

MAR 8 2011

March 9, 2011

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

RE: File # 200307020613
File # 1011291062

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

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.

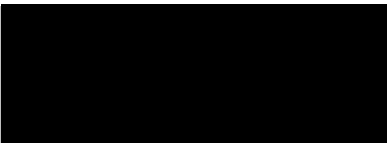
Although the gentleman did not read these letters in my presence, he stated that there was nothing he could do since my car was not in the recall and my warranty was up. That was that. He was rude, disingenuous and condescending and while he didn't accuse me of jumping into a problem, he talked about 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

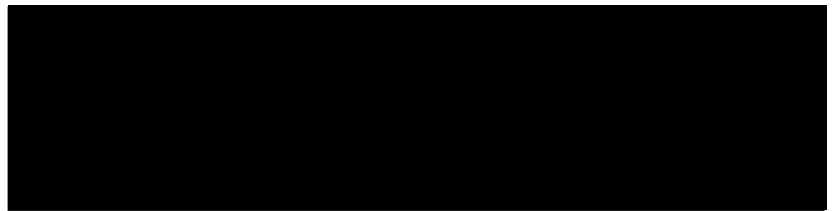
MC
040411
TGW

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
WILLIAMS BAY, WI	LABOR RATE 128,611	LICENSE NO.	COLOR SILV SPRUCE	STOCK NO.
	YEAR / MAKE / MODEL 02/TOYOTA/AVALON/4DR SDN XL 4ECTi		DELIVERY DATE 07/15/02	DELIVERY MILES 10
	VEHICLE I.D. NO. 4 T 1 B F 2 8 B 1 2 U		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.		P.O. NO.	R.O. DATE 11/16/10
BUSINESS PHONE	COMMENTS E# 1MZ6240495			MO: 128611

JOB# 1 CHARGES

LABOR
J# 1 45TOZ13 STEER/SUSP RECALL TECH(S):49 WARRANTY
SERVICE CAMPAIGN AOH
REPLACE STEERING COLUMN UPPER BRACKET
0525G2 1.5

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

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

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

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

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
*****	TOTAL MISC CHG...	0.00
DATE PAID CASHIER	TOTAL MISC DISC...	0.00
*****	TOTAL TAX...	0.00
	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

*We Appreciate
Your Business*

November 13, 2004

Toyota Motor Sales
19001 S. Western Ave., W.C.I.,
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, W.
Torrance, CA 90501
800 331-4331
310 468-7814 fax

July 2, 2003

[REDACTED]
Chicago, IL [REDACTED]

Dear [REDACTED]

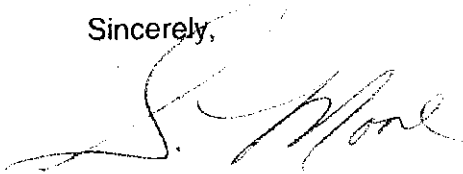
Thank you for your recent correspondence addressed to Toyota.

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 # 471BF288124 [REDACTED]

on Halsted near Roosevelt Rd 2 cc
in Oakland near [REDACTED] Reverse
in Oakland going to Paint Store
2 times in Florida (same dog)



Chicago, IL

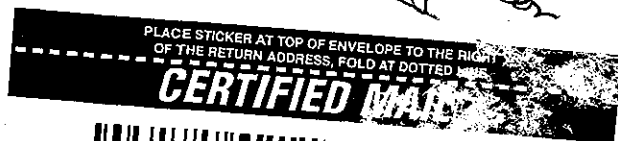


RETURN RECEIPT
REQUESTED



W45-212

Toyota Investment *teor*



National Transportation Safety Board
Dept of Transportation
1200 New Jersey Ave S.E.
Washington, DC.
020590