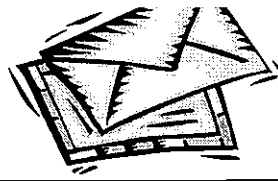


NHTSA ccmMercury Routing Slip



CL-10335955-7373

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

Printed: 7/23/2010

NHTSA #: ES10-005011	Rec'd Date: 7/23/2010	Referred By: NPO-011
XREF #: ES10-003914	Doc Type: GEN	Doc Date: 7/7/2010
Delivery: HND	Address To:	Due Date:
S10 #:	DOT/I #:	RMP #:
Subject: LTR IN RESPONSE TO THE 6/30/10 RESPONSE TO HER CORRESPONDENCE TO SECY LAHOOD RE UNINTENDED ACCELARATION IN MY 2008 TOYOTA COROLLA; HOPING TO BE GRANTED ATTENTION/SATISFACTION ON THIS MATTER		
Ack Date:	Ack By:	Signed For:
Sign Office: ENFORCEMENT	Signature: NRN	Cleared For:
Cleared Date:	Cleared By:	Closed Date: 7/23/2010
File Loc: PROG OFC	XREF File:	
Added By: SHARRIS x62534	Modified By: SANDRA.HARRIS	
Most Recent Comment:		

Author:

[Redacted]

[Redacted]

[Redacted]

SARASOTA, FL [Redacted]

Tel: [Redacted] Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	7/23/2010		7/23/2010
NVS-010	INFORMATION	7/23/2010		7/23/2010

RECEIVED-NHTSA
2010 JUL 23 P 3:24
EXECUTIVE SECRETARIAT

JUL 26 2010

MC
072710
TGW

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

July 7, 2010

Mr. Ronald L. Medford for
Mr. David L. Strickland or
Mr. Daniel C. Smith, Associate Adm. for Enforcement
U.S. Dept. of Transportation, NHTSA
1200 New Jersey Ave., SE
Washington, DC 20590

Subject: 08 TOYOTA COROLLA, INVESTIGATION CRASH NO. RQ10-003
NVS-216 mec/ Ref. No. 10335955

Dear Sirs:

Replying to your letter of June 30th, yes I did supply you with all necessary information, letters by mail/fax, police report and supporting documentation as per another set of copies attached.

AND, yes "as you can see, from attached" 08 models were affected... just like mine was although Toyota keeps claiming out of 10 years only 08 models were not. they are just liars...how could 9 years of models be affected and skip only 1 yr. in the middle. You know "nonsense" on the part of Toyota.

H oping you will grant me attention/satisfaction on this matter asap.

Thank you.

Sincerely,
[REDACTED]

ES10-005011

[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]

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

Tel: [REDACTED]

January 31, 2010

Mr. Ray La Hood, Secy.
Dept. of Transportation
1200 New Jersey Ave., S.E.
West Bldg.
Washington, DC 20590

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.

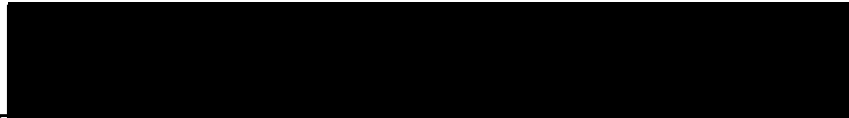
6) Furthermore, when me and my husband purchased this vehicle ,... we purchased two and he still has his 08 Toyota Corolla which I fear to drive in and let him drive but Toyota will not take this vehicle back even though they know our fears.

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]

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

FAX
1-10-09



Sarasota, FL



January 10, 2009

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

800 331 433, *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."

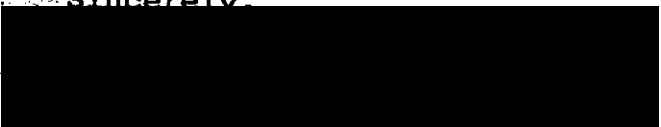
Meanwhile, as per photos, documents and computer reports* we have, the accident we had..has happened with many others and your company has not looked into this as a problem or recall situation. We also have another same vehicle, as we leased two (2) on the same day, that we are scared and petrified to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



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

Mesquite, NV 8

November 26, 2007

Toyota Customer Experience Center
Toyota Motor Sales, U.S.A., Inc.
P.O. Box 2991
Torrance, CA 90509-2991

Dear Representative,

On September 4, 2007, I purchased a 2008 Toyota Corolla from Centennial Toyota in North Las Vegas. I had received an on-line quote from this dealership, which wasn't exactly as promised, but I bought the car from them after some rough negotiating anyway, not realizing how out-of-the-way that dealership was from where I live in Mesquite. That purchase, though not pleasant, is not the subject of this contact.

