

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

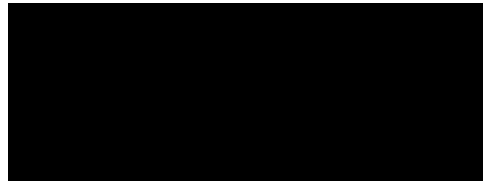
May 10, 2010

CL-10335933-3671

MAY 25 2010

DOT

Please PLEASEPLEASE READ THIS AND ASK YOURSELF....HOW SAFE IS TOYOTA....I'LL COME TO
WASHINGTON AND TESTIFY.....PLEASE READ THIS



PEACHTREE CITY, GA



NM
060810
TGW

May 15, 2010

TOYODA

PRESIDENT OF TOYOTA

SIR

I have been watching the proceedings and your statements that Toyota is a safety minded company ALWAYS with the customers safety in mind and I say you don't know what is going on in your company....that is bad business anywhere....the events I am going to relate to you are true and factual...read (I was in Japan in the Navy I know you will never see this letter but I hope the flunky that does read it will tell you) and understand your company has its problems...

SITUATION

ENCLOSED..... four exhibits marked in red please read.....

I WILL CONDENSE THE EVENTS....i bought a toyota Avalon from a minority dealership....

1. The car was delivered to Sandy springs Toyota...the car fell off the delivery truck....sandy springs Toyota filed a delivery claim after the car fell.....when questioned by me...mr Jackson lied through his teeth that nothing happened to the unit..he sat the unit on the back of his lot for 58 days ...not repairing it doing nothing....he then swapped cars with legacy Toyota...legacy lied that they knew nothing of the damages to the car...no ethics...no morals...let the customer beware....
2. In exhibit 1 & 2 the story....conclusion TOYOTA SOLD ME A CAR THAT WAS DANGEROUS PUTTING MY FAMILY IN DANGER (IF I HAD THE MONEY I WOULD HAVE SUED YOUALL AT THAT TIME)..THE STATE OF GEORGIA LEMON LAW WAS A FARCE exhibit 3 & 4....TOYOTA NEVER SHOWED OR TOOK ANY CONCERN....AT THE FINAL MEETING, THE REP WAS SUPPOSE TO BE THERE...HE NEVER SHOWED I WAS MET BY THE RUDEST MAN THEY COULD FIND (ONE OF THEIR SERVICE WRITERS) HE INTIMIDATED, COERCED, AND IN GENERAL TRULY UPSET ME...I LEFT TOTALLY REJECTED....AGAIN GEORGIA WAS OF NO HELP.
3. IF YOU WILL PULL UP MY RECORDS YOU WILL SEE I WAS IN THE DEALERSHIP MANY TIMES IN THE FIRST MONTH....THEY REPLACED THE ENTIRE BREAK SYSTEM..THEY REPLACED THE RIMS ON THE FRONT...THEY REPLACED THE FRONT TIRES (THEY WERE CUPPED FROM THE FALL)
4. I MOVED MY BUSINESS TO THE TOYOTA DEALER IN NEWNAN GEORGIS...I TOLD THEM THE ENTIRE STORY....THEY DISCUSSED THE STORY WITH EDDIE (TOYOTA REP) HE TRIED TO APEASE ME WITH A NEW SET OF MICHILINS.....

5. IN SUMMARY: I SEE MR TOYODA ON TV STATING HOW SAFE TOYODA IS WHAT DO YOU THINK
AFTER READING THIS???????

[REDACTED]
PEACHTREE CITY, GA [REDACTED]
[REDACTED]

#1
December 12, 2005

Toyota Customer Services

To Whom It May Concern

I have been reluctant in writing this letter because I know the dealer will get [REDACTED] off at me and then where will I take my car to get it serviced...which I imagine it will need much more...

Lets start at the beginning....I deecided to sell my big pickup that got 12 miles to the gallon on the road...85 dollars to fill it and with the big Hemi engine...well, you know...I figured it would take me a lot longer to sell it...than it did...the man that lived next door took a liking to it and since his company buys all his fuel..what the !@# does he care....so he bought it...which left me without a car....let me stop here and tell you ...I am 73 years old...come from a very poor family...but worked hard and made a good life...one thing I always wanted was a nice expensive car....so I deecided to buy a good car....Ishopped Lexus, and all the other great cars and finally settled on the Toyota Avalon...I had been told by my friends that I should go to Morrow or Sandy Springs for the best deal...not me...and against the advice I went to Legecy Toyota...I inquired as to the supply of Avalons and was told they had just the car for me..2006 XLR fully loaded...I drove it and the first thing I noticed was that it had 264 miles on it...not a brand new car...a demo...but was assured by the salesman that the miles was the driving miles from another dealer.."we are always swapping cars"...I said o.k.that was a bunch of bull....the car was originally delivered to Sandy Springs Toyota on the 13th of September...distance from Legecy 33 miles...where did the other 231 miles come from...???? I should have known something was wrong when the Sales manager came over to me after the deal had been consummated and told me he would take off \$100 if I would give them an excellent survey(that Toyota sends to check satisfaction) I agreed...(I guess I did just fall off the turnip truck)...little did I know I should have waited a few weeks to fill out the survey...I have not turned it in to the company yet.... I wrote a check for nearly \$35,000 and bought the "demo"

