

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

JUL 19 2010

[REDACTED]
[REDACTED] Sarasota, FL [REDACTED] Tel: [REDACTED]

May 23, 2010

US/dOT NHTSA
Technical Information Services
NPO-400
1200 New Jersey Ave., S.E.
Washington, DC 20590

Subject: 2008 TOYOTA COROLLA DEFECTIVE CAR CRASH

Dear Sirs:

Enclosed is some information concerning the subject matter.

No one is helping/paying attention to us w/this very serious matter and Toyota just goes on and on w/their stories and lies.

Unless this happened/happens to YOU...YOU don't know what this is like when it happens to YOU.

I hope after reviewing the attached something can/will be done to assist us victims against Toyota and I do have lots more info, photos, etc. if you require same.

Thanks and I look forward to hearing from you.

Sincerely,
[REDACTED]MC
072610
TGW

[REDACTED]
[REDACTED] Sarasota, FL [REDACTED] Tel: [REDACTED]

May 23, 2010

*This'll
sent to all
news sites.*

Subject: 2008 TOYOTA COROLLA "THAT CRASHED AS A RESULT OF MFG. DEFECTS"

Dear Sirs:

In January I sent you the attached letter w/attachments and you did not respond or give notice to this very serious matter.

Toyota had defects since 04 to present on Corolla's and they say they didn't in 08...which is another Toyota lie....see attached.

Also Sen. Bill Nelson contacted Toyota in Calif, a Mr. Mike Zegame, 310 468 7396 and asked him to help us and do something about our situation w/this defective vehicle. I don't know why Mike Zegame called me....he just asked me 'what happened' and said Toyota isn't gonna do anything for me.

Also on various interviews Bob Germain, Owner/John Tyburski, Manager spoke publically, without our permission, about our financial statuswhich has nothing to do w/the Toyota crash/defects. We have copy of Bank Financial Confidential Protection Law and this clearly is a violation on the part of Toyota.

In addition, we are involved, and I think the public should know that the firm of Colson, Hicks, Eidson in Coral Gables, Fl. Tel: 305 476 7400 - w:colson.com has established and is handling a Toyota Class Action Lawsuit. It would be great if the public became aware of this info.

Regards and Thanks.

Sincerely, [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED] Sarasota, FL [REDACTED]

Tel: [REDACTED]

January 31, 2010

*This letter
sent to All
News Stations!*

Subject: TOYOTA FAULTY CARS/VICTIM -- LIES BY TOYOTA

HI!

I hope you will pay attention to my story...it is absolutely true and I have photos and documentation and Toyota/letters to prove their untruths, lies, stories, in an endeavor to try and squash this very serious defect in their vehicles....

- 1) On 11/19/08 my Toyota Corolla spun out of control, in reverse, at seemingly 100 mph and I nearly killed myself/others and have witnesses accordingly.
- 2) My file is 3" thick w/photos as well and phone records/letters w/all the lies from toyota.....they told me "sorry about your luck...we are not doing recalls because it's cheaper for us to deal on a one to one vs a million or so recall.
- 3) Even Mr. Germain himself said " I don't make the cars...I only sell them" if you have a problem contact the factory in Calif. Which I did. Also all the Managers, staff people at Germain were uncooperative to the situation....and being financially not able to hire an atty. due to \$\$, I've been trying myself, since that date, to find justice in this matter.
- 4) I also have proof of other vehicles, TOYOTA, since 04 to present w/this same problem and I can go on and on in this letter but, hopefully you will be interested enough to publicize the VICTIMS viewpoint on this situation and call me and meet and publicize the TRUTH about Toyota.
- 5), Attached is very few copies of evidence just so you can possibly get a handle on this situation from my view and I can assure you if you give me an interview...the media and the public will welcome my views and all that has occurred as a result of these faulty Toyota vehicles.
- 6) Furthermore, when me and my husband purchased this vehicle ,... we purchased two and he still has his 08 Toyota Corolla which I fear to drive in and let him drive but Toyota will not take this vehicle back even though they know our fears.

