

DEC - 5 2012

New Jersey Office of the Attorney General
Division of Consumer Affairs
Office of Consumer Protection



CL-10488262-8391

Date Reviewed: _____

From: _____

Log # 10-10-12G0000092398

Referred. To National Highway Traffic Safety Administration US Dept of Transportation
Office of Defects Investigation (NVS-210)

Complaint Status: **CLOSED**

Complainant: [REDACTED] Vs: TOYOTA MOTORS USA

Nature of Complaint

DEFECTIVE MERCHANDISE

Comments:

NH
12512
TW

COMPLAINT SUMMARY

Consumer Information

Name:

[REDACTED]

Address:

[REDACTED]

Freehold, NJ [REDACTED]

Day Phone:

[REDACTED]

Evening Phone:

E-mail Address:

[REDACTED]

Age Group (optional):

[REDACTED]

Do you want the Attorney General's Office to send this business a copy of your complaint?

Yes

Names and addresses of any other complainants involved:

Business Information

Name of business that I am complaining about:

~~Toyota Motors~~

Address:

~~6111 NE 87th Ave~~
~~Portland, OR 97220~~

Phone:

(503) 493-4670

Toll-Free:

Fax:

(310) 381-7704

E-mail:

mario_chaves@toyota.com

Name of owner or manager (if known):

Names and addresses of any other businesses involved in your complaint:

Item or service purchased:

Cost of item or service:

Did you sign a contract?

No

Date of transaction:

Salesperson's name:

Was an advertisement involved?

No

Date and source of advertisement:

About Your Complaint

Have you complained to the business?

Yes

If YES, to whom (include position)?

What response did you receive?

If you have not contacted the business, explain why:

Have you filed a complaint about this business with the Attorney General's Office before?

No

If yes, list the file number assigned to that complaint:

Have you contacted a private attorney?

No

If YES, identify the name and address of the attorney:

Is there a court or other legal proceeding pending?

No

If YES, please explain:

Explain your complaint in detail:

I have 2004 Toyota Tundra The frame is rusting away called and complained to toyota corp with no results they presently have a recall for 2001 to 03 later modles need to be ck out .This could become a

safety issue. Thank You
Expected resolution details: replace frame

What do you think the business should do to resolve your complaint? (circle one)
Prf

Explain if you have circled 'Other':

SIGNATURE

I understand that by submitting this complaint to the Washington State Attorney General's Office my complaint and any response from the business and all communications with Attorney General's Office will become public records under state law. Public records are subject to public records disclosure requests and as a public record, my complaint and all related documents may be seen by other people.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I understand that the Washington State Attorney General's Office will contact the party(ies) against which I have filed a complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed a complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office.

Signature [REDACTED] **Date** 10/06/2012
Received via the Internet
City and State where signed Freehold, NJ

Patricia Pate - 418239 : A notice from the Washington State Attorney General's Office

From: "ATG MI Bellingham CRC (ATGDBOLYPRD06)" <BelCRC@atg.wa.gov>
To: [REDACTED]
Date: 10/10/2012 12:40 PM
Subject: 418239 : A notice from the Washington State Attorney General's Office
CC: <askconsumeraffairs@lps.state.nj.us>

ATTORNEY GENERAL OF WASHINGTON STATE
Consumer Protection Division
103 East Holly Street, Suite 308 Bellingham, WA 98225-4310 (360) 738-6187

October 10, 2012

[REDACTED]
Freehold, NJ [REDACTED]

RE: Toyota Motors
File #: 418239

Dear [REDACTED]

Our office has received your correspondence.

We have reviewed your complaint and determined that we are not the appropriate agency to assist you. We will retain a copy of your complaint in our public records. We have forwarded a copy of your complaint to:

Attorney General of New Jersey
124 Halsey St
Newark, NJ 07102
www.state.nj.us
(973) 504-6200

We recommend that you contact them directly if you have any additional information to add to your file.

Although we are unable to assist you with this matter, we appreciate you contacting our office.

ADA N. SCHMIDT
Consumer Protection Division - State of Washington
(360) 738-6189
Fax: (360) 738-6190
belcrc@atg.wa.gov

cc: AGO NJ

NJ Office of the Attorney General
Division of Consumer Affairs
Office of Consumer Protection
P.O. Box 45025
Newark, NJ 07101



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11/29/2012

Mailed From 08648
US POSTAGE

National Highway Traffic & Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave. SE
Washington, DC 20590

