can be assured that nothing is more important to Toyota than the safety and satisfaction of our customers. We must decline your request to have your vehicle repurchased.

If you have further questions, please visit www.toyota.com or contact the Toyota Customer Experience Center at 1-800-331-4331.

Sincerely,

Hanna M. Diver

Hanna M. Diver
Customer Relations Specialist

United States Senate

WASHINGTON, DC 20510-0703

September 1, 2010

[REDACTED]
Tolland, CT [REDACTED]

Dear [REDACTED]

Thank you for taking the time to contact me. I want you to know that I appreciate your thoughtful comments.

I hope you will continue to visit my website at <http://lieberman.senate.gov> for updated news about my work on behalf of Connecticut and the nation. Please contact me if you have any additional questions or comments about our work in Congress.

Sincerely,

Joseph I. Lieberman
UNITED STATES SENATOR

JIL:rbg

COMMITTEES:

ARMED SERVICES

SUBCOMMITTEES:
READINESS

SEAPOWERS AND EXPEDITIONARY FORCES

EDUCATION AND LABOR

SUBCOMMITTEES:
HIGHER EDUCATION

HEALTH, EMPLOYMENT, LABOR, AND PENSION



Joe Courtney

Congress of the United States

2nd District, Connecticut

May 21, 2010

WASHINGTON OFFICE:

215 CANNON HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
P (202) 225-2676
F (202) 225-4977

DISTRICT OFFICE:

101 WATER STREET, SUITE 301
NORWICH, CT 06360
P (860) 886-0139
F (860) 886-2974

77 HAZARD AVENUE, UNIT J
ENFIELD, CT 06082
P (860) 741-6011
F (860) 741-6038

[REDACTED]
Tolland, CT [REDACTED]

Dear [REDACTED]

Thank you for contacting me regarding your concerns with vehicle safety. I appreciate your comments and having the benefit of your views.

I share your concerns for the safety of motorists throughout Connecticut and the nation. Since November, Toyota has recalled more than 9 million vehicles in order to address safety concerns ranging from sticking accelerator pedals to spare tire cables. As you are aware, approximately 2.3 million of these vehicles were recalled in late January when it was discovered that certain models were at risk for unintended acceleration. During an investigation by the National Highway Traffic Safety Administration, regulators received 70,000 pages of documents from Toyota regarding the potential problems with the gas pedals of certain models. As a result of this investigation, Toyota was fined \$16.4 million, the largest financial penalty ever imposed on an automaker by the United States, for failure to promptly notify the public of the potential safety concern.

It is clear that greater vehicle safety standards are necessary to ensure the safety of Americans on the road. Recently, there have been several Congressional hearings regarding auto safety and the growing need for new regulations to protect American motorists. On February 24, 2010, the Committee on Government and Oversight Reform hosted a hearing on examining safety issues with Toyota vehicles. Entitled "Toyota Gas Pedals: Is the Public at Risk?," this hearing examined the response to the recall of millions of Toyota vehicles and attempted to gain a better understanding of the nature of the sudden acceleration problem in Toyota vehicles. Further information on the hearing can be found on the Committee on Government and Oversight Reform's website at http://oversight.house.gov/index.php?option=com_content&task=view&id=4798&Itemid=2.

Again, thank you for sharing your views on this issue with me. Should you have any additional comments or suggestions, please do not hesitate to contact me in the future. For more information on my work in Congress, please visit my website at courtney.house.gov and sign up for my e-newsletter at courtney.house.gov/forms/emailsignup. You can also connect with me at [facebook.com/joecourtney](https://www.facebook.com/joecourtney) or receive updates from twitter.com/connecticutjoe.