WE WANT TO HELP "AS VICTIMS" FROM OUR POINT OF VIEW ON THIS SITUATION AND HOPE YOU CONTACT US FOR AN INTERVIEW SO THE PEOPLE OF AMERICA CAN VIEW THE TRUTH ABOUT THIS SITUATION AND I CAN ASSURE YOU THERE IS MUCH MORE I NEED TO TELL YOU ABOUT THIS SITUATION.

I look forward to shortly hearing from you [REDACTED]

Lat to: Dept of Transportation
Natl. Hwy. Safety adm.

[REDACTED]



Sarasota, FL

[REDACTED]

January 10, 2009

Customer Service Sales Manager
Toyota Customer Exp. Center
Toyota Motor Sales Inc.
P.O. Box 2991
Torrance, CA 90509

800 331 4331 *mm*

Subject: 08 TOYOTA COROLLA LEASED FROM GERMAIN TOYOTA, SARASOTA, FL
NOV. 07 - MFG.DEFECT ACCIDENT 11/19/08

Dear Sir:

We need your help and concern about a serious ongoing problem with the subject type vehicle that we have endeavored to get, in person and on the phone with Germain Toyota...Mr. Germain himself, dealership people, and his secy. Betty...they all tell us "they didn't make the vehicle, they only sell them."

Meanwhile, as per photos, documents and computer reports* we have, the accident we had..has happened with many others and your company has not looked into this as a problem or recall situation. We also have another same vehicle, as we leased two (2) on the same day, that we are scared and petrified to drive for fear the same thing will happen to this vehicle.

While parked and starting the car and putting it in 'reverse', while still on the brake, without moving, the car shot backwards in a Publix/supt. center at a speed of approx. 100 mph...luckily not harming/killing anyone. The vehicle was totalled and it was and still has been a very fearful experience.

No one in your company realizes the seriousness or cares to help us and do some sort of remuneration as a result and we feel TOYOTA is totally to blame for this accident and malfunction of its vehicle, especially with the similar incidents that have occurred since 04 to present of exactly the same type of incident.

Therefore, someone, somewhere needs to look into this matter and help us.

Sincerely,

[REDACTED]

* Go on computer: www.nhtsa.gov or phone 800 424-9153 and www.nationalhighwaysafetyandtransportationagency.gov and you will get the same "15" similar reports of "similar" accidents due to defects by your vehicle.

[REDACTED]
[REDACTED] Sarasota, FL

Tel: [REDACTED]

February 3, 2009

Toyota Motor Sales USA
Attn: Legal Dept. A108
19001 So. Western Ave.
Torrance, CA 90509

Subject: CASE NO. 200901310136 - 08 TOYOTA COROLLA

Dear Sirs:

At the request of Dan, concerning the subject file and as per letter of January 10th, copy attached, I am enclosing the following:

- o Photos of the accident on 11/19/08
- o Toyota Invoice for balance of deductible due \$500.00
- o FHP Police Report
- o FHP Ticket for \$195
(Ticket is because when car stopped it hit into "personal property..." the supt. cement post). Also, as per attached I am endeavoring to get this 'ticket' dismissed due to the circumstances involved...it was not 'improper backing'... it sure was a defective vehicle that I was driving that created this situation/accident.

As also requested:

- o Vehicle ID NO. is: 1NXBR32E18Z [REDACTED]
- o Dealer Participation: Germain Toyota, Marcus McBrien in Sarasota, FL - tel. (941) 924 7700 has put me in an 07 PT Chrysler Cruiser Vehicle that I am expected to pay for.

