

NHTSA ccmMercury Routing Slip



Printed: 8/23/2010

NHTSA #: ES10-005754

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Delivery: FAX

Rec'd Date: 8/20/2010

Doc Type: CNG

Address To: DOT/I

Referred By: NPO-011

Doc Date: 8/18/2010

Due Date: 9/17/2010

S10 #:

DOT/I #: 2010-1229

RMP #:

**Subject: LETTER FROM SENATOR KLOBUCHAR ON BEHALF OF CONSTITUENT [REDACTED]
[REDACTED] RE STALLING PROBLEMS WHILE DRIVING HIS 2007 TOYOTA CAMRY HYBRID**

Ack Date:

Sign Office: ADMINISTRATOR

Cleared Date:

File Loc:

Added By: BMILLINGS x65470

Ack By:

Signature: STRICKLAND

Cleared By:

XREF File:

Modified By:

BERNADETTE.MILLINGS

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

THE HONORABLE AMY KLOBUCHAR UNITED STATES SENATOR

1200 WASHINGTON AVENUE SOUTH
SUITE 250

MINNEAPOLIS, MN 55415

Tel: 612 727-5220 Fax: 612 727-5223 E-mail:

NVS216

CL-10352108-1008

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	8/20/2010	9/17/2010	
NIA-110	INFORMATION	8/23/2010		8/23/2010
NVS-010	INFORMATION	8/23/2010		8/23/2010
NOA-010	INFORMATION	8/23/2010		8/23/2010
NOA02	INFORMATION	8/23/2010		8/23/2010
I	INFORMATION	8/23/2010		8/23/2010

AUG 25 2010

RECEIVED - NHTSA

2010 AUG 23 A 9:54

EXECUTIVE SECRETARIAT

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

MC
08/25/2010
K5

AMY KLOBUCHAR
MINNESOTA

COMMITTEES:
AGRICULTURE, NUTRITION,
AND FORESTRY
COMMERCE, SCIENCE,
AND TRANSPORTATION
ENVIRONMENT AND PUBLIC WORKS
JOINT ECONOMIC COMMITTEE
JUDICIARY

United States Senate

WASHINGTON, DC 20510

FACSIMILE TRANSMITTAL SHEET

TO:
Congressional Liaison
Department of Transportation

FROM:
Brian Garshelis
Office of U.S. Senator Amy Klobuchar

FAX NUMBER:
(202)- 366- 3675

DATE:
8/18/2010

RE:

TOTAL NO. OF PAGES INCLUDING COVER: 3

☐ URGENT ☒ FOR REVIEW ☐ PLEASE COMMENT ☒ PLEASE REPLY ☐ PLEASE RECYCLE

Dear Congressional Liaison

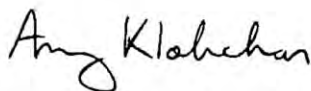
Attached is a copy of recent correspondence I have received from my constituent, [REDACTED] filed a complaint against Toyota, complaint number 10346284. He would like an update on the status of his complaint.

I am forwarding this material for your consideration and response. If you have any questions or need additional information in order to properly investigate this matter, you may contact Brian Garshelis, a member of my Minnesota staff, by phone at (612) 727-5249 or by email at Brian_Garshelis@Klobuchar.senate.gov.

Please direct your final response to Brian Garshelis at my Minnesota office.

Thank you in advance for your prompt response.

Sincerely,



Amy Klobuchar
United States Senator

METRO OFFICE
1200 WASHINGTON AVENUE SOUTH SUITE 250
MINNEAPOLIS, MN 55415
TEL: 612.727.5220 / 888.224.9043
FAX: 612.727.5223

WASHINGTON DC OFFICE
UNITED STATES SENATE
302 HART SENATE OFFICE BUILDING
WASHINGTON, DC 20510
TEL: 202.224.3244 FAX: 202.228.2186

ES10-005754

This form must be printed and mailed or faxed to my Minnesota office. Use a separate sheet if necessary and provide copies of any relevant correspondence regarding this issue. Alternatively, you can download and print the PDF version of this form and return it to my office.

