

JOHN R. KROGER
Attorney General



MARY H. WILLIAMS
Deputy Attorney General

CL-10332697-3025

JUL 14 2010

**DEPARTMENT OF JUSTICE
CIVIL ENFORCEMENT DIVISION**

1162 Court Street NE
Salem, OR 97301-4096
Telephone: (503) 934-4400
Fax: (503) 378-8910
TTY: (800) 735-2900
June 17, 2010

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

TOYOTA MOTOR SALES USA INC.
19001 SOUTH WESTERN AVE.
TORRANCE, CA 90509-2991

Re: FF5396-10
[REDACTED]

We have received the enclosed consumer complaint about your business. We understand that there are often two sides to a problem, and we would appreciate your prompt review of this matter.

We do not represent the complainant. We do, however, review all complaints to determine whether grounds exist to warrant action by us. Your response to the allegations in the complaint would help us to make that determination.

In the interest of efficiency, we prefer that you respond directly to the complainant and email a copy of your response to our office. Please include the file number shown above on the subject line of your email. Alternatively, you may respond to us by regular mail. The response you send regarding this complaint will be part of the public record maintained by the Department of Justice.

Preferred Email Address: alicia.g.suarez@doj.state.or.us

We would appreciate receiving your response within fifteen (15) days of receipt of this letter. Please feel free to attach any documents which you think are relevant in explaining your position. If after your response you hear nothing further from us, you may consider this matter closed.

Alicia Suarez
Enforcement Officer

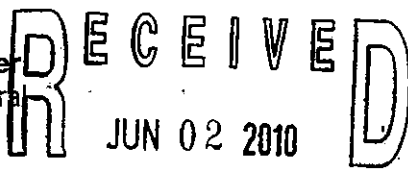
Enclosure
EZ-E1

cc: National Highway Traffic Safety Admin.
1200 New Jersey Ave SE
West Building
Washington DC 20590

NM
072610
TGW

Mailing Address: 1162 Court St. NE, Salem, OR 97301-4096
Physical Address: 340 Vista Ave SE, Salem, OR 97302-4546

Consumer Line: (503) 378-4320 (Salem only), 229-5576 (Portland only) or Toll Free 1-877-877-9392
Hotline Hours: 8:30 a.m. to 4:30 p.m., FAX (503) 378-8910, TTY: (800) 735-2900 Website: www.doj.state.or.us



**OREGON DEPARTMENT OF JUSTICE
CIVIL ENFORCEMENT DIVISION
CONSUMER COMPLAINT FORM**

Please Note the Following:

Under Oregon Law, the Attorney General cannot act as your private attorney or give you legal advice. Deadlines may prevent you from starting a lawsuit if you wait too long. Filing this complaint does not change those deadlines or guarantee the results you want. You may wish to contact a private attorney.

- 1. Please use dark ink. Type or print clearly.**
2. Return this form with copies of important papers.

- 3. Keep your original papers.**
4. Attach any additional explanation.

First Name

Middle Initial

Last Name

Mailing Address

City

State

Zip

Day Phone

Evening Phone

Cell phone number

Email address

Name of Business or person about which you are complaining

Mailing/Street Address

City

State

Zip

Phone

Date of Transaction(s): _____

How much money, if any, do you believe you lost? _____

Whom have you contacted regarding your complaint?

☐ Attorney _____

☐ Business _____

☐ Other _____

☐ **No Action requested** (Notification of a questionable practice)

What type of sale was this transaction?

☐ Door to Door ☐ Seminar ☐ Other

☐ Telephone ☐ Mailer ☐ Mail Order

☐ Fair/Tent Sale ☐ Retail ☐ Internet

Would you like info on **Veteran's Benefits?** ☐ YES ☐ NO

If you would like to receive **SCAM ALERTS**, print your email address: _____

FOR OFFICIAL USE ONLY

Compl. Code

Bus. Code

Ref. Code

Compl. Code

Bus. Code

Ref. Code

Closing Code

Ref. Code

Ref. Code

Ref. Code

Ref. Code

Ref. Code

Ref. Code

Ref. Code

Ref. Code

Ref. Code

Ref. Code

Ref. Code

Ref. Code

Ref. Code

Ref. Code

DETAILS OF COMPLAINT
(attach additional pages if necessary)

If your complaint is about a cell phone account, please list the cell phone number here: _____

I was at Allied Waste Co of Albany pulling into a parking space, when the accelerator on my car gave a little jerk. The car started moving forward gathering speed every second. Over the cement curb over the street curb over the sidewalk into the cement wall of the recycling area.

My car was on the recall list - was taken into shop for fixing on Feb 10, 2010.

Please be advised that this complaint will become part of our permanent records. Consumer complaints may be released to the business or person about whom you are complaining, members of the public or other agencies attempting to establish ongoing patterns or practices which violate Oregon's Unlawful Trade Practices Act. This form is also subject to Oregon's Public Records Law and may be disclosed to persons who request to review its contents.

Signature

Date

6/1/10

011D11611354
ZIP 97302

\$00.44⁹

FIRST-CLASS MAIL

US POSTAGE

05/28/2010

Hasler

Oregon Department of Justice
Financial Fraud/Consumer Protection Section
1162 Court St., NE
Salem, OR 97301-4096

MAIL YOUR COMPLAINT TO:



STATE OF OREGON
DEPARTMENT OF JUSTICE

JUSTICE BUILDING
1162 COURT STREET NE
SALEM, OR 97301

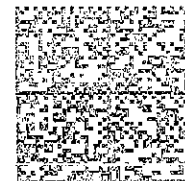
CIVIL ENFORCEMENT DIVISION

RECEIVED
JUL 02 2010

RETURN TO SENDER
ADDRESSEE UNKNOWN
ADDRESSEE NOT AT THIS LOCATION
UNABLE TO LOCATE
INSUFFICIENT INFORMATION
NO LONGER AT DOT HEADQUARTERS

web National Highway Traffic Safety Admin.
1200 New Jersey Ave SE 1200
West Building - Room 4
Washington DC [redacted] 20590

Case # 276377



Haster

018H1650157C

\$00.440

06/18/2010

Mailed From 97301
US POSTAGE

CP/SS
Office of Defects Invest. / CRD
NVS-216

Received

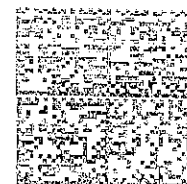
JUL 01 2010

Attorney General - Salem, Oregon



STATE OF OREGON
DEPARTMENT OF JUSTICE

JUSTICE BUILDING
1162 COURT STREET NE
SALEM, OR 97301



Master

0101105501570

\$00.440

07/08/2010

Mailed From 97301

US POSTAGE

Office of Defect Investigations/CRD
NVS-216
1200 New Jersey Ave. SE
Washington, D.C. 20590