Sincerely,


JOE COURTNEY
Member of Congress

COMMITTEES:

ARMED SERVICES

SUBCOMMITTEES:
READINESS

SEAPOWERS AND EXPEDITIONARY FORCES

EDUCATION AND LABOR

SUBCOMMITTEES:
HIGHER EDUCATION

HEALTH, EMPLOYMENT, LABOR, AND PENSION



Joe Courtney
Congress of the United States
2nd District, Connecticut

WASHINGTON OFFICE:

215 CANNON HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
P (202) 225-2076
F (202) 225-4977

DISTRICT OFFICE:

101 WATER STREET, SUITE 301
NORWICH, CT 06360
P (860) 886-0139
F (860) 886-2974

77 HAZARD AVENUE, UNIT J
ENFIELD, CT 06082
P (860) 741-6011
F (860) 741-6036

June 4, 2010^M


[REDACTED]
Tolland, CT [REDACTED]

Dear [REDACTED]

Thank you for contacting and informing my office regarding the concerns you are having with a dealership and recalled car. As a Federal Representative, I only have jurisdiction to handle issues relating to federal agencies and federal regulations. Your initial contact with the Attorney General Richard Blumenthal should be able to assist you with your concerns.

I hope this issue will be resolved in a timely matter. Again, thank you for contacting my office and please feel free to do so again in the future.

Best Wishes,


JOE COURTNEY
Member of Congress

BBB of the Southland
P.O. Box 970
Colton, CA 92324

March 25, 2010

Re: Case # 84068664: Toyota Motor Credit Corporation
Letter dated: 4-15-2010
BBB in Wallingford, CT 06492
94 South Turnpike Road
Signor: Patricia D. Sturm
Support Manager, Inquiry/Complaint Dept.

Second and Active Case # 98514994: Toyota Motor Sales U S A, Inc.
Letter dated: 4-20-2010
BBB in Colton, California 92324-0814
315 North La Cadena Drive, P.O. Box 970, Complaint Department

Gentlemen:

Thank you for your response of May 5, 2010 referring my letter to the Colton, California BBB office. In order to update the activity on my case #98514994, Toyota responses are dated 5-12-2010, 8-16-2010 and 9-2-2010.

BBB Correspondence dated:

- 4-15-2010: Referred to BBB of Southland, Colton, CA 92324-0814
- 4-20-2010: Given new Complaint #98514994- Toyota Motor Sales U S A, Inc.
Complaint sent to Toyota. Toyota has all details of my complaint in my original letter dated 4-10-2010.
- 5-20-2010: In response to this letter,
Toyota Informed me:
 - this model not on recall list.
 - wanted me to seek the Lemon Law. I felt the problem was not a one-car problem, so did not agree to this request.
 - suggested inspection of our vehicle. Inspection notification received 8-16-2010 and 9-2-2010. Toyota unused for 6 months. Sold on 5-11-2010.
 - Toyota letter dated 9-2-2010: 1. Stated media misinformation. 2. Our Toyota year not on recall lists. 3. Declined any Remuneration action.
- 6-1-2010: Our complaint has not been settled. Because our Toyota year was not on a recall list we have repeatedly hit a "brick wall" in our request for remuneration. Toyota refuses to acknowledge that my car almost killed me.
- 6-15-2010: Thank you for your time in dealing with my complaint. I do not understand the fact that you cannot pursue my complaint further. Is this matter out of your area? Thank you for completing the complaint details on your form. I wanted to complete our communications with your business and inform you where we stand at present in dealing with the loss of our Toyota.

Sincerely yours,

Encs.

cc: National Highway Transportation Safety Dept.
Better Business Bureau
Federal Trade Commission
Joe Courtney, Congressman



Better Business Bureau, Inc.
94 South Turnpike Road
Wallingford, CT 06492
Tel: (203) 269-2700 Fax: (203) 294-3694

April 15, 2010

[REDACTED]
Tolland, CT [REDACTED]

RE: Case # 84068664: Toyota Motor Credit Corporation

Thank you for contacting your BBB. It appears however, that the business your complaint refers to is located or headquartered outside of our service area.

We have forwarded your case to your BBB that services the area where the business is located.

Please contact the following BBB for further info regarding your complaint:

BBB of the Southland
P O Box 970
Colton, CA 92324
909 825-7280
info@labbb.org
la.bbb.org

Sincerely,

Patricia D. Sturm
Support Manager, Inquiry/Complaint Dept.
BBB Complaint Department

THE BETTER BUSINESS BUREAU®

315 NORTH LA CADENA DRIVE

POST OFFICE BOX 970

COLTON, CALIFORNIA 92324-0814

TELEPHONE (909) 825-7280

FACSIMILE (909) 825-6246

WWW.LA.BBB.ORG

SERVING LOS ANGELES,
ORANGE, RIVERSIDE AND SAN
BERNARDINO COUNTIES

CALIFORNIA OFFICES:

COLTON
PLACENTIA
CULVER CITY
RESEDA
LONG BEACH

April 20, 2010

[REDACTED]
Tolland, CT [REDACTED]

Re: Complaint #98514994 - Toyota Motor Sales U S A, Inc.

