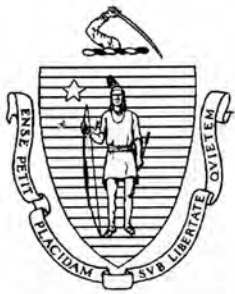


C1-10445201-8391



MARTHA COAKLEY
ATTORNEY GENERAL

THE COMMONWEALTH OF MASSACHUSETTS
OFFICE OF THE ATTORNEY GENERAL
ONE ASHBURTON PLACE
BOSTON, MASSACHUSETTS 02108

(617) 727-2200
(617) 727-4765 TTY
www.mass.gov/ago

January 26, 2012

FEB - 2 2012

National Highway Traffic Safety Administration
400 7th Street SW Room 5232
Washington, DC 20590

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

To Whom It May Concern:

Enclosed please find correspondence that was sent to the Office of the Massachusetts Attorney General.

Since your office has oversight over the matter about which the consumer is complaining, we are referring the correspondence for your review. The consumer was notified of the referral on this date.

Sincerely,

A handwritten signature in black ink, appearing to read "BK" or "Brittany Kaminski".

Brittany Kaminski
Mediator
Public Inquiry & Assistance Center

Enclosure

NH
020212
RW

Consumer Complaint Form

Office of the Attorney General
Public Inquiry & Assistance Center
One Ashburton Place
Boston, MA 02108

If your complaint is urgent or if you seek an accommodation due to a disability, please call the Consumer Hotline at (617) 727-8400 or (617) 727-4765 TTY or the Elder Hotline at (888) 243-5337. Please note that all fields are required unless otherwise noted.

Your Contact Information

Name: [REDACTED]
Address: [REDACTED]
City: Sudbury State: MA Zip: [REDACTED]
Phone: [REDACTED] Ext: [REDACTED] Daytime Phone: NO
Evening Phone: NO

(NOTE: PIAC will only contact you by telephone Monday through Friday, 9:00 am to 5:00pm.)

Email: [REDACTED]

Are you are over 60? (Optional) NO
Veteran or Active Duty? NO
Note: You are not required to provide this information to file a complaint, but having it may help us serve you more effectively.

Are you filing the complaint as an individual or as a business ?
Business : NO Individual: YES

Business or Organization that is the subject of this complaint:

Business Name: Bernardi Toyota
Address: 1626 Worcester Road
City: Framingham State: MA Zip: 01720-0000
Phone: (508)879-1520 Ext: [REDACTED] List if Type of Business is "Other":
Type of Business: Auto Repair

Information on your complaint:

Have you complained directly to the business?: YES

Have you previously contacted the Attorney General's Office or other agencies about this problem?: NO

If yes, please specify dates of previous contacts with the AG's Office and/or other agencies contacted:

Have you hired an attorney to represent you in this matter?: NO

Has this matter ever been taken to court? NO

Was this an online transaction?

What was the method of payment?:

Describe the problem or concern that this complaint is about:

I have a 2001 Toyota Sequoia, which I bought new (not from Bernardi), that has been diagnosed with severe premature frame rust. Toyota Corporate and Bernardi Toyota have refused to offer any assistance despite the fact that Toyota has issued recalls on similar vintage Toyota Tundras, which have the same frame as my Sequoia, for premature frame rust issues. I have filed a complaint with Toyota Corporate, as well as with the NHTSA. Thank you for looking into this widespread problem with Sequoias.

What outcome do you seek from filing this complaint?:

AG's office will review my complaint for possible mediation.

If you are requesting mediation, what resolution do you seek?:

I expect Toyota to acknowledge that my Sequoia is suffering the same issue as their recalled Tundras and then I expect them to correct the problem.

Review, sign and submit your complaint:

1. Review the confidentiality of your complaint: Under most circumstances, the text of your complaint will be considered a public record and be available to any member of the public upon request. In response to such a request, we generally will not disclose your name, address, phone number or any other information that identifies you and will not disclose this form in response to any request that specifically seeks the complaint you submitted. Your record in its entirety may, however, be disclosed to law enforcement and regulatory agencies who may assist in resolving your complaint.

2. Are you willing for us to send this complaint to the business you are complaining about and do you authorize that business to release any and all information with regard to this complaint to the Attorney General's Office? If no, we may not be able to mediate your complaint. YES

3. Read this important notice and sign your complaint.

I understand that when I submit this complaint that the Attorney General's Office cannot give me legal advice and cannot act as my personal lawyer. I also understand that the Attorney General's Office may need to forward this complaint to another agency for response, including one of its designated Local Consumer Programs.

Signed By: [REDACTED]

Date: 01/25/2012

Declaration Response: Yes

By filling in my name and checking this box, I certify that the information I have provided is true and correct to the best of my knowledge, and that I adopt this as my online signature.

OFFICE OF THE ATTORNEY GENERAL
ONE ASHBURTON PLACE
BOSTON, MASSACHUSETTS 02108-1518
www.mass.gov/ago



Perfects
BM

