CL-10357532-5883

SEP - 8 2010

September 1, 2010

Department of Transportation
National Highway Traffic Safety Administration
Office of Defect Investigation
NVS -210

1200 New Jersey Avenue
SE West Building
Washington DC,20590

Dear Sir:

I would like to ask help from NHTSA office for NUMMI or TOYOTA to reimburse for the cost of the catalytic converter replacement done on 2001 Chevy Prizm LSI.

I wrote a letter dated December 3, 2005 address to Mr. Azuma, NUMMI President for help. Until now I did not receive any answer. Now NUMMI was closed April 2010. My letter was mailed five (5) years ago.

Enclosed are my letter to Mr. Azuma and repair documents on the 2001 Chevy Prizm LSI.

Thank you very much for your help.

Sincerely yours,

[redacted]

Address : [redacted]
San Jose, Ca. [redacted]

Tel. no. [redacted]

HC
09211
TW

December 23, 2005

Mr. Azuma
President, NUMMI
45500 Fremont Blvd.
Fremont, CA. 94538

Dear Mr. Azuma,

The reason I write this letter and enclose paper works (repair bills) is the Chevy Prizm LSI my daughter, [redacted], and I had bought NUMMI PEP car 2001 (3-4 years ago). The catalytic converter failed (was worn and had rattle inside). The odometer was only 80,000 miles.
I would like to request from NUMMI thru your office , if my daughter and son-in-law ([redacted]) may be reimburse for the cost of the catalytic converter . The total cost of repair was 684.60 dollars.
I had bought several NUMMI PEP cars from NUMMI when I was employed 1984.

1 Chevy Nova 1986 – the catalytic converter was replaced 3-4 years ago (180,000 plus miles). This car is running good.
2 GEO Prizm 1990 + , lemon car, gone.
3 Toyota Corolla 1995- the catalytic converter is very good (116,000 plus miles).
4 Toyota Corolla 1997- the catalytic converter is very good (118,000 plus miles).
5 Chevolet Prizm LSI – the catalytic converter was worn and had rattle inside. The old catalytic is saved in case of inspection.

I highly recommend NUMMI cars/trucks to my relatives and family friends.
My name is [redacted]. I retired from NUMMI May 2001 (17.5 years service). I was one of the team members employed when NUMMI started to set-up the operation of the plant 1984 (I came to work Oct/84). I was one of the team members (Envirnmental Affairs Department) that have had worked on wastewater treatment and toxic wastes deposal. I have had set-up wastewater testing laboratory and developed lime-alum-polymer trearment (cost savings of hundred of thousand dollars) of millions/gallons of wastewater generated by the plant from 1985.
I remember the first president of NUMMI was Mr. Toyoda. The second president was Mr. Higashi that have had talked to me (few times) when was working at the wastewater treatment area.
Thank you very much for your kind help.

[redacted]

BRANHAM ARCO SMOGPROS

1405 Branham Ln
San Jose, CA. 95118
Phone - 408-266-0272

THANK YOU !!!

REPAIR ORDER #
003571

BAR AR179189
BAR RF179189

REPAIR ORDER

Print Date : 12/03/2005

[redacted]
[redacted]
San Jose, CA [redacted]
Home [redacted]
Cust ID : 2476 Ref # : Hat # :

2001 Chevrolet - Prizm
Lic # : [redacted]
Unit # :
Vin # : 1Y15K54861Z[redacted]
MFG Date : 12/03/2005
Engine : 1.8L, In-Line4, VIN (8)

Last Service : Current Odometer : 79234 Previous Odometer : Elapsed Mileage :

Labor Requested / Part Number	Parts Qty	Parts Sale	Total Parts	Total Labor	Extended
CHECK "CHECK ENGINE" LIGHT ON. CALL FOR REPAIR COST				85.00	85.00

Parts : $ 0.00 Labor : $ 85.00 $ 0.00 Total : $ 85.00

THANK YOU !!!