My first trip in my "new" car was to my sons house in Nashville...understand it has not rained in Atlanta in three months....Driving up I75 I ran into a rain storm..turned on the windshield wipers and all !@# broke loose...the first swipe left me totally blinded...things flew off the wiper blades and a large black smear obstructed my view..i stopped and tried to get the smear off the windshield...finally got to the next exit and went to a service station where the lady there gave me a razorblade to scrape the rubber off the windshield so I could see...(the service department at Legecy said it was probably sap off the trees and dust and dirt that had accumulated in the 58 days it had sat on the lot) WHY???? I would like to stop and say ...my bill of sale states \$450 dealer prep...you owe me that ...the car was washed and handed over to me.... At this time I started looking close at the car I had just bought ...there was a large area of stain on the front rims of the tires.....the right front was the worst... I took it in they replaced the right front rim...no

explanation as to what the stain was or how it got on my "new Car" (I am going to have to replace the other rim this week, it is just about as bad...) I left the dealership and got about three miles away when the brake light came on. I turned around and came back..there was NO BRAKE FLUID .in the reservoir...now we know what had stained the rims..of MY NEW CAR... As a preface to what I have discovered since I bought this car....the car was delivered to Sandy Springs Toyota the 13th of September...the service manager stated there was a delivery claim on the car when they received it...they would not tell me what was wrong..since it wasn't over \$500...worth of damage..according to them they did not know when the car was sent to Legecy...no one will tell me how the New Car I bought came to have 264 miles on it ...unless someone was driving it as a demo....getting back to the brake fluid problem...the crew at Legecy service went over the car brakeing system with a fine tooth comb and cannot tell me where the fluid went but I should keep an eye on the fluid level just in case.....now I have a car I paid nearly \$35,000 for and before I go any where...I have to check the brake fluid to see if I have enough to make the trip.....ARE YOU GETTING THE FELLING ...MAYBE I DID FALL OFF THE TURNIP TRUCK....

Summary

I went to buy a car that will be probably be the last car I will own...I wanted something I could be proud of...a real fantastic car... I would like to have you answer me a few questions...please....

1. Why was this car sent to Legecy to sit on their lot for 58 days??
2. Who drove this car 264 miles before I got it??
3. If this is the best selling of the Toyota line...why did it sit 58 days on the lot or in front of someones home???
4. What was the damage done to the car on delivery??
5. I thought Toyota had a "ready to drive" policy....it sat too long to just wash it and send it out.
6. how long do I have to keep checking the brake fluid??(no one ever told me where the fluid went in the first place...)
7. Would you send a new car out ...with stains on the aluminum rims..???

In summary...I bought a Toyota to be proud of...it looks like Toyota would want their cars to be something to be proud of...I know I am stuck with it now...I know there is nothing to be done...sad ...because I wanted something I could brag about and as it is...I am not....I am sure you get these letters all the time...thanks for taking the time to read the ramblings of an old man.... I am not a happy camper...

January 23, 2006

#2

Emanuel Jones
Legacy Toyota
Union City, Ga

Sir

I hope you are up to date on the problems that I have had ...I discussed these problems with your managers....and I guess you and the staff thought I was satisfied with the discussion...not true...I have enclosed the letter that I sent Carlos Perez...by the way...he never had the guts to answer my phone calls(8)..or take time to talk to me...guilt probably got hold of him ...

You know, with the sales of your type of automobile, best in the nation....it looks like youall would not pull a deal like you did on me...selling me a demo...with a dangerous brake problem...and calling it a new car...endangering my life and that of my family...I have ask myself that question many times and have come up with the answer...maybe Sandy Springs couldnot fix it and sent it to you to palm off on some unsuspecting customer in the hopes youall would not get in trouble being a minority owned dealership...I think it is stupid that you and your sales staff, including your service department, thought I would not notice the brake fluid stains on the front wheels(which had to be replaced)...no one I dealt with ever ask "why is that brake fluid on the front wheels?" they just replaced them. When I brought the car in for replacement of the wheels ...I left and came back in ten minutes...brake light on and NO FLUID IN THE BRAKING SYSTEM...0...ZILCH...the group in the back could not find a leak..they filled the brake reservoir and told me to watch it...on a new car I paid \$35,000 for...what were you thinking....i can't believe your company let me take the car home with the brake fluid going somewhere...every mile....that is the reason I am sure youall knew about the problem....you could not have driven that car 265 miles without replacing the brake fluid...every body has lied and said they knew nothing of this until I brought it to your attention...bull..everybody is lying...and you and your dealership sold me a car that was unsafe and I want everybody to know this ...SO....i am informing everybody that I think should know about this sale...TOYOTA....AJC...BETTER BUSINESS BUREAU...CLARK HOWARD...THE GOVENORS OFFICE OF CONSUMER AFFAIRS...AND SEE IF WE CAN'T RECTIFY THIS SITUATION SO YOU WILL THINK TWICE BEFORE YOU DO IT AGAIN.... All of the above will get the original letter I mailed to Toyota..and I hope someone will scream for a change in the lemon law that will put a dealership in trouble that will sell a demo automobile with a known.DANGEROUS defect...endangering the life of the customer...

