

CL-10394935-6677

Williamston, MI

JUN 01 2011

May 27, 2011

Linda Simons
Case Administrator
National Center for Dispute Settlement
43230 Garfield Suite 130
Clinton Township, MI 48038
RE: Case #2211038

The parts in question are:

T53876-47030 Liner, Fr Fender, LH - \$112.94; T76851-47030 Cover, Fr Spoiler \$179.30

Dear Ms. Simons:

This letter is in regard to your letter to me May 11, 2011 and a telephone conversation May 13, 2011.

Your May 11, 2011 letter states that my application for arbitration states that the nonconformity is an item not related to the warranty and my claim is not eligible for the arbitration process.

My contention all along is that Toyota states it is non warrantable – I state that it needs to be warrantable. Toyota has contended that the parts fell off my car due to environmental circumstances. I contend that the parts are a design flaw and should never have fallen off. One of the parts fell off TWICE – once in a parking lot, once on I-75 in Georgia when it could have flown into another car or person killing them. Each environmental situation was different.

I am very concerned that someone will be badly injured or killed if this situation is not rectified.

I am asking that you reopen this arbitration process. It is difficult to believe that all Toyota has to say is that it is environmental and not warrantable and that is the end of the discussion. Toyota has never proven, or even has been asked to prove, that it was environmentally caused.

Respectfully

[Redacted Signature]

cc: Toyota Motor Sales U.S.A., Inc. - Case ID# 1103141568)(KMM5823287115977LOKM) (Incident: 110319-000056)

National Highway Traffic Safety Administration
State of Michigan Attorney General – Consumer Protection Division – AG No.: 2011-0007309A
Better Business Bureau – Complaint ID 98604773

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US Department of Transportation
National Highway Traffic Safety Administration
Office of Deficiency Investigation
ODI - NVS - 210

1200 New Jersey Ave SE
West Building

Washington DC

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Regarding a request
sent to you on 5/10/11