I hereby authorize the repair work above and the use of necessary materials. I grant you and your employees permission to operate the vehicle herein described on streets, highway or elsewhere for the purpose of testing or inspection. An express mechanic's lien is hereby acknowledge on vehicle to secure the amount of repairs. I acknowledge that I have left valuable articles in the vehicle and you will not be held responsible for any articles left in the vehicle. you will not be responsible for loss or damage to vehicle which is not cause by your negligence.
Smog Inspection Acknowledgement: By law you may choose another license smog facility to perform any needed repair or adjustment which the smog check test indicates are necessary. All parts are new unless specified.

Authorized By..... [redacted] Date.....12/3/05 Time.....8:10 AM

LAI, JOSEPH

08.21.03 repair11

BRANHAM ARCO SMOGPROS

1405 Branham Ln
San Jose, CA. 95118
Phone - 408-266-0272

THANK YOU !!!

INVOICE
3571

BAR AR179189
BAR RF179189

INVOICE

Print Date : 12/10/2005

[redacted]
San Jose, CA [redacted]
Home [redacted]
Cust ID : 2476

2001 Chevrolet - Prizm
1.8L, In-Line4, VIN (8)
Lic # : [redacted]
Unit # :
Vin # : 1Y15K54861Z[redacted]
Hat # :
Ref # :

Odometer In : 79234
12/09/05 80007

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
CATALYTIC CONVERTER 94860091/CARL	1.00	480.00	480.00	CHECK "CHECK ENGINE" LIGHT ON. CALL FOR REPAIR COST. HAD TROUBLE CODE # P0420 (CATALYST SYSTEM EFFICIENCY BELOW THRESHOLD). TEST CATALYTIC CONVERTER AND FOUND IT WAS WORN AND HAD RATTLE INSIDE. FOUND CODE P0420: CATALITIC SYSTEM EFFICIENCY BELOW THREATHOLD.	85.00
				REPLACE CATALYTIC CONVERTER LABOR	80.00

[Technicians : DO, THANH; NGUYEN, DAU]

Org. Estimate $85.00	Revisions $599.60	Current Estimate $ 684.60	Additional Cost	Revised Estimate
WORN CATALYTIC CONVERTER; [redacted] In Person; 12/03/2005 - 01:00[S][LAI, JOSEPH]			$599.60	$684.60

Deposit 12/3/05 $480.00
Balance 12-10-05 $204.60
$684.60

[Payments - Visa - $ 684.60]

Labor:	**$165.00**
Parts:	**$480.00**
Sublet:	**$0.00**
Sub:	**$645.00**
Tax:	**$39.60**
Total:	**$684.60**
Bal Due:	**$0.00**

THANK YOU !!!

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highway or elsewhere for the purpose to testing and/or inspection. an express mechanic's [redacted] truck to secure the amount of repairs thereto. warranty on parts and labor is six months or 6,00[redacted] warranty work has to be performed in our shop & limit to the original cost.

SIGNATURE..... [redacted] ..... Date 12/10/05 Time 3:00
LAI, JOSEPH

BRANHAM ARCO SMOGPROS

1405 Branham Ln
San Jose, CA. 95118
Phone - 408-266-0272

THANK YOU !!!

REPAIR ORDER #
003571

BAR AR179189
BAR RF179189

REPAIR ORDER

Print Date : 12/03/2005

[redacted]
San Jose, CA [redacted]
Home [redacted]
Cust ID : 2476 Ref # : Hat # :

2001 Chevrolet - Prizm
Lic # : [redacted]
Unit # :
Vin # : 1Y15K54861Z[redacted]
MFG Date : 12/03/2005
Engine : 1.8L, In-Line4, VIN (8)

Last Service : Current Odometer : 79234 Previous Odometer : Elapsed Mileage :

12/9/05 80007

Labor Requested / Part Number [redacted]	Parts Qty	Parts Sale	Total Parts	Total Labor	Extended
CHECK "CHECK ENGINE" LIGHT ON. CALL FOR REPAIR COST. HAD TROUBLE CODE # P0420 (CATALYST SYSTEM EFFICIENCY BELOW THRESHOLD). TEST CATALYTIC CONVERTER AND FOUND IT WAS WORN AND HAD RATTLE INSIDE.				85.00	85.00
REPLACE CATALYTIC CONVERTER			480.00	80.00	560.00
X CATALYTIC CONVERTER	1.00	480.00			
			**** Taxes		****
			< Your Tax Rates		$ 39.60 >

Revision # 1, Previous Estimate Amount - 85.00, Additional Cost - 599.60, Revised Estimate - 684.60
Authorized by - [redacted] Phone - In Person, Date - 12/03/2005, Time - 01:00PM.

