

C1-10458358-3438

April 27, 2012

MAY - 2 2012

National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Building
Attention: Vehicle Complaints
Washington DC 20590

[REDACTED]
Aurora CO [REDACTED]
Phone [REDACTED]
Scion 2010 XB, VIN JTLZE4FE2A1 [REDACTED]

Dear Sir:

We purchased a 2010 Scion XB car from Stevinson Toyota East, 444 South Havana, Aurora, Colorado, 80112, (303) 340-2170 in October 2009. It has been an excellent vehicle overall and we have done the regular maintenance on this vehicle. However; in the last six months it has stalled (engine shut off in the middle of driving) on five different occasions while driving.

There was no warning, we will be driving normally and off a sudden, the entire engine will shut off. I had to restart the car to get it going. I was lucky it happened on the residential street but what if I am driving on the highway? That will put the driver and the passengers' life in danger.

We took it in for evaluation to Go Toyota, 10531 East Arapahoe Road, Centennial, Colorado 80112 (Service Department (303) 792-1131). The service representative, Mr. Steve Martinez, was very cordial but stated that all that could be done was to wait for the problem to occur again and the vehicle may put "codes" in its memory so that a diagnosis could be made. If Safety is Toyota's Priority, then we need your immediate attention!

We contacted the Scion Customer Service Center; the representative was most cordial in documenting my concerns and provided a case reference number #1204271159, if that is of any assistance in your investigation.

This recommended course of action, i.e. driving the vehicle until the problem happens again, does not seem to be a safe approach to me. I am being asked to drive a vehicle that has an identified mechanical issue which has the potential to endanger my life and my family's lives or cause an accident to others.

Can your agency assist in the resolution of this issue to include a recommended course of action that will make the vehicle safe to drive again and not pose a potential risk to others?

NAM
050812
TRW

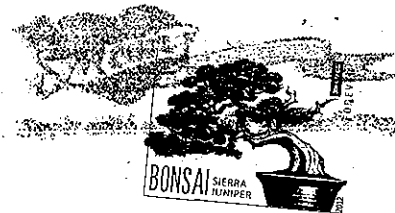
Cc: Go Toyota, 10531 East Arapahoe Road, Centennial, CO 80112
Scion Toyota East, 444 South Havana, Aurora, CO 80112
Scion Customer Relations, Attention: Mr. Jack Hollis, 19001 South Western Ave,
Department WC12, Torrance, CA 90509

President – Toyota Motor Corporation
Mr. Akio Toyoda
1-4-18 Koraku
Bunkyo-ku
Tokyo 112-8701
Japan

Aurora, CO

DENVER CO 802

27 APR 2012 PM 8:1



National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
West Building Attn: Vehicle Complaints
Washington DC 20590

20590

