

NHTSA ccmMercury Routing Slip



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Printed: 10/18/2011

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NHTSA #: ES11-006471	Rec'd Date: 10/18/2011	Referred By: NPO-011
XREF #:	Doc Type: CNG	Doc Date: 10/17/2011
Delivery: FAX	Address To: NHTSA	Due Date: 11/16/2011
S10 #:	DOT/I #:	RMP #:
Subject: LETTER FROM SENATOR HAGAN ON BEHALF OF CONSTITUENT, [REDACTED] RE DEFECTIVE ENGINE CONTROL MODULE IN HIS 2006 TOYOTA COROLLA		
Ack Date:	Ack By:	Signed For:
Sign Office: DIR. GOVT. AFFAIRS	Signature: CHAN LIEU	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: BMILLINGS x65470	Modified By: BERNADETTE.MILLINGS	
Most Recent Comment:		

Author:

THE HONORABLE KAY R HAGAN
UNITED STATES SENATE

WASHINGTON, DC 20510

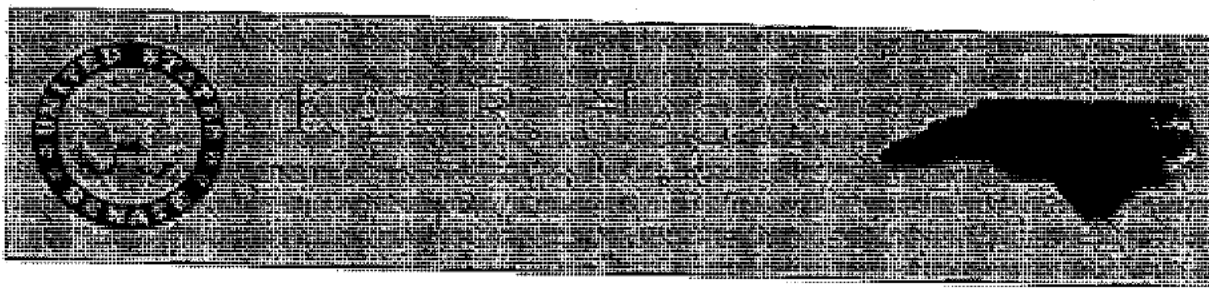
Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	10/18/2011	11/16/2011	
NVS-010	INFORMATION	10/18/2011		10/18/2011
NGA-110	INFORMATION	10/18/2011		10/18/2011

OCT 18 2011

RECEIVED - NHTSA
2011 OCT 18 4 04 PM
EXECUTIVE SECRETARIAT

NM
10/18/11
TM



Date: October 17, 2011

Time: 10:15pm

Number of Pages: 3

From:

Tyler Patrick
Tyler_patrick@hagan.senate.gov
701 Green Valley Road, Suite 201
Greensboro, NC 27408
Phone: (336) 333-5311 Ext. 21
Fax: (336) 333-5331

TO: Congressional Liaison

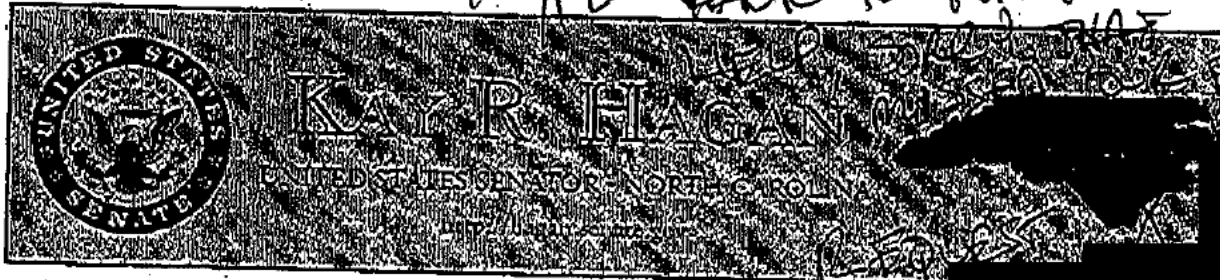
Agency: National Highway Traffic Safety Administration

Fax: 202-493-2929

COMMENTS: Good morning. Please review the attached concerns for Sen. Hagan's constituent, [REDACTED]. Let me know if you need additional information, and we appreciate any information or assistance your office can provide.