Deposit $480.00 Check #[redacted]
to order part. call when part
is in. pick up can now at
1:00 pm

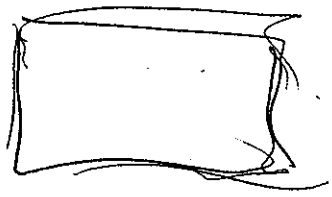
Parts : $ 480.00 Labor : $ 165.00 Tax : $ 39.60 Total : $ 684.60

THANK YOU !!!

I hereby authorize the repair work above and the use of necessary materials. I grant you and your employees permission to operate the vehicle herein described on streets, highway or elsewhere for the purpose of testing or inspection. An express mechanic's lien is hereby acknowledge on vehicle to secure the amount of repairs. I acknowledge that I have left valuable articles in the vehicle and you will not be held responsible for any articles left in the vehicle. you will not be responsible for loss or damage to vehicle which is not cause by your negligence.
Smog Inspection Acknowledgement: By law you may choose another license smog facility to perform any needed repair or adjustment which the smog check test indicates are necessary. All parts are new unless specified.

Authorized By..... [redacted] Date..12/03/05 Time..1 p.m.
LAI, JOSEPH

1Y1SK54861Z[redacted]
Mileage = 10,847



Base MSRP = $16,060
Total M & O = $18, 738
MSRP = $19,203
Invoice = $16,803.22
Options MSRP = $2,678
Rebate = $1,500

Item 1

Using the provided sale price scale:

		Base	LSi
	Options MSRP	18%	18%
New	Base MSRP	10	13
PEP 1	<1,000 Miles	13	16
PEP 2	1,000 – 2,499	16	19
PEP 3	2,500 – 7,499	19	22
PEP 4	>7,500	24	27

Options Discount = $482.04
PEP 1 = $19,203 – ($16,060 X 0.16) – $482.04 – $1,500 = $14,651.36
PEP 2 = $19,203 – ($16,060 X 0.19) – $482.04 – $1,500 = $14,169.56
PEP 3 = $19,203 – ($16,060 X 0.22) – $482.04 – $1,500 = $13,687.76
PEP 4 = $19,203 – ($16,060 X 0.27) – $482.04 – $1,500 = $12,884.76

Item 2

If bought new:

GMS = $16,147.39 (This is invoice less holdback and Co-op advertising [3.5% of (M+O)-Dest])
Rebate = $1,500

Net New Vehicle Price = GMS – Rebate => $14,647.39

OBD II Diagnostics

Diagnostic Trouble Codes

Date/Time.....: 03-Dec-2005 08:38:35

The MIL is commanded On.

2001 Chevrolet prizm LSI 1.8

79,234

Emissions-Related Powertrain DTCs, Mode 3:
Electronic Control Unit ID: 10
P0420
Catalyst System Efficiency Below Threshold (Bank 1)

Continuously Monitored Systems DTCs, Mode 7:
No Diagnostic Trouble Codes recorded.

improperly formed or damaged terminals, or poor terminal-to-wire connections before component replacement.

DTC P0420: CATALYST SYSTEM LOW EFFICIENCY

NOTE: For circuit reference, see WIRING DIAGRAMS article.

Circuit Description

Three-Way Catalyst (TWC) is used to control carbon monoxide (CO), hydrocarbons (HC) and oxides of nitrogen (NOx) exhaust emissions. TWC promotes a chemical reaction which oxidizes HC and CO, converting them to water vapor and carbon dioxide. NOx emissions are converted to nitrogen. PCM monitors this process using a Heated Oxygen Sensor-2 (HO2S-2), located after TWC. PCM compares HO2S-2 signal with Heated Oxygen Sensor-1 (HO2S-1), located before TWC. If TWC is operating correctly, HO2S-2 signal will be much less active than HO2S-1. When both oxygen sensor signals change at similar rates, deteriorated catalyst performance is indicated.