This is to let you know that we have sent your complaint to the company for a response, which is the first step in our complaint resolution procedure. We will notify you of the company's response as soon as we receive it, but please allow at least 14 days to hear from us. In the meantime, if the company should contact you directly, please let us know. You may do this online or by fax or mail, using the contact information on this letterhead. If you have any questions, please call us.

To check on the status of your complaint or submit a rebuttal to the company's response, please follow the instructions below.

1. Go to the Single Complaint View/Update page.
<http://www.la.bbb.org/ComplaintSingle.aspx>
1. Enter Complaint ID
2. Enter your last name
3. Click on "Consumer" button round button
4. Click on "Complaint Details" button.

If the hyperlink above is broken, you may access this by going to our home page, <http://www.la.bbb.org>, click on the "Consumer" button under the "File a Complaint" heading.

Thank you for using the Better Business Bureau.

p.s. Do you know if you just want to let others know about your good or bad experience and aren't seeking a specific result, you should join our *TrustLink Community*. You can write reviews, see what others have said, connect with friends, and check out BBB Reliability Reports. Visit www.trustlink.org and link up!

POST OFFICE BOX 970
COLTON, CALIFORNIA 92324-0814

TELEPHONE (909) 825-7280

FACSIMILE (909) 825-6246

WWW.LA.BBB.ORG

SERVING LOS ANGELES,
GRANGE, RIVERSIDE AND SAN
BERNARDINO COUNTIES

CALIFORNIA OFFICES:

COLTON
PLACENTIA
CULVER CITY
RESEDA
LONG BEACH

May 20, 2010

[REDACTED]
Tolland, CT [REDACTED]

Re: Response to your complaint

We are enclosing the company's response to your complaint.

What a company does to resolve complaints is part of the information we report to the public on individual companies. To be certain that our report on this company is accurate, we need your confirmation that this complaint has been settled. Would you take a minute to tell us about your satisfaction or dissatisfaction with the response? You may do this online or by fax or mail, using the contact information on this letterhead. Also, if you have any questions, please call us.

If we do not hear from you within the next seven days, we will assume you have accepted the company's offer or explanation and are satisfied with it, and we will close our file. However, please feel free to contact us again if the company has made an offer to settle your complaint and fails to perform accordingly.

Thank you for using the Better Business Bureau.

Complaint Dept.
BBB of the Southland, Inc.

p.s. Have you visited our TrustLinkSM website where you can write your own reviews, post compliments, see what others have said about a business, connect with friends, and link to BBB Reliability Reports? We look forward to seeing you in our TrustLink Community! www.trustlink.org

1-2013
Baird
1-2013

BBB Better Business Bureau
Company's Response

For BBB Use Only
Company ID: 13022092
Complaint ID: 98514994

COMPLAINT DEPARTMENT
P.O. BOX 970
COLTON, CA 92324
PHONE: (909) 835-6064 FAX: (909) 825-6246

Customer Information
 Tolland, CT Phone: Fax:

Company Information
Toyota Motor Sales U S A, Inc. 19001 South Western Avenue Suite WC11 Torrance, CA 90509-2991 Phone: (800) 331-4331 Fax: (310) 381-5247

Company's Response To Your Dispute

Please accept our apologies for this situation and we regret any inconvenience you may have been caused. Our Claims Department is currently reviewing your case and will respond in writing within 30 days.

If you are not satisfied with the company's response, please tell us why.

Please provide us with your email address so that we may send future correspondences to you this way.

Email address: _____

Please provide the following information if you have not already done so:

Fax Number: _____

From our website, you may view the details of your complaint, including the other party's response, and submit your own responses through our complaint process.

