

JUN 08 2011

[REDACTED]
Williamston, MI [REDACTED]
[REDACTED]

June 3, 2011

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

Dear Ms. Simons:

Per your May 31, 2011 letter to me I am requesting an Eligibility Review.

It has been very frustrating for me to have had my life put in danger and all Toyota has to say that it is not warrantable when 2 parts clearly failed – one of the parts twice – both in very different environmental conditions.

Thank you for taking the time to review my situation.

Respectfully

[REDACTED]
[REDACTED]
Cc: attachments

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

*There is no case number for NHTSA
but I continue to send you
correspondence*

NHT
06/08/11
TW



May 31, 2011

National Center for Dispute Settlement

43230 Garfield • Suite 130
Clinton Township, MI 48038
(800) 936-4303
(586) 226-2470
Fax: (586) 226-2559

[REDACTED]
Williamston, MI [REDACTED]

RE: Case 2211038

Dear [REDACTED]

This is in response to your request for arbitration regarding your 2010 Toyota Prius. Upon further review of your Customer Claim Form and supporting documentation dated May 27, 2011, your application for arbitration describes a complaint relating to a design issue for this particular vehicle rather than a defect covered under the warranty.

The arbitration process has jurisdiction over service issues covered under Toyota's New Vehicle Limited Warranties. Therefore, your case is not eligible for the arbitration process.

If you are not satisfied with the outcome of this determination, you may request an Eligibility Review, wherein a panel of three (3) arbitrators will review your arbitration application and make a final determination as to whether the vehicle should be eligible for the process.

If you have any additional questions please do not hesitate to contact us.

Very truly yours,

NCDS

Linda Simons

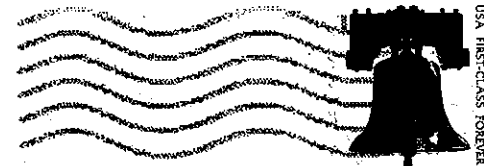
Linda Simons
Case Administrator

cc: Toyota Motor Sales – Chicago Regional Office

WILLIAMSON, MI

LANSING MI 485

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U.S. Department of Transportation
National Highway Traffic Safety
Administration
Office of Deficiency Investigation
ODI - NVS - 210
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West Building
Washington DC 20590