HAVE A GOOD DAY

December 12, 2005

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Part II

Since I wrote the first letter to Toyota....quite a bit of info has come to the top.....Sandy Springs Toyota had the car around 53 days....before sending it to Legecy...I wondered why Sandy Springs didn't fix this dangerous problem now I know why...legacy has had my "new" car three days trying to find a master cylinder and can't find one...too new...bull....i talked to Toyota and explained everything to them..they said they cannot be responsible for the misgivings of the dealerships.. poor way to run a major company....so....Sandy Springs sends this car to Legecy...funny thing Legecy says they didn't know there was anything wrong with the car...although the two front rims were stained terribly guess what brake fluid....a dealer didn't know that there was anything wrong....they say if it is anybody's fault it is Sandy Springs Toyota for not fixing the problem...my problem is everybody is lying to cover their ass...both of the dealerships should have never sold this car to a customer and endanger their lives..like you all did...no one can tell me they drove this car for 264 miles and not replaced the brake fluid. My lawyer said if I had of had an accident due to brake failure...you know...but since I didn't kill myself...party time and you got rid of a dud...I am so [redacted] off now..all I want is my car...I'll take it to a shade tree and have it fixed...I think someone drove this car badly and put it up wet... but they could not have driven the car 264 miles without adding a bottle of brake fluid...I had to fill it three times during my trips....the first time I brought it in there was "0" fluid in the reservoir..scary...if I had been killed...I went to a step of leaving my son and daughter a letter that if I was killed to check the brakes...and sue forever...does this sound like a man that just bought a \$35000 car and was enjoying his great machine...

I am 73 years old...I plan on all my friends knowing what has transpired here...after being repaired it will probably be a good car...I should have never accepted this car before having it checked out...I trusted you all...bad move...on my part.....

Southeast Toyota Distributors, LLC
Parts and Service Support
201 Jim Moran Boulevard
Deerfield Beach, Florida 33442
(954) 429-2000

March 6, 2006

[REDACTED]
Peachtree City, GA [REDACTED]

RE: Motor Vehicle Defect Notification

Dear [REDACTED]

This letter will confirm the receipt of your Motor Vehicle Defect Notification and that we were in contact with you on Monday, March 6, 2006 in accordance to Georgia State Lemon Law.

During our conversation on March 6, 2006 I requested that your vehicle be made available for your final repair attempt at Legacy Toyota on Friday, March 24, 2006. We arranged to have a representative from Toyota present during the final repair attempt.

At this time you have decided to forgo the final repair attempt and have declined our offer to have a Toyota representative inspect/repair your vehicle. Please be advised that your refusal does not relinquish Toyota from waiving its right to have your vehicle under go a final repair attempt within the Lemon Law process.

[REDACTED] we are genuinely sorry for any inconvenience this situation may have caused you and we will proceed by following the Lemon Law guidelines in hope of reaching an amicable solution.

Sincerely,



Wanda Perez
Customer Loyalty Specialist

/WP



Southeast Toyota Distributors, LLC
Parts and Service Support
201 Jim Moran Boulevard
Deerfield Beach, Florida 33442
(954) 429-2000

#3

March 16, 2006

[REDACTED]
Peachtree City, GA [REDACTED]

RE: Motor Vehicle Defect Notification

Dear [REDACTED]

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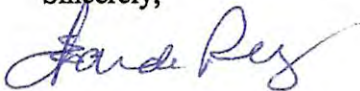
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However, you contacted our offices on March 13, 2006 and notified us that you have elected to grant Toyota the opportunity to perform a final repair attempt and would like to proceed accordingly.

We, therefore, have scheduled the final repair attempt for Friday, March 24, 2006 and have arranged to have a representative from Toyota present during the final repair attempt. Transportation will be provided when you drop off your vehicle at the dealership on March 24, 2006 by 8:00am. Please ask for Allen Huska in the service area when you arrive at Legacy Toyota located at:

Legacy Toyota
4115 Jonesboro Road
Union City, GA 30291

Sincerely,



Wanda Perez
Customer Loyalty Specialist
/WP



Southeast Toyota Distributors, LLC
Parts and Service Support
201 Jim Moran Boulevard
Deerfield Beach, Florida 33442
(954) 429-2000

44

March 16, 2006

[REDACTED]
Peachtree City, GA [REDACTED]

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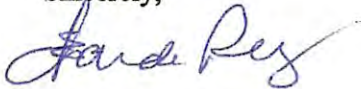
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Sincerely,



Wanda Perez
Customer Loyalty Specialist
/WP



E CITY, GA



NHTSA HEADQUARTERS
1200 NEW JERSEY AVE SE
WEST BUILDING
WASHINGTON DC 20590

TOYOTA RECALL