

NVS-20  
JUN 23 2010

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

CL-10341177-8415

EXECUTIVE SECRETARIAT

2010 JUN 22 P 3: 04

RECEIVED - NHTSA

[REDACTED]  
[REDACTED]  
Pomfret Center CT [REDACTED]  
[REDACTED]

June 12, 2010

To whom it may concern,

I have forwarded a copy of this package to the following:

1. National Highway Traffic Safety Administration
2. Toyota Motor Sales, U.S.A., Inc.
3. Tri-State Toyota and Scion

Thank you

Sincerely,

[REDACTED]

ET  
062910  
TGW

[REDACTED]  
[REDACTED]  
Pomfret Center, CT [REDACTED]

National Highway Traffic Safety Administration  
1200 New Jersey Avenue S.E.  
Washington, DC 20590

Dear National Highway Traffic Safety Administrator,

The purpose of my letter is to inform you of the disappointing performance of Toyota Motor and its' dealer with our recall situation. My husband and I own a 2000 Toyota Tundra. We feel that we were treated unfairly and were not properly informed because of our minority status. We were truly disappointed with the service provided by Toyota Motor and its dealer.

Enclosed is the detailed letter describing our situation with Toyota Motor and its dealer and the expense involved during the repairs.

Sincerely,

[REDACTED]

[REDACTED]  
Pomfret Center CT [REDACTED]  
[REDACTED]

June 12, 2010

To whom it may concern,

My family and I have been a Toyota family for over 20 years. There are eight siblings and everyone of us has owned a type of Toyota. My husband and I own a 2000 Toyota Tundra and how disappointed we were to be treated so poorly by Toyota Motor and Tri-State. Our long and frustrated journey began January 2010 when we noticed that our truck was making this "squeaking" noise. We brought it to the local garage, Baco, because we've been disappointed too many times before with the dealer. Because of our ethnic background, my husband speaks very broken English and I don't know enough about automobiles, we were in the disadvantage and felt that we were an easy target.

At Baco, it was assessed that the left rear shackle needed to be replaced. We ordered the parts through the dealer and a few days later, the parts arrived. When the truck was being lifted for the repair, the frame broke because it was so severely corroded. That was when we found out that our truck was on the recall list. At the time we received nothing from Toyota Motor to notify us of the recall. Thanks for the help from Baco, we were able to contact the case worker of Toyota Motor, Tiffany Bishop. We had to tow the truck to the closest dealer. Unfortunately it was Tri-State. My husband understood that the cost of towing would be taken care of by Toyota Motor. It was not. When he went to return the unused shackle back to Tri-State, he was told that it cannot be fully refunded because it was their policy.

We tried to contact Tiffany Bishop at least once a week to get an update on the progress of the case. Sometimes she called back a few days later and other times, she didn't. Sometimes after multiple phone calls, someone else called us back. But almost always with no progress. Over a month passed, we got a call that the inspector from Toyota Motor will be at the dealer to inspect the truck. The date and time was set, but the inspector never showed up and we didn't know why. He or She came eventually, but we weren't notified when that happened. While we waited, we were given multiple rentals to drive, none of which was an equal trade of a truck. But my husband didn't want to make a big deal of it. Ironically, our first rental was on a recall list, as well.

Three months passed as the truck sat in the dealer's parking lot, became more corroded, and still no progress. The recall notice finally came with the arrival of the media making headlines of the Toyota recall story. The contact with Tiffany Bishop grew more sparse as she would rarely return our calls. Then one day the call came in that the inspection had been completed and Toyota would do a complete frame replacement. My husband was thrilled to finally have something done to the truck. But to me, the frame of the

vehicle is like a foundation of a house, and if it broke the rest of the house would be effected as well. We were told by the dealer that the following parts also needed replacement: the rear leaf springs, the front lower arms, and the rear shocks. I believed it was related to the broken frame. But Toyota refused the responsibility of any other repairs. In order to get our truck back, we decided to have the necessary repairs and we were told to expect to have our truck back by the end of April. The first week of May came and went with no calls. The second week of May went by with no call back. We were again disappointed to have been told that the parts had not arrived yet. I was truly discouraged at this point, but my husband remained hopeful and optimistic.

