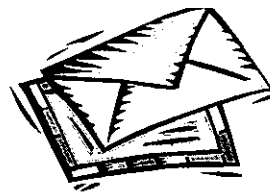


NHTSA ccmMercury Routing Slip



CL-10359708-52(3)

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

Printed: 10/4/2010

NHTSA #: ES10-006486 **Rec'd Date:** 10/4/2010 **Referred By:** NPO-011
XREF #: **Doc Type:** S10 **Doc Date:** 9/25/2010
Delivery: MESSENGER ENV. **Address To:** S1 **Due Date:**

S10 #: 101001-024 **DOT/I #:** **RMP #:**
Subject: S10 APPROPRIATE HANDLING - LETTER FROM [REDACTED] REGARDING TOYOTA PROBLEMS

Ack Date: **Ack By:** **Signed For:**
Sign Office: ENFORCEMENT **Signature:** NRN **Cleared For:**
Cleared Date: **Cleared By:** **Closed Date:** 10/4/2010
File Loc: **XREF File:** **Modified By:** TANA.E.N.ROGERS
Added By: TROGERS x62870

Most Recent Comment:

Author:

[REDACTED]
[REDACTED]
WOODBRIDGE, VA [REDACTED]
Tel: [REDACTED] Fax: [REDACTED] E-mail: [REDACTED]

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	10/4/2010		10/4/2010
NVS-010	INFORMATION	10/4/2010		10/4/2010

EXECUTIVE SECRETARIAT

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**Office of the Secretary of Transportation
Executive Secretariat**

Control number: S10-101001-024

Action office: NHTSA

Document date: 9/25/2010

Due date:

Author(s): [REDACTED]

Subject: Toyota Problems

Action: Appropriate Handling

Comments:

Date	Action	Action by
10/1/2010	Folder Processed for Appropriate Handling.	AINGRAM
10/1/2010	DIST: P1,C1,I1	AINGRAM
10/1/2010	Updated Folder Information.	AINGRAM
10/1/2010	Work Folder Assigned to NHTSA.	MPETTIFORD
10/1/2010	Incoming File Uploaded.	MPETTIFORD
10/1/2010	Control Number Created.	MPETTIFORD

Date	Note	Note by
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Untitled

September 25, 2010

U.S. Department of Transportation

Attn: Secy, Ray LaHood
1200 New Jersey Ave, SE
Washington, DC 20590

Dear Sectary LaHood:

I would like to mail the attached letter to the CEO of Toyota and need the mailing address. I have looked highlow on the Internet and came up with nothing. Toyota knew the transmissions in their Sequoia were defective in most of their models..

On September 17, 2010, my son and I nearly lost our lives and I could have caused the lives of others on as we travel on I-95 in Springfield, VA and my 2001 Toyota Sequoia Limited with 133K miles went out completely any without prior warning due to defective transmission in the Sequoia's. As I researched history on the transmissions in the Sequoia, I soon learned there are thousands of buyers who purchased this SUV with a defective transmission that Toyota was fully aware lost their lives.

I ask that you open an investigation immediately and request Toyota pay the cost of getting my transmission fixed which is over 3K. As a single mother and sole source of income I do not have 3K to get this fixed. A 45-50K vehicle with 10 years of adequate service and putting people live in danger is preposterous.

SUV was purchased at Lustine Toyota in Woodbridge, VA. I contacted Lustine, and there were not willing to help, not a surprise at all nor was the Toyota Hdqs in CA where I placed an complaint.

Woodbridge, VA [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Untitled

Toyota Motor Corporation

CEO, Akio Toyoda

1 Toyota Cho Toyota City
Aichi Prefecture 471-8571

Japan

September 25, 2010

SUBJECT: Defective Transmission In 2001 Toyota Sequoia

My name is [REDACTED] and live in Woodbridge, VA I'm a owner of a 2001 Toyota Sequoia , 4x4 Limited that I purchased at Lustine Toyota ,14227 Jefferson Davis Hwy, Woodbridge, VA.

SUV currently has 133K miles on the odometer and on 17 Sept 2010, the transmission without any prior sign notice nearly ending the lives of me, my son and other drivers on I-95 (Interstate 95) outside of Wash, DC. I never felt so frighten/horrified/helpless in my entire life for the lives of me, my son and others. My nerves are still unstable as i write you this letter. Due to your defective transmission the tragedy almost caused our lives.

Im aware the media crisis pertaining to the runaway cars and how a massive recall had to take place after Transportation Secretary Ray LaHood intervened. I cannot begin to tell you as a single mother, trying to make ends meets during these hard and bad economic times and the primary source of income , the pain, suffering, distress and anguish this has put upon me, my son and my ability to pay current household obligations , bills, and creditors.

With compassion and knowing deep down in your mind, the transmissions in the 2001 Toyota Sequoias and others SUV are defective I ask that you pick please, please pick up the tab/cost/expense to have my transmission fix/ replaced. I have saved my entire life to purchase this vehicle (which comes with a steep price tag) and WOULD be difficult for me to fathom, comprehend how Toyota has long been recognized as an industry leader in manufacturing and production plus one of the most profitable automobile maker; raking in 11 billion in US dollars would NOT want to make this right by paying the cost associated with replacing the defective transmission. Cost associated with a replaced transmission Four Thousand dollars, 4K.

Woodbridge, VA [REDACTED]

Contact # [REDACTED]

Email: [REDACTED]

cc: U.S. Department of Transportation

Attn: Ray LaHood

1200 New Jersey Ave, SE
Washington, DC 20590

Untitled

CC: BOARD OF DIRECTORS AT TOYOTA MOTOR CORP

Kazuo Okamoto

Yoshihiro Inada

Mitsuhsa Kato

Testuo Agata

Takeshi Uchiyamada

Yukitoshi Funo

Yoichiro Ichimaru

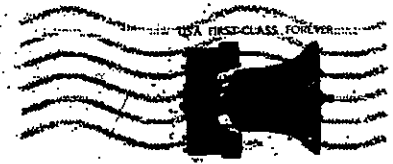
S10-101001-024



Woodbridge, VA



WASHINGTON DC 20501
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SEP 27 2010
10:55 AM
USPS

US Department of Transportation
Attn: Ray LaHood
1200 New Jersey Ave, SE
Washington, DC 20590