On November 18, 2007, I had driven the car to Las Vegas primarily to attend an important meeting. I stopped, after exiting the highway and on my way to the meeting, to pick up some notions at a fabric store. As I eased the car into a parking slot in the small mall where the store was, I applied the brake and the car suddenly and for no apparent reason surged forward (accelerated instead of slowing) and I was so stunned at this unexpected action of the vehicle, that I took my foot off the brake, not knowing what else to do, and my car impacted with the vehicle already parked in the opposing parking slot. The car mine struck sustained no damage at all, but mine is estimated to cost over [redacted] to have the body damage repaired.

Badly shaken, I eventually continued on to my meeting, but the car's mysterious behavior upon applying the brake needs resolution as does the repairs to make me whole as I did nothing wrong — the car did. I have owned a Camry, a Tercel and a 4-Runner in the past. None of these vehicles ever behaved in this manner.

I have hence researched other Corolla complaints through NHTSA (while filing mine with this agency) and found this not to be an isolated incident. My search revealed identical Corolla behavior when traveling slowly and applying the brakes. Obviously, you must be aware of this problem. How have you resolved these identical problems in the past? Why did the car behave this way?

I did nothing wrong but I have been wronged. I feel not only does Toyota owe me a correction of whatever caused the car to do this, but that Toyota should repair the damage to my car caused by the car's erratic response to my braking as was required under the circumstances to park the car.

Please let me know how you intend to proceed on this matter. The vehicle is obviously drivable and I do not intend to pay for its repair myself. I'm frankly not comfortable driving the vehicle knowing it responded entirely opposite of what anyone would expect, so I also need to know what corrections you have made under similar circumstances so these can be accomplished before this happens again. St. George is much closer to me to have a Toyota-trained mechanic correct the problem that caused the accident I suffered.

Thank you,

Sincerely,

TO: NHTSA

Here is a Report
also on a 2008
Toyota Corolla
"Crash"!

2008

attached
narrative

I had planned to park my car at a mall and had slowed down to less than 5 mph to execute a left turn into a parking slot. As I eased into a parking space, I put my foot on the brake pedal to slow the car further and stop, but instead of slowing or stopping, the car's engine revved up and the car surged forward colliding with the parked car in to slot opposite where I had intended to park. The parked car was without occupants, sustained no damage but was moved backward several feet as a result of the impact. My car sustained over [redacted] worth of damage.

I researched the NHTSA reports on Toyota Corollas back through 2004 and found similar or identical experiences reported on the following complaints at numbers: 10032687, 10051102, 10055204, 10063107, 10084581, 10072178, 10103245, 10107525, 10109072, 10111445, 10125071, 10127859, 10137692, 10147498, 10152271, 10153776, 10165337, 10166526, 10173082, 10187367, 10189635, 10200923 & 10206821.

Obviously, Toyota is aware of this problem with some of their vehicles in which its car behaves in direct opposition (revving up & surging forward when braking or idling) to the expectations of its innocent driver/victim. These few vehicles are not safe to drive. I have apparently purchased one of them.



VIN OS
A
2008 →

Toyota Corolla
Vin # 1NKBR32E0 [redacted]

Background



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

Administrator

1200 New Jersey Avenue, SE
Washington, DC 20590

June 30, 2010

[Redacted]

NVS-216 mec
Ref. No. 10335955

Sarasota, FL [Redacted]

Dear [Redacted]

Thank you for your correspondence to Secretary LaHood concerning the unintended acceleration event you experienced with your model year (MY) 2008 Toyota Corolla.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist.

We appreciate the report you provided; however, our agency shows no record of receiving a report from you prior to this correspondence. Reports from motorists are a very important source of information for us. We understand your concern for the unintended acceleration you experienced that caused you to spin out of control in reverse; however, the MY 2008 Toyota Corolla is not included in the recalls announced by Toyota that address unintended acceleration.

NHTSA has opened a recall query (RQ10-003, summary enclosed) requesting additional information from Toyota to more fully understand and evaluate, among other things, whether the scope of the recalls identified (makes, models, and model years) is sufficiently broad. NHTSA will continue to monitor the performance of these vehicles. We recommend that you subscribe to receive email recall notifications directly from NHTSA at <http://www-odi.nhtsa.dot.gov/index.cfm>. Under Subscriptions, there is a link for Email Notifications

3914

which when opened will display a page titled, "Subscribe To NHTSA's Recall Notification Email System." When you complete the form with your vehicle information and email address and submit the information to NHTSA, you will begin receiving emails for recalls on your vehicle.

For your information, NHTSA is currently undertaking a comprehensive look into the safety of electronic throttle control systems in all vehicles sold in the United States equipped with that technology. The prestigious National Academy of Sciences will examine the broad subject of unintended acceleration and electronic vehicle controls across the entire automotive industry. Separately, NHTSA has enlisted National Aeronautics and Space Administration scientists with expertise in areas such as computer controlled electronic systems, electromagnetic interference, and software integrity to examine the issue of unintended acceleration specifically in Toyota vehicles. If either study should identify a potential safety-related defect, an investigation will be opened.

I hope this information is helpful. If you have any questions, please contact me or Mr. Daniel C. Smith, Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,

for Ronald L. Medford
David L. Strickland