On June 4<sup>th</sup>, we got a call from Shawn, the service manager, notifying us that our truck was ready and wondered if we could come and pick it up before 4:30pm. My husband who works nights, had just gone to bed. So I woke him up and he rushed to the dealer to get his truck only to come back with a new rental and no truck. When he took the truck for the test drive, it couldn't even be driven out of the parking lot. The steering wheel would not turn and the brake did not work properly. The truck had supposedly been test-driven by the dealer's mechanic and all was said to be fine. How can a lapse time of a few hours made a vehicle not drivable? My husband had finally lost his trust for these people to do proper repair to his truck.

The following Monday, we received a call from the dealer that the steering rack needed to be replaced. I spoke with Shawn, the manager, voicing my concern and disappointment. I argued that those parts broke while the truck was under their care and that they need to take some responsibility. Alternately, he denied any responsibility, claiming the truck was not drivable when it got there; it had been sitting in the lot a long time; it was 10 years old with over 100,000 miles and that it can break down at any time. Is this how Toyota Motor stands behind its products? After much discussion with no resolution, he handed the phone to another person named Jeff, who couldn't help us either. We were so frustrated that we told them to just keep the truck. Of course we were told that we couldn't do that either. I told him that I would call Tiffany Bishop at Toyota Motor to see if she could help us. We ended up having to leave a message and that she'll call us back the following business day. Two business days later she returned our call. By then, my husband had already decided to have the steering wheel repaired because he just wanted his truck back. If the truck still remained not drivable, we would sign the title over to the dealer and not have to pay anything. He spoke with the dealer and understood that it would agree to that, but I wasn't so sure.

At the end, our final bill was over \$3,000, minus the towing cost and the nonrefundable portion of the rear shackle bill. That is a lot of money for us. Not to mention the sleepless nights and days, the emotional strain and the time wasted. Nearly 6 months after our truck was towed away, we finally got it back. There were multiple new scratches and dents throughout the exterior and trails of grease/oil all over the interior. There was a missing trim to the right front fender. There was a lump on the left side of the truck bed that made the lining stick up. There's a thudding sound when we push at the gas pedal. My husband is a meticulous man and he takes very good care of his

vehicle. If something is out of place, he'd know it. But he didn't say anything. He just wanted to be able to drive his truck out of there before something else broke down. He spent the following day cleaning his truck. He said it will never be the same. He felt so violated. It's a shame. My husband didn't sleep at all that day but still had to go to work. He is a very hard working man and he doesn't deserve this.

We are thoroughly disappointed and discouraged with the way that we were treated and how the truck was handled by Toyota and Tri-State. We felt that we were taken advantage of because of our minority status, with my husband not speaking fluent English and I don't know enough about automobiles. I am asking you to please be our advocate and investigate our case. With your help, I hope to bring fairness and justice for my husband and I and help alleviate the heartache of others who shared our situation. The contact person for our case was Tiffany Bishop, phone number: 1-800-331-4331 ext.73800, case number 1001113185; and Tri-State Toyota in Dudley MA, was the dealership that did the repairs, phone number 1-508-943-7474.

Thank you for your time.

Sincerely,

A solid black rectangular redaction box covering the signature area.



# THOMPSON AUTO CARE, LLC.

25 Hours Service-We try harder!  
 1056 Riverside Drive  
 NORTH GROSVENORDALE, CT 06255  
 Garage: (860) 923-2520  
 Cell: (860) 753-0636

DATE 1-13-10	TIME 11:00 A.M.	REQUESTED BY Owner of Truck
LOCATION OF VEHICLE Woods of Decatur		
NAME 721-5416 DEXIA		PHONE
ADDRESS 27 197. Dedden, MA		ZIP
MILEAGE		SERVICE TIME
FINISH 18421	FINISH 12:00 P.M.	EXTRA PERSON FINISH
START 18408	START 11:00 A.M.	START
TOTAL 13 Miles	TOTAL 1 Hr	TOTAL
YEAR 2000	MAKE / MODEL / COLOR Ford / Excursion / Silver	DRIVER W.P.
STATE CT	LIC. NO. 45763-2	VEHICLE I.D. NO.
<input type="checkbox"/> SLING/HOIST TOW <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> START <input type="checkbox"/> LOCK OUT		<input type="checkbox"/> FLAT TIRE <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> WRECK <input type="checkbox"/> RECOVERY
<input type="checkbox"/> SPECIAL EQUIPMENT <input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY		
VEHICLE TOWED TO 721-5416 DEXIA, Dedden, MA		
REMARKS TP 1-13-10 In acceptance of my vehicle, and with full payment of all charges, I hereby release Thompson Auto Care, LLC., and employees of any present or future claims.	MILEAGE CHARGE	---
	TOWING CHARGE	125-
	LABOR CHARGE	---
	STORAGE CHARGE	---
	Tax	---
	<b>TOTAL</b>	<b>125-</b>
OPERATOR'S SIGNATURE		
AUTHORIZED SIGNATURE		