THE BETTER BUSINESS BUREAU®

315 NORTH LA CADENA DRIVE
POST OFFICE BOX 970

COLTON, CALIFORNIA 92324-0814

TELEPHONE (909) 825-7280

FACSIMILE (909) 825-6246

WWW.LA.BBB.ORG

SERVING LOS ANGELES,
ORANGE, RIVERSIDE AND SAN
BERNARDINO COUNTIES

CALIFORNIA OFFICES:

COLTON
PLACENTIA
CULVER CITY
RESEDA
LONG BEACH

6/1/2010

[REDACTED]
Tolland, CT [REDACTED]

Re: Complaint #98514994 - Toyota Motor Sales U S A, Inc.

Previously, we sent you a letter concerning the company's reply to your complaint. Since we have not received a response from you, we may assume that you are satisfied with the company's response, but we would prefer to hear from you directly.

To review your complaint visit the "For Consumers" section of our website at www.la.bbb.org. You will need your complaint # to access the complaint. If you would like to file a rebuttal or if the company fails to provide the offered remedy you may email us at info@labbb.org or by fax at (909) 825-6246 or by mail.

What a company does to resolve complaints is part of the information we report to the public on individual companies. To be certain that our report on this company is accurate, we need your confirmation that your complaint has been settled. *no*

Thank you,

The Better Business Bureau

p.s. Thank you for using your BBB for assistance with your complaint. Next time, if you just want to let others know about your experience and don't need a specific result, you should join our *TrustLink Community*. You can write reviews, see what others have said, connect with friends, and check out BBB Reliability Reports. Visit www.trustlink.org and link up!

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SERVING LOS ANGELES,
ORANGE, RIVERSIDE AND SAN
BERNARDINO COUNTIES

CALIFORNIA OFFICES:

COLTON
PLACENTIA
CULVER CITY
RESEDA
LONG BEACH

June 15, 2010

[REDACTED]
Tolland, CT [REDACTED]

Re: BBB Complaint

Thank you for letting us know that you are dissatisfied with the company's response to the complaint. Unfortunately, we cannot pursue the complaint further and accordingly, we have closed the complaint. We want you to know that your complaint will remain in our files and will be considered in our rating and report we provide to the public about this company.

Thank you for bringing your concern to us. Please contact us if we can assist you in the future.

BBB of the Southland, Inc.

wly

✓



Better Business Bureau Complaint Details

COMPLAINT DEPARTMENT
P.O. BOX 970
COLTON, CA 92324
PHONE: (909) 835-6064 FAX: (909) 825-6246

For BBB Use Only

Company ID: 13022092

Complaint ID: 98514994

Customer Information

[REDACTED]
Tolland, CT [REDACTED]
Phone:
Fax:

Company Information

Toyota Motor Sales U S A, Inc.
19001 South Western Avenue Suite WC11
Torrance, CA 90509-2991
Phone: (800) 331-4331
Fax: (310) 381-5247

Complaint Description

In September 2009, I experienced an incident where the gas acceleration would not lessen when I stepped on the brake to stop at a stop sign. The engine continued to pull the car into the oncoming traffic in front of me. On November 9, 2009 while driving I tried to brake down to stop at this red light. The Corolla kept pulling me into the intersection. I stepped on the brake with both feet, using the steering wheel for leverage, and finally got the car to stop out in the middle of the intersection. The engine ran at a very high acceleration as I literally stood on the brake pedal.

My husband brought the Corolla to Moore Automotive at 1246 hartford Turnpike, Vernon, Conn, 06066, the next morning where the whole incident was considered a problem with the floor mat. Neither the floor mat nor the gas pedal caused my situation. Something electronic was seriously malfunctioning and caused the engine to accelerate with my foot-and feet firmly on the brake. We now have a 2008 car we have driven for only a little over a year with no way of knowing when our lives will be put in danger again. Our Corolla has less and less value and is not a recall car. We have used a great deal of money for a car that could kill us or others.

Customer's Desired Settlement

We have no choice but to request a refund of our investment.

Company's Response

Please accept our apologies for this situation and we regret any inconvenience you may have been caused. Our Claims Department is currently reviewing your case and will respond in writing within 30 days.

