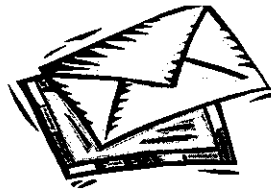


NHTSA ccmMercury Routing Slip

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



CL-10394592-2653

Printed: 3/29/2011

NHTSA #: ES11-002348
XREF #:
Delivery: MESSENGER ENV.

Rec'd Date: 3/29/2011
Doc Type: S10
Address To: S1

Referred By: NPO-011
Doc Date: 3/9/2011
Due Date:

S10 #: S10-110328-009

DOT/I #:

RMP #:

Subject: S10 APPROPRIATE HANDLING - LETTER TO THE SECRETARY FROM [REDACTED]
COMPLAINT REGARDING TOYOTA PROBLEMS

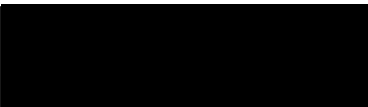
Ack Date:
Sign Office: RULEMAKING
Cleared Date:
File Loc:
Added By: TMAPP x62870

Ack By:
Signature: AS APPROPRIATE
Cleared By:
XREF File:
Modified By: TAMMY.MAPP

Signed For:
Cleared For:
Closed Date: 3/29/2011

Most Recent Comment:

Author:



CHICAGO, IL

Tel: [REDACTED] **Fax:** [REDACTED] **E-mail:** [REDACTED]

RECEIVED
MAR 29 PM 12:30
NHTSA

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	3/29/2011		3/29/2011
NVS-010	INFORMATION	3/29/2011		3/29/2011

MAR 30 2011

PC
03301
DW



Office of the Secretary of Transportation Executive Secretariat

Control number: S10-110328-009**Action office:** NHTSA**Document date:** 3/9/2011**Due date:****Author(s):** [REDACTED]**Subject:** Complaint Regarding Toyota Problems**Action:** Appropriate Handling**Comments:**

Date	Action	Action by
3/29/2011	Folder Acknowledged for Appropriate Handling.	TMCKINNEY
3/28/2011	Folder Processed for Appropriate Handling.	AINGRAM
3/28/2011	DIST: C1,S3	AINGRAM
3/28/2011	Updated Folder Information.	AINGRAM
3/28/2011	Work Folder Assigned to NHTSA.	MPETTIFORD
3/28/2011	Incoming File Uploaded.	MPETTIFORD
3/28/2011	Control Number Created.	MPETTIFORD

Date	Note	Note by
-------------	-------------	----------------

ACTION Is assigned to:	
HH TSA	
S10-110328-009	
CONTROL NO.	
RECEIVED	2011 MAR 29 P 12:26

March 9,, 2011

Toyota Motor Sales
19001 S. Western Ave, WC11
Torrance, CA 90509

Mr. Ray LaHood
Secretary of Transportation
U.S. Dept. Of Transportation
1200 New Jersey Ave. S.E.
Washington, D.C. 20590

RE: File # 200307020613
File # 1011291062

Dear Sir:

The two enclosed letters are self-explanatory.

On November 16, 2010 I went to the dealership to have the steering column fixed and brought the enclosed letters to get the problem with the acceleration of the car fixed.

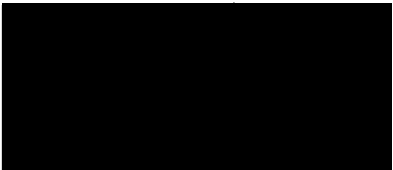
Although the gentleman did not read these letters in my presence, he stated that there was nothing he could do since my car was not in the recall and my warranty was up. That was that. He was rude, disingenuous and condescending and while he didn't accuse me of jumping into a problem, he talked about how many people did. He also said that the gas pedal was not the same as the ones that were recalled .

I then went home and called Toyota and listened to another gentleman tell me there was nothing that could be done. It sounded as if he was reading it and I had to interrupt him because what he was saying had nothing to do with my problem. This man also did not read my letters.

Of course I was pleasantly surprised to see that more vehicles were being recalled , but alas, not mine. Can you explain this?

The car is now nine years old, and I'll be 75 years old in two weeks. In good conscience I cannot sell it, and I know Toyota doesn't want it as a trade-in because knowing what you know, you wouldn't want to resell it to some unsuspecting person.

I carry these letters in the glove compartment of my car addressed to the Police and Insurance Co. in case I'm involved in an accident and do not survive, or someone else is killed or injured.


Chicago, IL


cc: Ray LaHood, re conversation: Is there anything you can do? Thanks

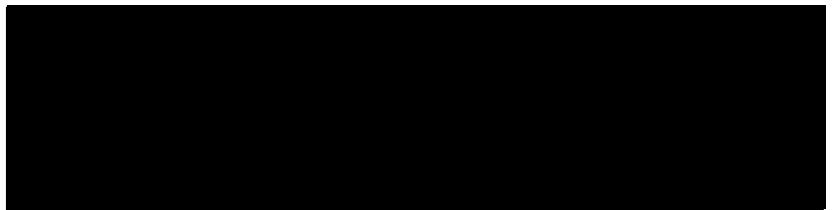
ES11-002348

Registration + Insurance
Card enclosed in this envelope.

To: Police + Insurance Co.

Please read enclosed letters
if I'm in an accident.

This is a Toyota that
accelerates.