3752

**Road Service**

026968

**TRISTATE TOYOTA SCION**  
191 W MAIN ST  
DUDLEY MA 01571  
508.943-7474

DATE	RECEIPT NO.	CONTROL NO.	RECEIVED FROM	AMOUNT
6/9/10	26968	78069	[REDACTED]	3,041.10

HOW PAID	PAID ON	OVER \$10,000 FILE FORM IRS-8300
CASH <input type="checkbox"/>	ACCOUNT <input type="checkbox"/>	<input type="checkbox"/>
CHECK <input type="checkbox"/>	NOTE <input type="checkbox"/>	
CREDIT CARD <input checked="" type="checkbox"/>	<i>M</i>	
DRAFT <input type="checkbox"/>		

BY *ac* Thank You

FORM BFA-508-3 • TO REORDER CALL: GREAT AMERICAN 1-800-231-0329

TRI-STATE TOYOTA SCION  
191 WEST MAIN  
DUDLEY, MA 01571

TERMINAL ID: 805932322  
MERCHANT #: 199820908999

MC #XXXXXXXXXXXX [REDACTED]  
**SALE**  
BATCH: 002316 TICKET #: 016599  
DATE: JUN 09, 10 TIME: 12:43  
SQ: 007 AUTH NO: 089758

TOTAL \$3041.10

CUSTOMER COPY



191 WEST MAIN STREET  
 DUDLEY, MA 01571  
 508-943-7474  
 WWW.KRAUSECARS.COM

78069THA

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
QUINEBAUG CT [REDACTED]		5TBBN4416YS [REDACTED]		106354	06/09/10	78069 B
YEAR		MAKE		MODEL	COLOR	TAG NO.
00		TOYOTA		TUNDRA/SR5	GREY	00000
CUST. NO.		LICENSE		HOME PHONE	WORK PHONE	STOCK NO.
27016		[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]
PROD. DATE		SERV. ADV.		TERMS		
00/00/00		018		CASH		
CUST. LABOR RATE		DELIV. DATE		DELIV. MILES	MILEAGE IN	DATE IN
99.00		00/00/00			106354	01/13/10
IN. SERV. DATE		3.4L V6 FI DOHC 24V				
08/21/00						

YOU WILL BE RECEIVING A FOLLOW-UP SURVEY FROM THE MANUFACTURER IN THE NEAR FUTURE. THIS IS OUR REPORT CARD. PLEASE NOTE THAT "EXCELLENT" IS OUR ONLY PASSING GRADE!

IF THERE IS ANY REASON WHY YOU CAN'T GIVE US AN EXCELLENT PLEASE CONTACT US SO WE CAN CORRECT YOUR CONCERNS. THANK YOU!

LINE	OP. CODE	PAIL-CD	TECH.	HOURS/CTY	TYPE	AMOUNT
	**		A50			
Line Total.....						

G +  
 Com Customer states replace steering rack assembly  
 Cor replaced steering rack with aftermarket part

A50						
26-1618 REMAN NAPA RAC	1	C				297.00
269-3243 TIE ROD	1	C				449.00
269-3242 TIE ROD	1	C				59.00
						59.00
Line Total.....						864.00

Parts	2582.68
Sales Tax	161.42
Labor	297.00
<b>TOTAL-CASH</b>	<b>3041.10</b>

CUSTOMER COPY - PAGE 04

STATEMENT OF DISCLAIMER  
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)



191 WEST MAIN STREET  
 DUDLEY, MA 01571  
 508-943-7474  
 WWW.KRAUSECARS.COM

78069TJA

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
QUINEBAUG CT [REDACTED]		5TBBN4416YS [REDACTED]		106354	06/09/10	78069 B	
YEAR	MAKE	MODEL		COLOR	TAG NO.		
00	TOYOTA	TUNDRA/SR5		GREY	00000		
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
27016	[REDACTED]	[REDACTED]	[REDACTED]		00/00/00	018	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE		
99.00	00/00/00		106354	01/13/10	08/21/00	3.4L V6 FI DOHC 24V	

YOU WILL BE RECEIVING A FOLLOW-UP SURVEY FROM THE MANUFACTURER IN THE NEAR FUTURE. THIS IS OUR REPORT CARD. PLEASE NOTE THAT "EXCELLENT" IS OUR ONLY PASSING GRADE!

