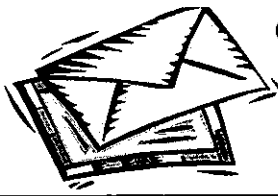


CL-10335955-6143

# NHTSA ccmMercury Routing Slip



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

Printed: 1/6/2011

<b>NHTSA #:</b> ES11-000083	Rec'd Date: 1/6/2011	Referred By: NPO-011
<b>XREF #:</b>	Doc Type: CNG	Doc Date: 1/6/2011
<b>Delivery:</b> FAX	Address To:	<b>Due Date:</b> 2/4/2011
<b>S10 #:</b>	<b>DOT/I #:</b>	<b>RMP #:</b>
<b>Subject:</b> LETTER TO NHTSA FROM SENATOR NELSON ON BEHALF OF CONSTITUENT [REDACTED] RE HER CASE WITH TOYOTA		
<b>Ack Date:</b>	<b>Ack By:</b>	<b>Signed For:</b>
<b>Sign Office:</b> DIR. GOVT. AFFAIRS	<b>Signature:</b> CHAN LIEU	<b>Cleared For:</b>
<b>Cleared Date:</b>	<b>Cleared By:</b>	<b>Closed Date:</b>
<b>File Loc:</b>	<b>XREF File:</b>	
<b>Added By:</b> BMILLINGS x65470	<b>Modified By:</b> BERNADETTE.MILLINGS	
<b>Most Recent Comment:</b>		

**Author:**

BILL NELSON  
UNITED STATES SENATE

WASHINGTON, DC 20510  
Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	1/6/2011	2/4/2011	
NVS-010	INFORMATION	1/6/2011		
NIA-110	INFORMATION	1/6/2011		

EXECUTIVE SECRETARIAT  
 2011 JAN 6 P 1:30  
 RECEIVED-NHTSA

LC  
1-7-11  
TFW



United States Senate  
WASHINGTON, DC 20510-0905

BILL NELSON  
FLORIDA

January 6, 2011

Mr. London Rakestraw  
Associate Director  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, Southeast  
Washington, District of Columbia 20590

Dear Mr. Rakestraw:

Please find enclosed correspondence I received from one of my constituents. It involves an important matter under the jurisdiction of your agency.

Your review and response to the issues raised would be greatly appreciated. Please send your correspondence directly to my office and reference [REDACTED] for our records. I look forward to a response at your earliest convenience and thank you in advance for your assistance with this matter.

Sincerely,

A handwritten signature in black ink that reads "Bill Nelson".

BN/ut  
95462-2DS

Enclosure

[REDACTED]  
[REDACTED] Camelot Lakes, Sarasota, FL [REDACTED]  
[REDACTED]

12/15/10

To: Senator Bill Nelson

Re: TOYOTA CRASHES

Hi!

Furthur to attached letter- Please see copy  
of file since that date.

If there is anything you can do to HELP me  
with this situation to conclusion, I sure  
would appreciate it.

Happy Holidays  
& thank you  
for anything or  
guidance in this  
tragic situation!

[REDACTED]



United States Senate  
WASHINGTON, DC 20510-0905

BILL NELSON  
FLORIDA

August 25, 2010

[Redacted]  
Sarasota, Florida [Redacted]

Dear [Redacted]

I am writing to follow up on your inquiry to our office regarding your case with Toyota. I trust you have received a response from them. However, if you have not heard from Toyota please feel free to contact my staff assistant, Usha Tewari at 407-872-7161 in Orlando or toll-free in Florida at 888-671-4091.

It has been a pleasure to be of assistance to you concerning this matter.

Sincerely,

*Bill Nelson*

BN/ut  
95462-2DS

9/15/10 <sup>TO</sup> →

Hi!

*Thanks so much for following up.  
Colson Nick Edison, attys in Coral Gables have  
a Toyota Chexleton going & they are working  
on my case.*

*Best Regards*

[Redacted]

Camelot Lakes, Sarasota, FL

TO:

12/10/10

*News Release -  
sent to various  
media + Rayda  
Hood - asst.  
of Inspector*

DOES ANYONE CARE ABOUT THE "TOYOTA" VICTIMS?  
OR  
ARE YOU INTIMIDATED BY THE TOYOTA THREATS TO  
CUT THEIR ADVERTISING IF YOU PUBLISH VICTIM  
STORIES OF THESE SERIOUS CRIMES ON THE PART  
OF "TOYOTA" AND WITH THEIR FULL KNOWLEDGE!!