Print this page

U.S. SENATOR AMY KLOBUCHAR
1200 Washington Avenue, Suite 250
Minneapolis, MN 55415
Phone: (612) 727-5220 Fax: (612) 727-5223
Toll Free: (888) 224-9043

PRIVACY ACT RELEASE

The Privacy Act requires your written consent before a government agency will release information to our office regarding your records. To better serve you, please complete this form and return it to my Minnesota office. Please be aware that the person requesting assistance must sign this form.

Required: Provide your signature and the current date.

I hereby authorize the office of U.S. Senator Amy Klobuchar to access my records and act on my behalf with any and all agencies necessary to resolve the matters listed above.

Signature:

[REDACTED]

Date:

7-19-10

The following has already been submitted to our office by e-mail.

Issue:	NONE
Prefix:	[REDACTED]
First:	[REDACTED]
Last:	[REDACTED]
Address 1:	[REDACTED]
Address 2:	[REDACTED]
City:	Roseville
State:	MN
Zip:	[REDACTED]

Home Phone: [REDACTED]

Work Phone:

E-mail: [REDACTED]

Date of Birth: 01/01/1900

Other office? no

Which office?

Working with attorney? no

Name of attorney:

Contact attorney? no

Problem:

I own a 2007 Toyota Camry Hybrid, which began having stalling problems while driving in the late summer or Fall of 2009. I took the car to the authorized dealer in Brooklyn Park who could find nothing wrong. I contacted the national Toyota headquarters seeking their assistance on Nov 8, 2009: "I have a 2007 Camry Hybrid that has stalled 3 times while I have been driving in traffic. It has stalled each time when I had been pressing on the accelerator to speed up and then had to suddenly depress the brake pedal to avoid a vehicle that had turned into my lane. It was not "panic" braking, but firm braking. The engine loses power and pressing the accelerator does nothing. All of the gauges remain on. There is no warning light. I have to find a way to coast the car off the highway onto a shoulder or a side street. It is a very dangerous condition because it could stall in the middle of an intersection. I took my car to Toyota City in Brooklyn Park MN where I purchased it and they said they couldn't do anything about it if the computer hadn't recorded the incident. The same thing happened today. I either want my car fixed or a new car." Nothing meaningful was done by National Toyota. My car stalled again last week (July 9, 2010) while driving 55mph on Hwy 100 in a similar braking situation. When the engine stalled, I managed to roll to a stop on the shoulder, maneuvering between cars to avoid a collision. I just came from the Toyota dealer in the past half hour, and again and they said that as soon as I restarted the car, the computer deletes the error message so there is no record of the problem. I believe them. This is a very serious design defect in the computer control of the fuel ignition system.

How Sen. Klobuchar's office can help:

I would be grateful for Senator Klobuchar's intervention with the NHTSA and/or directly with Toyota to require the company correct this problem. I have no interest in demanding a replacement vehicle, but if they cannot make my car safe to drive, that may be the only option. By the way, I was told the car is no longer under warranty, but it was when I reported the problem last November. The dealer is Toyota City & Scion , 7325 Brooklyn Blvd, Brooklyn Park, MN 55443 763 566 0060 The vehicle ID is: JTNBB46k3 [REDACTED] Mileage: 28,473 Thanks for your assistance.

18-Aug-10

2010 Senate Report - Governmental Affairs Correspondence
Control Sheet (I-10), Room 10408

Control Number: 2010 – 1229
Date DOT Received: 8/18/2010
Date DOT Entered: 8/18/2010
Member's Date: 8/18/2010
Member Last Name: Klobuchar
Member First Name: Amy
Member Organization: United States Senator
Address1: 1200 Washington Avenue, South Suite 250
Address2:
City: Minneapolis
State: MN
Zip: 55415
Constituent File Name: [REDACTED]
Constituent Date:
Action Office: National Highway Traffic Safety Administration
Subject: Toyota
Action Office Code: NHTSA
Due Date: 9 /17/2010
Member Contact: Brian Garshelis
Pending: Yes
Member Contact Phone: (612) 727-5249
Closed Date:
Remarks:
Direct Reply/Comeback Copy Yes
Congressional Affairs Contact