After taking all into consideration I respectfully request that Toyota not only pick up expenses involved, the above vehicle cost, and some remuneration for the terrible trauma I experienced. Also as a matter of fact, we have another 08 Toyota Corolla (that my husband drives)...as both vehicles were leased last year, at the same time, that I am petrified to drive/ride in for extreme fear that the same thing will happen to this vehicle as well. If you pull up the web sites indicated on the attached letter, you will see 15 other 'reported' cases of the same defect happening to this model of vehicle since 04 to present.

Looking forward to your continued care and concern and assistance to us in putting this matter to conclusion satisfactorily without legal continuance on our/your part. Thank you.

Sincerely,
[REDACTED]

TOYOTA

Writers Direct Telephone (310) 468-5638
Writers Direct Fax (310) 381-5017

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501

March 31, 2009

[REDACTED]
SARASOTA FL [REDACTED]

Re: Date of Loss: November 19, 2008
Vehicle: 2008 Toyota Corolla
VIN: 1NXBR32E18Z [REDACTED]

Dear [REDACTED]

Thank you for your most recent letter of March 23, 2009.

You stated that "Unless (you) receive some satisfaction from Toyota for this tragedy...(we) leave (you) no choice but to take legal action."

Following our last correspondence to you, no additional evidence has been provided to support any claims of defect or malfunction. As such, we are unable to offer any sort of compensation to you for your claim of expense for another vehicle as well as for pain and suffering that you said resulted from this incident.

Please provide my information to your legal counsel for her or his reference. I may be contacted if there are any questions or if she or he would like to discuss this case further.

Very truly yours,



Troy H. Higa
Claims Administrator

*LIARS !!
you have
proof since
04 !!*

[REDACTED]
[REDACTED]
Sarasota, FL [REDACTED] Tel: [REDACTED]

April 20, 2009

Mr. Troy H. Higa, Claims Administrator
Toyota Motor Sales, USA, Inc.
19001 South Western Avenue
Torrance, CA 90501

Subject: 2008 TOYOTA COROLLA/11-19-08 ACCIDENT
CASE #200901310136

Dear Mr. Higa:

Re your March 31st letter..after many correspondenses about my accident and my subject Corolla's malfunction, you've arrived at your conclusion that since the car isn't available (because you didn't take it back from Allstate when they paid you for it) for inspection the case is closed.

Ever since the accident, my right foot sustained an injury as I was trying to stop the car by applying the brake while in this high rate of reverse speed and maneuvering the vehicle. My foot is always in pain, swelling, and tendons are damaged and I've been to drs., specialists, and now MRI and see what's next medically.

I feel Toyota should definitely be responsible for this accident as there was definitely a malfunction in the gas lines to force an excess amount of pedal to throw the car backwards as I put it in reverse to change gears, while still having my foot on the brake.. Therefore, the "body" might have disappeared, but the murder still did occur. As you know (from pulling up the internet) there are 15 (that I found and may be more) similar cases like mine reported.

My husband and I leased two 08 Toyota Corolla's 12/4/07 and we still have the one with approx. 8K miles on it and I am "petrified" to get in this vehicle for fear the same thing will happen to this one as well.

Toyota should own up to this problem, AND should really have these model vehicles on RECALL and keep us Toyota customers not only satisfied but coming back to purchase Toyota's.

Therefore, from the tone of all your letters, you seem like to be a caring, understanding gentleman...and I ask you...if I were your mother or wife...how would you handle this situation.

I think from Toyota I should be at least entitled to a payoff by Toyota of my replacement vehicle, my husband's Toyota and some \$\$ for pain and suffering that I have gone/still going thru. I ask for your help in this regard. Thank you.

Sincerely,
[REDACTED]

ccs: Mr. Bob Germain, Owner Toyota Dealership/Sarasota
General Manager Toyota/Sarasota

GERMAIN



TOYOTA
OF NAPLES

13315 NORTH TAMiami TRAIL

NAPLES, FL 34110

(239) 592-5550 VOICE

(239) 592-1844 FAX

www.germaintoyota.com

May 1, 2009


[REDACTED]
Sarasota, FL [REDACTED]

Dear [REDACTED]

I am in receipt of the copy of your April 20, 2009 correspondence to Troy Higa of Toyota Motor Sales as well his response to your March 23, 2009 letter. While it is regrettable to learn of your accident last year, it is evident that Toyota has made their decision regarding your claim.