Customer's Rebuttal

We were referred to the Service Manager, Jim, for information. In examining our car, he verified that the floor mat was secure and stated that he felt that the brake and gas pedal were too close to each other causing the probability that both could have been stepped on at the same time causing probable driver-error. The dealership had received no evidence that anything had been identified as a problem with our model. There is no black box in this model. He demonstrated how the shifting stick could be bumped into neutral with the gas pedal to the floor in case it ever happened again. Why would this technique be necessary if the model was safe to drive?
My claim has not been validated by other accidents or deaths, so is not considered valid. I still strongly feel there is an electronic problem with the car. The Service Manager said that some recalls have had an electronic clip replacement as part of their recalls.

No changes in our Toyota will be considered by the dealership so we have a new, dangerous, unsafe vehicle, with less and less return value which we have paid for in full and experience terror if driven. I have still not driven this car since the second incident.

Company's Final Response

Toyota Motor Sales, U.S.A., Inc. ("TMS") received a letter from you on 05/10/2010, seeking relief under the Connecticut Lemon Law. Your request has been forwarded to me at our New York Regional office to ensure efficient handling and a prompt response. We understand that you seek Lemon Law relief based on following concerns: *no*

wrong
Y.M.S.
?

1. Driveability - Floor Mat Interference If this is not an accurate description of your concerns, please contact us immediately. We will also need to review the following information which you may have in your possession:
1. Legible copies of any and all documents relating to the purchase or lease of the subject vehicle;
 2. Legible copies of any and all documents relating to any prior debts which were rolled into the purchase price or lease terms of this vehicle;
 3. Legible copies of any and all documents relating to the purchase and installation of any after-market equipment added to the vehicle on or after the date of purchase;
 4. Legible copies of any and all maintenance records for the subject vehicle, including non-Toyota repair facilities; and,
 5. Legible copies of any and all documents relating to any accidents involving the vehicle. *none*

Additional Information	
Date Problem First Occurred:	<i>1- September, 2009 2- November, 2009</i>
Product or Service:	<i>Product Quality</i>
Model Name or Number:	<i>2008 Toyota Corolla</i>
Date Purchased:	<i>4-20-2008, pd. in full</i>
Order Number:	<i>2T1BR32E08c [REDACTED]</i>
Amount In Dispute:	

RICHARD BLUMENTHAL
ATTORNEY GENERAL



55 Elm Street
P.O. Box 120
Hartford, CT 06141-0120

Office of The Attorney General
State of Connecticut

Tel: (860) 808-5400
Fax: (860) 808-5387

April 15, 2010 ✓

[REDACTED]
Tolland, CT [REDACTED]

Dear [REDACTED]

I very much appreciate your letter bringing your concerns and questions to my attention. My staff will review your letter and will contact you as soon as possible.

We hope to help address these issues, and will do everything possible within our legal authority to assist you.

Your inquiry, recorded as **Public Inquiry #348408**, has been assigned to the **Consumer Protection Department** within the Attorney General's Office. The phone number for this department is **(860) 808-5400**.

Again, thank you for contacting my office. If you wish to provide any additional information relating to your letter, please refer to the Public Inquiry number indicated above.

Very truly yours,

Richard Blumenthal
Attorney General

✓

RICHARD BLUMENTHAL
ATTORNEY GENERAL



MacKenzie Hall
110 Sherman Street
Hartford, CT 06105-2294

Office of The Attorney General
State of Connecticut

April 22, 2010

VIA U.S. MAIL

[REDACTED]
Tolland, CT [REDACTED]

Re: Toyota Recall Inquiry

Dear [REDACTED]

We write to respond to your recent inquiry regarding Toyota's recall of several models of cars, trucks and SUVs due to potential accelerator pedal problems.

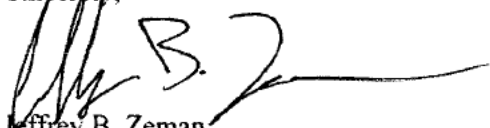
Our office is very concerned about this issue, and we are working to ensure both that the recalled vehicles are repaired quickly and that consumers are provided with accurate, complete and up to date information. To this end, the Attorney General has written to Toyota, the manufacturer of the accelerator pedals, and the National Highway Traffic Safety Administration, seeking further explanation of the circumstances giving rise to the recall.