ES11-066471

10/12 THANK YOU FOR LOOKING INTO THIS FIRST



Privacy Release Form

Privacy Act of 1974 (Public Law 93-579): The Federal Privacy Act prohibits the disclosure of confidential information concerning your affairs without your written authorization

If you wish for U.S. Senator Kay R. Hagan's office to make an inquiry on your behalf, print and complete the authorization form below and return it to:

U.S. Senator Kay R. Hagan
701 Green Valley Road, Suite 201, Greensboro, NC 27408

Fax: (336) 333-5331

Release of Confidential Information

I, Mr./Ms. [redacted] (print name) hereby authorize U.S. Senator Kay R. Hagan to obtain confidential information from: WHICHEVER AGENCY IS INVOLVED (Government agency/office) concerning myself/ourselves involving the matter outlined below. I authorize Senator Hagan to intercede on my behalf, the right to review all appropriate documentation that she or her staff deems necessary in connection with the application for assistance or any other action I have pending with the agency named above. I understand that any documents may be copied and forwarded to officials of the agency.

Signature: [redacted]

Date: 10/27/11

Briefly describe your concerns. Please attach any additional information if needed.

SENT MY CONCERNS WITH ORIGINAL CORRESPONDENCE. ESSENTIALLY TOYOTA HAD DEFECTIVE ENGINE CONTROL MODULE IN MY CAR '06 COROLLA, AND WAS AWARE OF IT FOR APPROX 4 YRS. THIS DEFECTIVE "ECM" CAUSES THE CAR TO EITHER NOT STOP OR STOP WHILE RUNNING WHICH HAPPENED TO ME AND ALMOST CAUSED AN ACCIDENT. BUT WAS MOVING SLOWLY APPROXIMATING INTERSECTION. I NEVER REC'D NOTICE OF THIS DANGEROUS SITUATION, WHICH OCCURRED APPROX 4500P CALLS CALIF.

Name: [redacted]

Address: [redacted]

City: GREENSBORO, NC

Phone: (Home) [redacted]

Social Security #: [redacted]

Case/Receipt Number: [redacted]

Email: [redacted]

Date of Birth: [redacted]

State: NC Zip: [redacted]

Business) [redacted]

Mobile [redacted]

Alien Registration #: [redacted]

For Office Use

Case Number: _____

Caseworker: _____

MY ECM FAILED. THEN I REC'D AN UNDATED NOTICE OF DANGEROUS CONDITION THAT NEEDED ATTENTION. I DIDN'T REALIZE THAT THIS WAS A S

SU I HAD IT TOWED TO MY LOCAL SHOP THAT TYPICALLY DOES MY OIL CHANGES ETC AND THE TOW CHARGE & MECHANICS TIME TO ANALYZE PROBLEM WAS APPROX \$150 (EXACT COST IS DOCUMENTED IN MY OUG. PAPER WORK TO SEN HAGAN) PLUS I ASKED FOR REIMBURSEMENT FOR THOSE COSTS & A CAB FARE HOME FROM SHOP SINCE I WAS 95' OUTSIDE & I AM 71 YRS OLD AND LIVED APPROX 3 MI FROM THE SHOP.

ALL REQUESTS WERE DENIED BY TOYOTA. MY REAL CONCERN WAS THAT APPROX 45000 VEHICLES WERE MADE WITH THIS DEFECTIVE "ECM", WHICH WHEN IT FAILS IMMEDIATELY STOPS THE CAR FROM RUNNING. ALSO I AM CONCERNED THAT MY CAR HAD BEEN AT A TOYOTA DEALER SHOP APPROX 5-7 TIMES ^(FOR OIL CHANGES & OTHER MINOR WARRANTY REPAIRS) DURING THE PERIOD THAT TOYOTA KNEW OF THE ECM PROBLEM, BUT IT WAS NEVER TAKEN CARE OF. PLUS I NEVER REC'D A NOTICE OF NEED FOR IMMEDIATE "ECM" REPLACEMENT UNTIL 1 WEEK AFTER THE ECM REPAIR HAD BEEN DONE! AND IT WAS CLAIMED TO BE A 2ND NOTICE, UN-INTEND.

PLEASE CALL ME IF YOU NEED FURTHER INFO @ [REDACTED] THANK YOU
 [REDACTED]