Germain Toyota of Sarasota values you as a customer but this is clearly a matter between you, the manufacturer, and your insurance company.

Sincerely,


Robert L. Germain, Jr.
Vice President

RLG:pev

A AND ON
TV. he plays
"Poor me"
I didn't know
anything about
this
LIAR

Sarasota, FL [REDACTED] Tel [REDACTED]

July 13, 2009

Mr. Troy H. Higa, Claims Administrator
Toyota Motor Sales, USA, Inc.
19001 South Western Avenue
Torrance, CA 90501

Subject: 2008 TOYOTA COROLLA/11-19-08 ACCIDENT
CASE # 200901310136

Dear Mr. Higa:

Further to my unanswered letter of April 20th, copy attached and phone calls to you....I think it is an absolute 'disgrace' on the part of Toyota, due to all the circumstances involved, for Toyota not to show me some remuneration for what happen to my vehicle, me and all that I have/am still going thru as a result.

We traced the vehicle back, which should have been YOUR responsibility to obtain, not ours, but it is now in Paraguay according to Allstate who paid you off.

I am still suffering medically w/my right foot of pain/swelling and dr. care as a result of the accident and probably due to my endeavoring to step on the 'brake' while the vehicle was going wildly backwards.

I'm sure you can understand that if you continue not to recognize a defect in these type cars, as you have the others on the web DOT that have/do experience this problem and you do not do a 'recall'...that we would never ever purchase a Toyota again and of course we have voiced to many and will continue to do so forever as a result.

I just wonder if I were a family or friend of you or anyone in Toyota I'm copying....if you would treat them the same!!!!

I hope any of you / all of you re-consider this matter and serve some remuneration to me for all the pain and suffering this has caused/still causing to me.

Sincerely, [REDACTED]

cc: Mr. Bob Germain, Owner Toyota Dealership/Sarasota
Mr. John Tyburski, General Manager Toyota/Sarasota
Mr. Marcus McBrien Sales Rep
Consumer Affairs Dept.

[REDACTED]
[REDACTED] Sarasota, FL [REDACTED] Tel [REDACTED]

August 26, 2009

Mr. Troy H. Higa, Claims Administrator
Toyota Motor Sales, USA, Inc.
19001 South Western Avenue
Torrance, CA 90501

Subject: 2008 TOYOTA COROLLA/11-19-08 ACCIDENT
CASE # 200901310136

Dear Mr. Higa:

Yes, we have gone back and forth on the subject matter which is very serious to me and I'm sure if I were a member of your family --- it would also be a very serious matter to YOU/Toyota!!!!

From the tone of all your letters and latest of August 12th, you seem to be a compassionate, understanding person and your hands are tied w/your company's burocracy.

Therefore, I won't bother you/Mr. Germain anymore who obviously doesn't care about selling cars and taking care of customers, but rest assured this matter is not going to end quietly like you would like.....I think this is a very serious thing that happens w/these Toyota Corolla's since 04 to present (again, as per web sites of others this happened to) and Toyota refuses to do a 'recall' so hopefully we will meet on 20/20, or 60 Minutes or Dateline, and others that I intend to contact with this very very serious matter of imperfection in these cars.

Every time I see a commercial on tv for 'wonderful toyota corolla I can puke because I know I could be dead or killed others with this type vehicle. Your company should be ashamed of itself in how it has treated this extremely very serious imperfection in Toyota vehicles!

Have a nice day and thank you for your understanding.

Sincerely,
[REDACTED]

ccs: various



US/DOT NHTSA
Technical Information Services
NPO-400
1200 New Jersey ave., S.E.
Washington, DC 20590