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

CL-10375409-8454

FEB 14 2011

ATTORNEY GENERAL OF MISSOURI
JEFFERSON CITY
65102

CHRIS KOSTER
ATTORNEY GENERAL

P.O.Box 899
(573) 751-3321

February 7, 2011

[redacted]

Florissant, MO [redacted]

RE: Complaint No. CF-2011-00695 Spirit Toyota

Dear [redacted]

Thank you for contacting The Missouri Attorney General's Consumer Complaint Unit. I reviewed your complaint carefully and determined that it does not generally fall within the scope of matters handled by the Complaint Unit.

I have forwarded your complaint to the National Highway Traffic Safety Administration, 400 7th Street, SW, Room 2318, Washington, DC 20590.

Should you require assistance in the future, please contact the Consumer Protection Hotline at 1-800-392-8222 or visit our web site at www.ago.mo.gov.

Sincerely,

CHRIS KOSTER
Attorney General

Kelly Maddox

Kelly Maddox
Complaint Investigator
Consumer Protection Division

MC
2-17-11
TGW

# Consumer Co Form

RETURN TO: Attorney General's Office
Consumer Protection Unit, PO Box 899
Jefferson City, MO 65102

**Missouri Attorney General**
**Chris Koster**

Phone: 800-392-8222
Web: www.ago.mo.gov

## CONSUMER INFORMATION

| | |
|---|---|
| NAME | [redacted] |
| ADDRESS | [redacted] |
| | Florissant MO [redacted] |
| COUNTY | St. Louis |
| HOME PHONE | [redacted] |
| WORK PHONE | |
| E-MAIL | [redacted] |

## COMPANY INFORMATION

| | |
|---|---|
| NAME | Spirit Toyota |
| CONTACT | |
| ADDRESS | 9091 Dunn Rd. |
| | St. Louis MO 63042 |
| COUNTY | St. Louis |
| PHONE | 314-731-0911 |
| WEBSITE | www.spirittoyota.com |
| E-MAIL | |

## TRANSACTION INFORMATION

**DATE OF TRANSACTION/PURCHAS** 1/6/2011 **AMOUNT PAID** $0.00 **PAYMENT METHOD** Other

**HOW AND WHERE DID YOU LEARN ABOUT PRODUCT OR SERVICE?**

TV Ads and driving by the establishment.

**DID YOU SIGN A CONTRACT, WARRANTY AGREEMENT OR SIMILAR PAPERS?** Yes

**BRIEFLY EXPLAIN YOUR COMPLAINT**

I was backing my 2011 Toyota Avalon out of the garage when it suddenly accelerated in a forward direction. This was at approximately 10:15 a.m. on Jan 6, 2011. I had started my car with my right foot on the brake as the car has push button start and can only be started while depressing the brake. I had the vehicle in reverse, traveling I would say about 3 miles per hour and had traveled only a few feet when the vehicle suddenly lurched forward traveling very fast. When the car took off my foot was already on the brake and I pressed on the brake very hard, but to no avail. The car would not stop. I quickly turned the steering wheel to the left to try to avoid hitting my husband's small pick up truck that was parked in our driveway. My car only stopped after hitting our chain link fence which is located on our property. It all happened so fast. My car pushed the fence in and went partially under the fence, scratching up the hood and front of the vehicle. After the car came to a stop I backed it to the end of our driveway and got out of the vehicle and called for my husband who was inside the house. That same afternoon I took my car to Spirit Toyota and the service guy printed a ticket. Several hours later the service manager called me to ask why my car was in their establishment. He told me that I would have to call Toyota Customer Care. I contacted a customer service representative at Toyato who advised that he would have Barbara get in touch with me. Barbara contacted me today, Monday, Jan 10 basically to say that she would contact an inspector and arrange for him/her to take a look at my car within 30 days. Barbara said she was turning my case over to their legal department.

**WHAT ACTION HAVE YOU TAKEN TO RESOLVE THIS COMPLAINT?**

Contacted the Spirit Toyota & Toyota Cor

**HOW DO YOU WANT THIS COMPLAINT RESOLVED?**

Replace/Trade -

**HAVE YOU BEEN SUED OR FILED A LAWSUIT ABOUT THIS COMPLAINT?** No

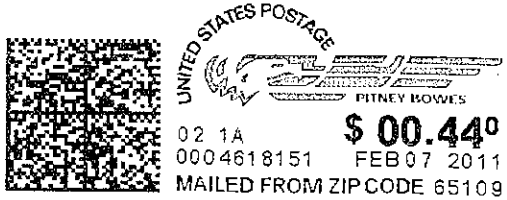
**NAME OF ANY AGENCY CONTACTED**

NHTSA & Allstate Insurance

[redacted]

**CF-2011-00695**

CHRIS KOSTER
ATTORNEY GENERAL OF MISSOURI
SUPREME COURT BUILDING
PO BOX 899
JEFFERSON CITY, MISSOURI 65102




**NATL HIGHWAY TRAFFIC SAFETY ADMIN**
**400 7TH ST, SW**
**ROOM 2318**
**WASHINGTON, DC 20590**