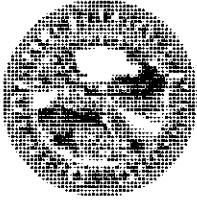


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SEP - 7 2011**STATE OF MINNESOTA****OFFICE OF THE ATTORNEY GENERAL**

August 26, 2011

LORI SWANSON
ATTORNEY GENERALSUITE 1400
445 MINNESOTA STREET
ST. PAUL, MN 55101-2131
TELEPHONE: (651)296-7575Mr. David Strickland, Administrator
NHTSA Headquarters
1200 New Jersey Avenue SE
West Building
Washington, DC 20590Re: [REDACTED]
File No: SJC/2011/455598/I

Dear Mr. Strickland:

This is the third time this Office is sending NHTSA a letter regarding the concerns we received from [REDACTED]. To date, we have not received any response from NHTSA. This matter deserves the courtesy of a response, and this Office expects that a company that does business in Minnesota will respond to concerns raised by Minnesota citizens in a timely fashion.

I enclose a copy of our initial correspondence for your review. I ask that you please direct your immediate attention to this matter and respond to me within five business days of this letter. If you have any questions, please contact me immediately.

I should note that this Office does maintain files regarding consumer complaints, and our files will reflect your response or any failure to respond. I would appreciate your prompt attention to this matter.

Sincerely,

STEPHANIE CONROY
Citizen Assistance Analyst
(651) 355-0721 (Voice)
(651) 282-2155 (Fax)

Enclosure: Correspondence to NHTSA

cc: [REDACTED]

AG: #2875106-v1

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TGW



STATE OF MINNESOTA

OFFICE OF THE ATTORNEY GENERAL

LORI SWANSON
ATTORNEY GENERAL

August 1, 2011

102 STATE CAPITOL
ST. PAUL, MN 55155
TELEPHONE: (651) 296-6196

Mr. David Strickland, Administrator
NHTSA Headquarters
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

Dear Mr. Strickland:

This Office was contacted by [REDACTED] whose address is [REDACTED]
[REDACTED] Slayton, Minnesota [REDACTED]

[REDACTED] owns a 2003 Toyota Corolla. On June 20, 2011, [REDACTED] indicates that she experienced sudden uncontrolled acceleration. As [REDACTED] prepared to stop at an intersection, her Toyota Corolla resisted and seemed to overpower her attempts to brake. [REDACTED] indicates that she heard a very loud noise and that she could feel and hear the anti-lock braking system engaging with a high pitched fast pulsating noise. [REDACTED] stated she was able to stop the vehicle before the intersection, but it required her pressing the brake unusually hard to and she indicates that the engine was "roaring" as she engaged the brakes. [REDACTED] brought the car to the dealership, and it was inspected. The manager of the dealership indicated that Toyota has maintained that the problems was the driver side floor mats and driver error. [REDACTED] is concerned that the source of the problem has not been adequately identified or fixed. [REDACTED] states that she reported her experience to the National Highway Transportation Safety Administration ("NHTSA") and has not received a response. She wants the NHTSA to review this matter and provide her with a response.

I thank you for your attention to this matter.

Sincerely,

LORI SWANSON
Attorney General

COPY

cc: [REDACTED]

Mr. Chuck Ferguson, Manager of the Consumer Services Division

AG: #2860656-v1/JDJ/2011/455598/BP



LORI SWANSON
ATTORNEY GENERAL
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ST. PAUL, MINNESOTA 55101-2131



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