DTC will set when HO2S-2 and HO2S-1 signals change at similar rates with engine operating in closed loop, engine coolant temperature greater than 158°F (70°C), and engine speed is 2500-3000 for at least 3 minutes while driving at certain vehicle speeds.

When DTC sets, MIL will illuminate after 2 consecutive ignition cycles in which diagnostic runs with active fault. PCM will record operating conditions at time of diagnostic failure and store information in FREEZE FRAME buffer.

Code Enable Criteria

Conditions for running DTC:

- ECT is greater than 158°F (70°C).
- Engine speed is 2500-3000 RPM for at least 3 minutes while driving at certain speeds.
- Engine is operating in closed-loop.

Conditions for setting DTC; HO2S 2 signal is as active as HO2S 1 signal.

Diagnostic Procedures

1. Perform powertrain diagnostic system check. See **POWERTRAIN DIAGNOSTIC SYSTEM CHECK** under SELF-DIAGNOSTIC SYSTEM. After performing diagnostic system check, go to next step.
2. Check for HO2S DTCs and diagnose those DTCs first. If DTC P0130, P0133, P0135, P0136, or P0141 is set, diagnose affected DTCs. See **DIAGNOSTIC TROUBLE CODE DEFINITIONS**. If no other DTC is set, go to next step.
3. Start and warm engine to normal operating temperature. Ensure engine is operating in closed-loop. Operate engine at 2500-3000 RPM for 3 minutes. Using scan tool, monitor HO2S-1 and HO2S-2 signals. If HO2S-1 signal is as active as HO2S-2 signal, go to step 5 . If HO2S-1 signal is not as active as HO2S-2 signal, go to next step.

4. Using scan tool, clear DTC information and place vehicle into check mode. Operate vehicle within FREEZE FRAME conditions. If DTC resets, go to next step. If DTC does not reset, see **DIAGNOSTIC AIDS**.
5. Check TWC for severe discoloration caused by excessive temperatures. Check for dents, holes or an internal rattle, indicating damaged catalyst. Ensure TWC meets manufacturer specifications. If any problem is found, go to step 8 . If no problem is found, go to next step.
6. Check exhaust system for loose or missing hardware, leaks, or damage. Repair as necessary. After repairs, go to step 9 . If exhaust system is okay, go to next step.
7. Check HO2S-2 for proper installation and for road damage. Ensure HO2S-2 wire harness is not contacting exhaust system. Repair as necessary. After repairs, go to step 9 . If HO2S-2 is okay, go to next step.
8. Locate and repair cause of TWC failure. Replace TWC. After replacing TWC, go to step 10 .
9. Start and operate engine until normal operating temperature is reached. Ensure engine is operating in closed-loop. Operate engine at 2500-3000 RPM for 3 minutes. Using scan tool, monitor HO2S-1 and HO2S-2 signals. If HO2S-1 signal is as active as HO2S-2 signal, see **DIAGNOSTIC AIDS**. If HO2S-1 signal is not as active as HO2S-2 signal, go to next step.
10. Turn ignition on, with engine off. Using scan tool, clear DTC information. Road test vehicle within conditions for running DTC. See **CODE ENABLE CRITERIA**. Check for DTCs. If no DTCs are stored, repair is complete. If any DTCs are stored, diagnose affected DTCs.

Diagnostic Aids

Check for exhaust system leaks, malfunctioning TWC, faulty oxygen sensors or fuel system malfunction. Repair all HO2S related DTCs first.

An intermittent malfunction may be caused by a poor connection, rubbed-through wire insulation, or a wire broken inside insulation. Inspect harness connectors for backed-out terminals, improper mating, broken locks, improperly formed or damaged terminals, or poor terminal-to-wire connections before component replacement.

[redacted]
San Jose, CA [redacted]

CPU
PB 1P 000
3658050
FCMF

U.S. POSTAGE
$ 1.050
MAILED SEP 01 2010
95118

FIRST CLASS

Department of TRANSPORTATION
NATIONAL HIGHWAY SAFETY ADMINISTRATION
OFFICE of DEFECT INVESTIGATION
NVS-210
1200 New Jersey
SE West BUILDING
WASHINGTON DC. 20590