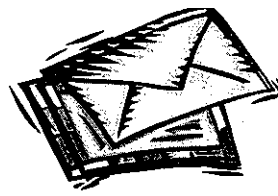


NHTSA ccmMercury Routing Slip



CL-10414271-8428

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

Printed: 8/22/2011

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Referred By: NPO-011

Doc Date: 8/1/2011

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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: TAMEIKA.GEE-
WALFORD**

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 22 2011

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2011 AUG 22 A 11:02

EXECUTIVE SECRETARIAT

ET
8/22/11
TOW



STATE OF MINNESOTA

OFFICE OF THE ATTORNEY GENERAL

August 11, 2011

LORI SWANSON
ATTORNEY GENERAL

SUITE 1400
445 MINNESOTA STREET
ST. PAUL, MN 55101-2131
TELEPHONE: (651)296-7575

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

Re: [REDACTED]
File No: SJC/2011/455598/I

Dear Mr. Strickland:

This Office recently asked NHTSA Headquarters to respond to concerns received from [REDACTED]. To date, we have not yet received any response to our letter to NHTSA Headquarters.

I enclose another copy of our initial correspondence to NHTSA Headquarters and ask that you respond to this Office within seven (7) days.

I appreciate your attention to this matter. Please contact me at the telephone number listed below if you have any questions.

Sincerely,

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

Enclosure: Initial Correspondence to NHTSA Headquarters

CC: [REDACTED]
AG: #2867294-v1



ES11-005150



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

COPY

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: [REDACTED]

Mr. Chuck Ferguson, Manager of the Consumer Services Division

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





MR. DAVID STRICKLAND, ADMINISTRATOR
NHTSA HEADQUARTERS
1200 NEW JERSEY AVENUE SE
WEST BUILDING
WASHINGTON, DC 20590