As you have noted, based on the information you have provided to us, it does not appear that your vehicle is one of the models subject to the recently announced Toyota recalls. We will, however, keep your information on file as we continue to monitor this developing situation. More detailed information about recall-related issues is available at www.toyota.com/recall, or toll free at 1-800-331-4331. You may also contact the National Highway Traffic Safety Administration at 1-888-327-4236 or visit their website at www.nhtsa.dot.gov/ for further information. *responded 6-2011*

done
Finally, if you have any doubts about the safety of your vehicle, we strongly encourage you to park it in a safe place and to contact your dealer for advice.

See attached letter of 5-11-2010
To the extent you have or acquire any additional information you feel is relevant, please send the same to my attention. Should you have any further questions, please do not hesitate to contact our office at (860) 808-5420.

Sincerely,


Jeffrey B. Zeman
Assistant Attorney General

May 11, 2010

mailed 6-25-10

Richard Blumenthal
Attorney General
Attention: Jeffrey B. Zeman
Assistant Attorney General
MacKenzie Hall
110 Sherman Street
Hartford, CT 06105-2204

Toyota Recall
Public Inquiry #348408
Consumer Protection Department

Gentlemen:

In response to your letter of April 22, 2010, my husband, [REDACTED] and I brought our 2008 Toyota Corolla to the Gale Toyota dealer in Enfield on May 7, 2010.

We were informed the dealership would be receiving Corolla recall information in May/June of 2010, but that our model was not on the recall list, of which we stated that we were aware.

We were referred to the Service Manager, Jim, for information. In examining our car, he verified that the floor mat was secure and stated that he felt that the brake and gas pedal were too close to each other causing the probability that both could have been stepped on at the same time causing probable driver-error. The dealership had received no evidence that anything had been identified as a problem with our model. He assured us that if we could show them anything concrete causing the problem, they would definitely take care of it. There is no black box in this model. He demonstrated how the shifting stick could be bumped into neutral with the gas pedal to the floor in case it ever happened again. Why would this technique be necessary if the model was safe to drive.

My claim has not been validated by other accidents or deaths, so is not considered valid. I still strongly feel there is an electronic problem with the car. The Service Manager said that some recalls have had an electronic clip replacement as part of their recalls.

No changes in our Toyota will be considered by the dealership so we have a new, dangerous, unsafe vehicle, with less and less return value which we have paid for in full and experience terror if driven. I have still not driven this car since the second incident. Please help us receive compensation for this investment.

Thank you for your assistance.

Sincerely yours,

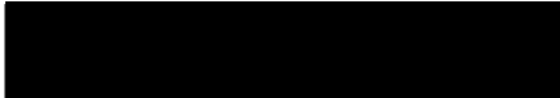
[REDACTED]

CC: Toyota Headquarters
Nat'l Highway Traffic Safety Administration
Moore Automotive
Joseph Lieberman, Senator
Richard Blumenthal, Inq.#348408, Cons.Pro.Dept.

Joseph Courtney, Congressman
Fox News
Better Business Bureau, Compl.#98514994
Christopher Dodd, Senator

response
info

copy
copy



Tolland, Ct



HARTFORD CT 061
12 APR 2010 PM 3 L



*Mr. Steve Wozniak
Apple, Inc.
1 Infinite Loop*

NIXIE 951 4C 1 84 04/12/10
RETURN TO SENDER
ATTEMPTED - NOT KNOWN
UNABLE TO FORWARD

BC: 05084231426 *1044-02998-12-35

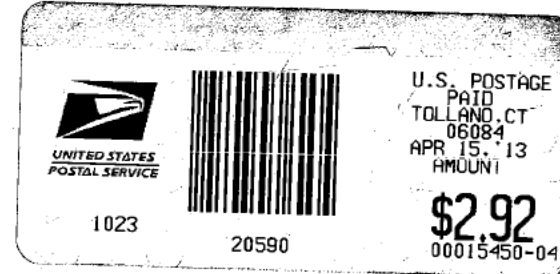


55014+2043
05084@2314

From:



Tolland, Ct



W40-304

To:

*U.S. Department
of Transportation
Natl Highway
Traffic Safety
Administration
1200 New Jersey Ave, SE
Washington, DC 20590*

ReadyPost

Photo Document Mailer