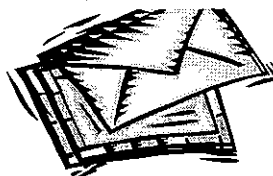


NHTSA ccmMercury Routing Slip

CL-10414271-1401



Congressional

Printed: 10/7/2011

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

NHTSA #: ES11-006302
XREF #: ES11-005150
Delivery: MESSENGER ENV.

Rec'd Date: 10/7/2011
Doc Type: CGR
Address To: DOT/I

Referred By: NPO-011
Doc Date: 10/5/2011
Due Date: 10/27/2011

S10 #:

DOT/I #: 2011-2363

RMP #:

Subject: LETTER ON BEHALF OF [REDACTED] RE HER CONCERNS RE SUDDEN
UNCONTROLLED ACCELERATION ON HER 2003 TOYOTA COROLLA; REF ES11-005150 RESPONSE TO
ATTY GENERAL LORI SWANSON /S/ D. SMITH 8/29/11

Ack Date:
Sign Office: DIR. GOVT.
AFFAIRS

Ack By:
Signature: CHAN LIEU

Signed For:

Cleared Date:
File Loc:
Added By: SHARRIS x62534

Cleared By:
XREF File:
Modified By: SANDRA.HARRIS

Cleared For:
Closed Date:

Most Recent Comment:

Author:

THE HONORABLE AMY KLOBUCHAR
UNITED STATES SENATE
1200 WASHINGTON AVENUE SOUTH
SUITE 250
MINNEAPOLIS, MN 55415
Tel: 612 727-5220 Fax: 612 727-5223 E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	10/7/2011	10/27/2011	
NVS-010	INFORMATION	10/7/2011		10/7/2011
NGA-110	INFORMATION	10/7/2011		10/7/2011

OCT 11 2011

RECEIVED-NHTSA

2011 OCT -7 P 12:11

EXECUTIVE SECRETARIAT

ET
101111
TGW

AMY KLOBUCHAR
MINNESOTACOMMITTEES:
AGRICULTURE, NUTRITION,
AND FORESTRY
COMMERCE, SCIENCE,
AND TRANSPORTATION
JOINT ECONOMIC COMMITTEE
JUDICIARY2363
United States Senate

WASHINGTON, DC 20510

FACSIMILE TRANSMITTAL SHEET

TO:
Mr. Robert Letteney
Deputy Assistant Secretary for Government
AffairsFROM:
Erick Garcia Luna
Senior Constituent AdvocateCOMPANY:
United States Department of TransportationDATE:
10/5/11FAX NUMBER:
(202) 366-3675/7346TOTAL NO. OF PAGES INCLUDING COVER:
5

RE:

YOUR REFERENCE NUMBER:

VEHICLE VIN JTDBR389E132

☐ URGENT ☒ FOR REVIEW ☐ PLEASE COMMENT ☒ PLEASE REPLY ☐ PLEASE RECYCLE

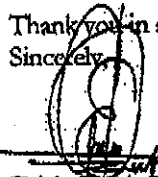
Dear Mr. Letteney:

Our office was recently contacted by [REDACTED] requesting assistance from United States Senator Amy Klobuchar in regards to correspondence submitted to the NHTSA with her concerns over what she believes is sudden Uncontrolled Acceleration on her 2003 Toyota Corolla vehicle.

[REDACTED] is requesting a response to her concerns. Attached to this letter you will find Mr. Letteney's Privacy Act Release form along with other documentation submitted to our office.

Your assistance is much appreciated; I look forward to your reply. If I can be of further assistance in responding to this inquiry, please do not hesitate to contact me. I can be reached by phone at 612-727-5249 or by email at Erick_Garcia_Luna@Klobuchar.senate.gov.

Thank you in advance for your assistance.
Sincerely,


Erick Garcia Luna
Senior Constituent Advocate
United States Senator Amy Klobuchar

ES11-006302

[REDACTED]
Slayton MN [REDACTED]
September 6, 2011

RECEIVED
SEP 28 2011
BY: _____

Sen. Amy Klobuchar
302 Hart Senate Office Building
Washington DC 20510

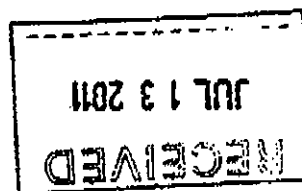
Dear Senator Klobuchar

I filled out and sent a Privacy Act Release to you 6-27-11 with description of Sudden Uncontrolled Acceleration which I had signed, dated and sent to the National Highway Transportation Safety Administration on 6-26-11. I have not had any response from the NHTSA and neither have they responded to the Attorney General of MN Lori Swanson. Any help from you to get NHTSA to respond to this incident would be appreciated.

