

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

AUG - 5 2010

July 30, 2010

I am the owner of a 2002 Chevrolet Prizm. I have had consistent "lock-up" problems with my steering wheel, which have gotten worse (more often, harder to unlock). When I inquired, GM stated that it is a "safety" feature.

However after reading this article (enclosed) that the lock-up can occur during driving, I became concerned. I have included proof that Toyota constructed the transmission (as the dealer stated.)

GM will not provide an inspection to determine the cause of my problem. The car has not been wrecked or abused; I feel that I should be given a courtesy check. Do you have any other inquiries about this model?

Thank you,

VIN# 1Y1SK52842Z

KB

080910

TGW

July 30, 2010

Toyota recalling 412,000 sedans

Steering problems
bring the embattled
carmaker's U.S. recall
total to 9.5 million.

Associated Press

NEW YORK — Toyota is recalling more than 400,000 cars, most of them large sedans sold in the United States, for problems that can cause the steering wheel to lock up. It's the latest indication that the automaker is still struggling with vehicle problems even as it works to overhaul quality control.

The recall affects 412,000 vehicles in the United States: 373,000 Avalon sedans and 39,000 Lexus LX 470 SUVs. The recall is Toyota's largest since it said in April it would fix rusting spare tire holders in 600,000 Sienna minivans.

Thursday's announcement brings the size of Toyota's recalls to about 9.5 million cars and trucks in the United States since October, with some recalls affecting models as old as the 1998 model year. Of the 24.1 million vehicles Toyota has sold in the United States since 1998, as tracked by Wards AutoInfoBank, it has recalled about 39 percent.

The Avalons recalled are from model years 2000 to 2004 and have improper casting of the steering lock bar — the component that locks the steering wheel when the vehicle is shut off — that can cause a crack to form on the surface. Over time, the crack can expand, which can cause the steering wheel to become difficult to unlock when stationary. In some circumstances, the problem can cause the steering wheel to lock up during driving, Toyota said.

Three unconfirmed accidents with no injuries have been reported because of the problem, Toyota said.

For the Lexus LX 470, Toyota is recalling the 2003 to 2007 model years to fix a different steering

← THIS IS MY
EXPERIENCE

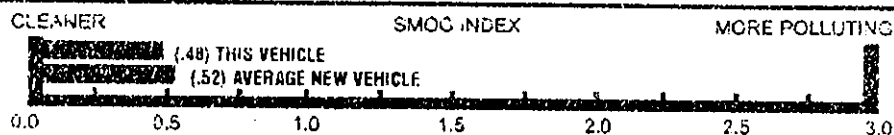
→ THIS IS MY
CONCERN



1Y1SK52842Z

CONSUMER INFORMATION

This vehicle is certified to 50--STATE EMISSION REQUIREMENTS. It meets emission requirements of all 50 states.



This vehicle is equipped with bumper systems that, in a frontal barrier impact of 5 miles per hour and a rear barrier impact of 5 miles per hour, sustain no more damage than is permitted under the Federal bumper standard. That Federal standard establishes requirements (including damage criteria) for the impact resistance of vehicles in low speed front and rear collisions. The standard allows damage to the bumper face bar and the components and associated fasteners that directly attach the bumper face bar to the chassis frame.

PARTS CONTENT INFORMATION

FOR VEHICLES IN THIS CARLINE:

U.S./CANADIAN PARTS CONTENT: 65%

MAJOR SOURCES OF FOREIGN PARTS CONTENT:

JAPAN 20%

NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.

FOR THIS VEHICLE:

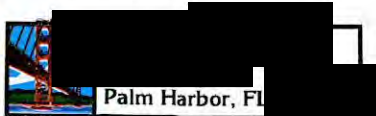
FINAL ASSEMBLY POINT: FREMONT, CA USA

COUNTRY OF ORIGIN:

ENGINE: UNITED STATES

TRANSMISSION: JAPAN ✓





NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE, S.E.
WEST BUILDING
WASHINGTON, DC 20590