IF THERE IS ANY REASON WHY YOU CAN'T GIVE US AN EXCELLENT PLEASE CONTACT US SO WE CAN CORRECT YOUR CONCERNS. THANK YOU!

LINE	OP. CODE	FAIL. CD	TECH.	HOURS/QTY	TYPE	AMOUNT
D +						
Com Customer states REPLACE FRT LOWER CONTROL ARMS						
Cor replaced frt lower control arms						
A50						
	4806834020		ARM SUB-ASSY,	1	C	257.23
	4806934020		ARM SUB-ASSY,	1	C	257.23
	4830434020		BUMPER SUB-ASS	2	C	56.64
	4830604010		BUMPER SUB-ASS	2	C	62.82
Line Total.....						633.92

E +  
 Com Customer states REPLACE REAR SHOCKS  
 Cor replaced rear shocks

A50						
	4853109131		ABSORBER, SHO	2	C	98.00
	90948A2004		RETAINER, CUSH	4	C	19.44
	9094802181		RETAINER, CUSH	2	C	7.84
Line Total.....						125.28

F +  
 Com \*\*\*\*\*RECOMMENDATIONS\*\*\*\*\*  
 Cor NEEDS 4 TIRES \$927.27+TAX  
 NEEDS MUFFLER/ \$517.24+TAX

CUSTOMER COPY - PAGE 03

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)



191 WEST MAIN STREET  
 DUDLEY, MA 01571  
 508-943-7474  
 WWW.KRAUSECARS.COM

78069THA

CUST. NO. 27016		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.		PROD. DATE 00/00/00		SERV. ADV. 018		TERMS CASH	
CUST. LABOR RATE 99.00		DELIV. DATE 00/00/00		DELIV. MILES		MILEAGE IN 106354		DATE IN 01/13/10		IN-SERV. DATE 08/21/00		3.4L V6 FI DOHC 24V			

QUINEBAUG CT

VEHICLE IDENTIFICATION 5TBBN4416YS		MILEAGE OUT 106354		DATE OUT 06/09/10		INVOICE NO. 78069 B	
YEAR 00	MAKE TOYOTA	MODEL TUNDRA/SR5		COLOR GREY		TAG NO. 00000	

YOU WILL BE RECEIVING A FOLLOW-UP SURVEY FROM THE MANUFACTURER IN THE NEAR FUTURE. THIS IS OUR REPORT CARD. PLEASE NOTE THAT "EXCELLENT" IS OUR ONLY PASSING GRADE!

IF THERE IS ANY REASON WHY YOU CAN'T GIVE US AN EXCELLENT PLEASE CONTACT US SO WE CAN CORRECT YOUR CONCERNS. THANK YOU!

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QT	TYPE	AMOUNT
			9538104045 PIN, COTTER	2	W	
			9671119007 RING, O	1	W	
			9011714065 BOLT, U	4	W	
			004751BF03 BRAKE FLUID	2	W	
			00272SLLC2 SUPER LONG LIF	2	W	
			7590 75W 90 GEAR OI	2	W	
Line Total.....						

B +  
Com Customer states rental

SUBLET TRI STATE TOYOTA R PO# 9741 1 W  
 Line Total.....

C +  
Com Customer states REPLACE REAR LEAF SPRINGS  
 Cor replaced rear leaf springs

	A50					
	482100C040	SPRING ASSY, R	1	C	628.24	
	482200C040	SPRING ASSY, R	1	C	628.24	
Line Total.....						1256.48

CUSTOMER COPY - PAGE 02

**STATEMENT OF DISCLAIMER**  
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)



[REDACTED]  
[REDACTED]  
Pomfret Center CT [REDACTED]



Administrator  
National Highway Traffic Safety  
1200 New Jersey Ave. S  
Washington D.C. 20590