[REDACTED]

Cc Atty General MN Lori Swanson

U.S. SENATOR AMY KLOBUCHAR
1200 Washington Avenue South, Suite 250
Minneapolis, MN 55415
Phone: (612) 727-5220 Fax: (612) 727 5223
Toll Free: (888) 224-9043



PRIVACY ACT RELEASE

The Privacy Act requires your written consent before a government agency will release information to our office regarding your records. To better serve you, please complete this form and return to my Minnesota office. Please be aware that the person requesting assistance must sign this form.

Mr. _____ Mrs. _____ Ms. X _____ Dr. _____

Name: _____

Mailing Address: _____

City: Slayton State: MN Zip: _____

Phone (H): _____ (W): _____ Cell: _____

Email Address: _____

Date of Birth: _____

Military or Veteran's Issues: No

Social Security Number: _____

Rank/Unit: _____ Duty Station: _____

Immigration Issues: No

Receipt Number: _____ Alien Number: _____

Type of Petition Filed: _____ Current Status: _____

Consulate Involved: _____

Name and Contact Information of Interpreter (if any): _____

Social Security Issues: <u>No</u>			
Social Security Number: _____			
Type of claim filed: _____			
Initial Claim:	Pending: _____	Approved: _____	Denied: _____
Reconsideration:	Pending: _____	Approved: _____	Denied: _____
ALJ Hearing:	Pending: _____	Approved: _____	Denied: _____
Appeals Council:	Pending: _____	Approved: _____	Denied: _____

Please provide a detailed account of your situation. Use a separate sheet if necessary and provide copies of any relevant correspondence regarding this issue.

See attached statement

Please state how you would like Senator Klobuchar to assist you.

Please let me know if there is any way I can stop this problem from happening to any one else.

Have you contacted another Congressional office? Yes: X No: _____

If yes, which office have you contacted? Sen. Franken on his web form

Are you working with an attorney in this matter? Yes: _____ No: X

If yes, please provide the attorney's name and contact information: _____

Can Senator Klobuchar's office contact your attorney? Yes: X No: _____

If there would be a need for us to set an attorney we would want you to work with them

I hereby authorize the office of U.S. Senator Amy Klobuchar to access my records and act on behalf with any and all agencies necessary to resolve the matters listed above.

Signature: _____ Date: 6-27-11

Auto Safety Hotline at 1-888-327-4236 (1-888-DASH-2-DOT). Written correspondence should be addressed to the Associate Administrator for Safety Assurance NSA-10, NHTSA HQ, 1200 New Jersey Avenue SE., Washington, DC 20590

Re: Sudden Uncontrolled Acceleration 2003 Toyota Corolla 4D EEL VIN No. JTDBR38E132 [REDACTED]

[REDACTED] Slayton MN [REDACTED]

I was traveling north on 169 June 20, 2011 at the posted speed limit, when the sign indicated a reduced speed zone ahead. The radio and CD player were off and I never use the cell phone while driving. I reduced my speed to the posted limit by pressing down on the cruise control so that when I got to the new speed limit I was traveling at the new posted speed at any time there was a change in the speed limit. There were trucks in the right lane ahead of me, so I moved over to use the left lane. It was rainy. I was approaching the "Prepare to stop when lights are flashing" sign before the intersection of Webster and Minnesota 169 when the yellow lights began to flash. My foot was not on the gas because I was using the cruise control. I checked around me and then I began my stop. I was aware that when I began to brake I had plenty of time to do a safe stop but as I tried to brake, the car was moving faster than it should be. I was aware of a very loud noise. I had to press harder and harder on the brake. I like coming to a controlled stop with a gradual slow down and not a sudden stop but instead of slowing down the car was not slowing down normally. It felt like the car suddenly was trying to go faster and it was resisting the stop. I was pushing harder and harder on the brake as the sound around me grew louder. I could feel and hear the ABS working. The ABS sounded like a high pitch noise and very fast pulsing. I don't generally have to use a hard brake so I noted the ABS mentally. I came to a complete stop before going through the intersection of Webster and MN 169 which had a red light now but the engine was roaring. I shifted down to 1 and/or 2 and the car shuddered; I tried to shift up to Park but as I got to R (reverse) the car tried to buck back so I put it in Neutral and turned off the car. The car was silent but I kept my foot firmly on the brake. I looked over to the car in the right lane which is to my right. The woman in the car was looking at me obviously alarmed with her eyes very large and her mouth open. I put my emergency lights on but I remained seated in the car because it doesn't seem safe for me to get out. The light turned green and the traffic proceeded around me. I turned on the engine in neutral to test the car and it sounded normal. There was no traffic in front, behind or beside me in any lane going north or turning into my path so I put the car into Drive. The car was acting normally. The traffic on Webster still had a red light so I drove across the intersection onto the right shoulder. I think I put the car from Drive to Neutral to listen to it. I began to drive when there was no traffic around and the car continued to act normally. I stayed about 10 miles below the posted limit at that point. I tried to keep more than ample space between me and any car in front of me, when I was passed by other cars. The car acted well although I did not use the cruise control at all at this point. I stopped at the Food Coop in St. Peter to call

