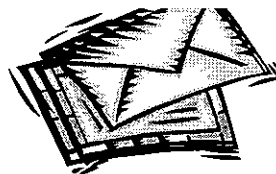


# **NHTSA ccmMercury Routing Slip**



CL-10414271-3699

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

Printed: 8/8/2011

**NHTSA #: ES11-005150**

**XREF #:**

**Delivery: REG**

**Rec'd Date: 8/8/2011**

**Doc Type: STA**

**Address To:**

**Referred By: NPO-011**

**Doc Date: 8/1/2011**

**Due Date: 8/22/2011**

**S10 #:**

**DOT/I #:**

**RMP #:**

**Subject: LETTER ON BEHALF OF [REDACTED] REGARDING THE SUDDEN UNCONTROLLED  
ACCELERATION SHE EXPERIENCED WITH HER 2003 TOYOTA COROLLA**

**Ack Date:**

**Sign Office: SENIOR AA**

**VEHICLE SAFETY**

**Cleared Date:**

**File Loc:**

**Added By: SHARRIS x62534**

**Ack By:**

**Signature: SMITH**

**Cleared By:**

**XREF File:**

**Modified By: SANDRA.HARRIS**

**Signed For:**

**Cleared For:**

**Closed Date:**

**Most Recent Comment:**

## **Author:**

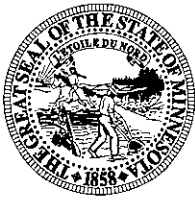
LORI SWANSON ATTORNEY GENERAL  
STATE OF MINNESOTA  
102 STATE CAPITOL  
ST. PAUL, MN 55155  
Tel: 651-296-6196 Fax: 651-297-4193 E-mail:

| Assigned To | Task        | Asgn Date | Deadline  | Returned Date |
|-------------|-------------|-----------|-----------|---------------|
| NVS-200     | REPLY       | 8/8/2011  | 8/22/2011 |               |
| NVS-010     | INFORMATION | 8/8/2011  |           | 8/8/2011      |

**AUG - 9 2011**

RECEIVED-NHTSA  
2011 AUG - 8 P 3:44  
EXECUTIVE SECRETARIAT

ET  
080911  
DW



# 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

cc:

Mr. Chuck Ferguson, Manager of the Consumer Services Division

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



ES11-005150

**LORI SWANSON**

ATTORNEY GENERAL

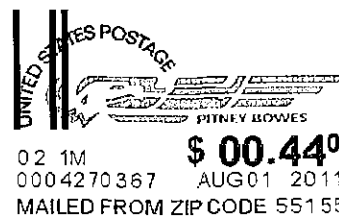
102 STATE CAPITOL

75 REV DR MARTIN LUTHER KING JR BLVD

ST PAUL, MINNESOTA 55155-1609



FIRST CLASS



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AUG01 2011

MAILED FROM ZIP CODE 55155



MR. DAVID STRICKLAND, ADMINISTRATOR

NHTSA HEADQUARTERS

1200 NEW JERSEY AVENUE SE

WEST BUILDING

WASHINGTON, DC 20590