4320 West 95th Street
Oak Lawn, IL 60453
(708) 423-5200

CUSTOMER NO. 35037	ADVISOR JOHN MCSHANE	TAG NO. 35	INVOICE DATE 11/16/10	INVOICE NO. TOCS278111
[REDACTED] WILLIAMS BAY, WI	LABOR RATE	LICENSE NO.	MILEAGE 128,611	COLOR SILV SPRUCE
	YEAR / MAKE / MODEL 02/TOYOTA/AVALON/4DR SDN XL 4ECTi			DELIVERY DATE 07/15/02
	VEHICLE I.D. NO. 4 T 1 B F 2 8 B 1 2 U			DELIVERY MILES 10
	F.T.E. NO.			SELLING DEALER NO.
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS E# 1MZ6240495		R.O. DATE 11/16/10
				MO: 128611

JOB# 1 CHARGES-----

LABOR-----
J# 1 45TOZ13 STEER/SUSP RECALL TECH(S):49 WARRANTY
SERVICE CAMPAIGN AOH
REPLACE STEERING COLUMN UPPER BRACKET
052562 1.5

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	04000-45141	BRACKET ASSY, STE		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS-----

JOB# 2 CHARGES-----

LABOR-----
J# 2 10TOZ01 DRIVEABILITY CONCERN TECH(S):49 0.00
CUSTOMER STATES APPROX 4 TIMES A YEAR SHE HITS BRAKES AND
CAR DOESNT STOP. SHE SAYS ACCELERATOR STICKS
ATTACHED LETTERS SENT TO TOYOTA AND LETTER FROM TOYOTA
TEST DROVE AND INSPECTED. CANNOT DUPLICATE OWNERS
CONDITION. CHECKED BRAKES. NON FACTORY PADS WORKING
OK AT THIS TIME. VEHICLE OPERATING AS DESIGNED

JOB# 2 TOTALS-----

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)
TOTALS-----

*****	TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. [] *	TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL G.O.G....	0.00
* DATE PAID CASHIER *	TOTAL MISC CHG.	0.00
*****	TOTAL MISC DISC	0.00
	TOTAL TAX....	0.00
	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!!

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES
The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE AS BEING USED OR REMANUFACTURED.

ADDITIONAL REPAIRS AUTHORIZED:
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

ESTIMATE \$ _____
ADDITIONAL \$ _____
TOTAL \$ _____
TIME _____ PM ☐
DATE _____
OK'D _____

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

*We Appreciate
Your Business*

November 13, 2009

Toyota Motor Sales
19001 S. Western Ave., WC11
Torrance, CA
90509

Dear Sir:

Enclosed are copies of letter I sent on June 20, 2003 and copy of letter you sent to me regarding the accelerating of my Toyota which we bought new in 2002.

The problem could not be found by the dealership when I brought it in but it has continued since then about 3 times a year under the same circumstances that were listed in my letter in 2003.

The message on the phone said that it was a rug problem and was only for Avalons from 2005 to 2009. This is not the case, as my Toyota is a 2002 and I removed the rug and have not used it since this problem started.

I hope to hear from you soon regarding this problem but want you to know that the phone message should be changed as it is misleading. From what I saw on T.V. a graph showed the people were notifying Toyota of this problem ever since 2002.

Chicago, IL

new case # 1011291062

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue, WC1
Torrance, CA 90501
800 331-4331
310 468-7814 Fax

July 2, 2003

[REDACTED]
Chicago, IL [REDACTED]

Dear [REDACTED]

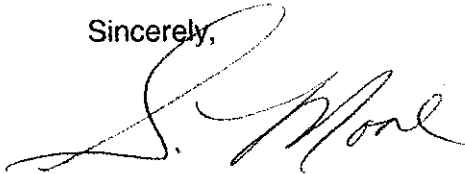
Thank you for your recent correspondence addressed to Toyota.

Your concerns have been reviewed and documented at our National Headquarters. We do attempt to contact each customer by phone, but for some reason have not been able to reach you. If you would like to discuss your letter, please call our office at (800) 331-4331. Your letter is filed under your name and/or file number 200307020613 any representative you reach will be able to work with you.

Our hours of operation are 6:00 am to 6:00 pm PST.

It is through correspondence such as yours that we are able to continue to improve our services, and we sincerely appreciate the time you have taken to bring the matter to our attention.

Sincerely,



S. Moore
National Customer Relations

June 20, 2003

Toyota Motor Sales
19001 S. Western Ave, WC11
Torrance, CA
90509

Dear Sir:

My husband and I own a 2002 Toyota Avalon, which we bought approximately one year ago.

Six times in the past year the car has accelerated. Each time I was going slowly, and had been in the car a short time, ten minutes or so and the weather was warm.

My husband, who has worked with cars over the years cannot explain this. He has never been in the car when it happened but then I drive the car about 90% of the time, as he has a truck.

We took it to the Toyota dealer and they checked it out but found nothing wrong. They said they called Toyota and there have been no other complaints of this happening.

I am afraid that some day I will not be able to stop the car in time. I have gone through an intersection once. This is a very dangerous situation.

The rug has been removed covering the carpet because I thought there was a possibility that it got caught in the gas pedal, but this was not the cause.

I would appreciate hearing from you as to what I should do next regarding this problem.

Sincerely,

[REDACTED]
Chicago, IL [REDACTED]
[REDACTED]

Serial # 4T1BF288124 [REDACTED]

on Halsted near Roosevelt Rd 2 cc
in Oakland near Sheila's Reverse
on Oakland going to Paint Store
2 times in Florida (some day)

Chicago, IL

RETURN RECEIPT
REQUESTED

W93-404

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL



7010 0780 0000 3773 1149

Mr. Ray La Hood
Secretary of In
U.S. Dept. of
1200 New
Wash

DOT Mailroom

TO: W93- 404

Building: DOT
Mailstop: 9 West
Route Sym: S-10

external carrier: Certified

Sender:

Manufacturer:

Purchase Order:

Item 1 of 1



70100780000037731149

3/28/2011 9:09:19 AM