the dealership. I tried to describe the problem as clearly and precisely as I could. I was abruptly interrupted when I stated that I had been using my cruise control and I was told that this problem has nothing to do with cruise control. I was trying to meticulously focus on and describe each and every detail that led up to the uncontrolled racing of the engine when I was interrupted. This made it difficult to describe any clues that led up to this incident. I was told to go check the car floor mats immediately. It was raining really hard so I put the cell in my pocket and when I got to the car I asked the group of people in the car next to me to verify that the pad was in place and asked them to note that it was hooked. I found out later that June 19, 2011, the night before I left Slayton MN to travel to Minneapolis, my spouse [REDACTED] Heidkamp had noted that the driver floor mat was in the proper place and hooked when he cleaned the inside and outside of all the windows. I wanted to be focused in case the event occurred again so I took a break to use the bathroom, buy some coffee (for when I got to the dealership), call my spouse to tell him a few details about what happened and my intent to go to the dealership. The car started and drove normally. I drove with lots of space between me and the car ahead, but slightly below the speed limit. I did not use the cruise control. The dealership did a routine car check and checked the gas pedal controls. I asked for an agreement that they were going to notify and work with their corporate head quarters to solve this problem but they would not put this in writing. I paid the bill for the checks they did. The dealer manager indicated that the Toyota Company has always determined that the source of this problem was the driver side floor mat, and driver error, although he stated he was not saying that I had made any driver errors. I have been driving for 42 years and the conclusion I make is that the source of the problem has not been identified or fixed.

sent on 6-26-11 by [REDACTED]

Slayton MN [REDACTED]

06-Oct-11

2011 Senate Report - Governmental Affairs Correspondence
Control Sheet (I-10), W85-328

<u>Control Number:</u>	2011 — 2363	EXCLUSIVE INFORMATION 2011 OCT - 7 A 10: 52 RECEIVED-NHTSA
<u>Date DOT Received:</u>	10/6/2011	
<u>Date DOT Entered:</u>	10/6/2011	
<u>Member's Date:</u>	10/5/2011	
<u>Member Last Name:</u>	Klobuchar	
<u>Member First Name:</u>	Amy	
<u>Member Organization:</u>	United States Senator	
<u>Address1</u>	1200 Washington Avenue, South 250	
<u>Address2</u>		
<u>City:</u>	Minneapolis	
<u>State:</u>	MN	
<u>Zip</u>	55415	
<u>Constituent File Name:</u>		
<u>Constituent Date</u>		
<u>Action Office:</u>	National Highway Traffic Safety Administration	
<u>Subject:</u>	2003 Toyota Corolla	
<u>Action Office Code:</u>	NHTSA	
<u>Due Date:</u>	10/28/2011	
<u>Member Contact:</u>	Erick Garcia Luna	
<u>Pending</u>	Yes	
<u>Member Contact Phone:</u>	(612) 727-5220	
<u>Closed Date:</u>		
<u>Remarks:</u>		
<u>Direct Reply/Comeback Copy</u>	Yes	
<u>Congressional Affairs Contact</u>		

Background



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

AUG 29 2011

The Honorable Lori Swanson
Attorney General of Minnesota
102 State Capitol
Saint Paul, MN 55155

NVS-216 nlm
Ref. No. 10420272

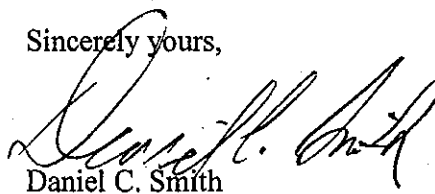
Dear Ms. Swanson:

Thank you for your correspondence on behalf of [REDACTED]. She wrote your office concerning her model year (MY) 2003 Toyota Corolla vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). [REDACTED] indicated that she filed a prior complaint to NHTSA. We received her letter dated June 25, and we regret any inconvenience our delay in responding may have caused her.

ODI is actively reviewing and assessing all available data concerning unintended acceleration caused by the cruise control in MY 2003 Toyota Corolla vehicles. No determination has been reached at this time; we will provide a detailed response as soon as possible.

I hope this information is helpful. If you have any questions, please contact me or Mr. Claude H. Harris, Acting Associate Administrator for Enforcement, at (202) 366-3217

Sincerely yours,


Daniel C. Smith
Senior Associate Administrator
for Vehicle Safety



ES11-005150