HI!

Since sending you the attached letter in January 2010...did you see these recent articles about Toyota that appeared?

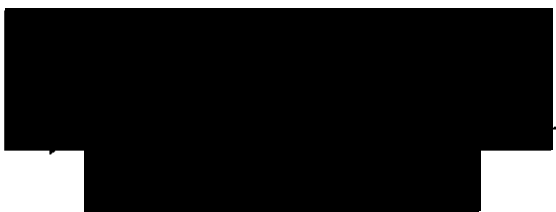
My tragic accident happened 11/19/08 and until now Toyota denied that the only year Toyota did not have these injection problems...well then how come I received a Recall Notice stipulating "engine control injection problems".

Also, at the time of purchase (9/08) - we purchased 2 of the same models and due to finances we cannot get rid of the second Toyota Corolla we still have that also has a Recall Notice. Upon calling Germain they told us "we know there is a problem but we don't know how to fix it yet...so wait for the next recall"...ARE WE TO WAIT AND HAVE A CRASH BEFORE THEY KNOW HOW TO FIX THEIR PROBLEMS?????"

The firm of Colson Hicks Eidson in Coral Gables, FL is handling Class Action Suits against Toyota of which we are a part of and feel, you need to relay to others this information so they too can seek justice against this criminal firm TOYOTA.

HOPING YOU ARE BRAVE ENOUGH TO CARE ABOUT THE "VICTIMS" AND PUBLISH OUR SIDE OF THESE SERIOUS TRAGEDIES THAT TOYOTA KNOW ABOUT WELL BEFORE PEOPLE GOT HURT AND KILLED!!!!!!

Thanks for your care and concern!



*This "Press Release"  
was sent  
to you!*

[REDACTED]  
[REDACTED] Camelot Lakes, Sarasota, FL [REDACTED] Tel [REDACTED]

January 31, 2010

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]

305  
476 7441  
Unacc  
Lourdes 746  
7400

[Redacted]  
Camelot Lakes, Sarasota, FL [Redacted] Tel: [Redacted]

October 20, 2010

TO: LOURDES, TESTER, LEGAL ASSISTANT  
COLSON HICKS EIDSON

RE: TOYOTA, YOUR FILE #9513-10-1473

Hi Lourdes:

Re our telephone conversations attached are copies of the 2 Recall Notices received. Of course one for my car which now shows there was a defect that probably caused my accident.

Secondly, I called Germain Toyota to make appt for my husband's 08 Toyota Corolla and was told by the Service Manager, Jason Madura that we have to wait for a second notice because although there is a problem they don't yet know how to fix it.

Also, you might want to know, the day after my accident of 11/19/08, on 11/20/08 I and my friend, [Redacted] went to Germain and at that time I was one of the beginning ones this happened to and the Manager, John Tyburski and Salesman Marcus Mc Brien told me Toyota was not doing a recall, although they know there are problems, because it would be too costly and they rather deal with accident people on a one to one basis. Then of course a year or so later the big problems started to hit the media and so on.

There is no question that my vehicle and Im sure you have looked into the many since 2004 with the NHTSA are Toyota defect cars. Plus all along Toyota kept saying nothing was wrong with the 08 models and now look there sure were/are.

My husband still-has his and I will never ride in it. I fear it and for financial reasons we can't get rid of it as we would like to....I feel it is a total death trap and I am frightened of it.

[Redacted]

12/14/10 to: Lourdes / Unacc: ←  
Have you seen the attached! What is status of my case.  
Regards,

[Redacted]

BILL NELSON  
FLORIDA

**United States Senate**  
WASHINGTON, DC 20510-0905



Date: 1-6-11 Number of pages (including cover sheet): 8

To: Mr. London Rakstrom Fax: 202-493-2929  
From: VT Fax: (407) 872-7165

Regarding Constituent: [REDACTED] Soc. Sec. No. \_\_\_\_\_

**Comments**

Congressional Inquiry:

Your assistance is requested with the following: Please see documents attached. Could you review and respond to the issues raised? If you require additional information, you may contact me directly at Usha\_Tewari@billnelson.senate.gov. I thank you in advance for your assistance in this matter.

Sincerely,

Usha Tewari  
Constituent Advocate  
407-872-7173