

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

OCT 1 0 2014

[Redacted]
Amelia Courthouse, VA [Redacted]

October 28, 2014

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Subject: Recall Component on 2000 Toyota Corolla VE (Suspension)

Dear Sir or Madam:

The purpose of this letter is to request for a refund from the repairs that were done on my 2000 Toyota Corolla. It shows that a recall was announced on my vehicle on Feb. 11, 2010 (see attached document) but I never once was notify by dealership/mail or ride control. I am very unhappy that I had to pay for this repair. It cost me \$930.000 to replace both of the suspension (struts) on my vehicle. I believe that a money-back guarantee is good way to show your apologize and inconvenience. The receipt for my repairs is enclosed for your verification. Thank you very much.

Sincerely,
[Redacted]

Enclosures: 2
cc: Ride Control, Inc. 950 Maplelawn Troy, MI 48084



U.S. Department of Transportation

2000 TOYOTA COROLLA

Recalls	Investigations	Complaints	Service Bulletins
5	0	134	14

RECALLS: Displaying 1 - 5 out of 5

— RECALL Subject : AFTERMARKET FRONT STRUT MOUNTS

Report Receipt Date: FEB 11, 2010
 NHTSA Campaign Number: 10E002000
 Component(s): SUSPENSION

All Products Associated with this Recall ▾

Details ▲

12 Associated Documents ▲

Manufacturer: RIDE CONTROL, LLC

SUMMARY:

RIDE CONTROL IS RECALLING CERTAIN FRONT STRUT MOUNTS BRANDED AS GABRIEL RIDE CONTROL OR ARVINMERITOR, P/NOS. 142435, 142193, 142305, 142303, SOLD AS REPLACEMENT EQUIPMENT FOR THE VEHICLES LISTED ABOVE. THE AFFECTED FRONT STRUT MOUNTS DID NOT CONTAIN A WELD JOINT BETWEEN THE BEARING HOUSING AND THE RATE PLATE.

CONSEQUENCE:

THE ABSENCE OF THE WELD CAN ALLOW THE STRUT TO COME OUT OF ITS MOUNTING POSITION UNDER CERTAIN EXTREME DRIVING CONDITIONS WHICH COULD CAUSE DAMAGE TO SURROUNDING VEHICLE COMPONENTS INCREASING THE RISK OF A CRASH.

REMEDY:

RIDE CONTROL WILL NOTIFY OWNERS OF RECORD AND REPLACE THE AFFECTED PARTS FREE OF CHARGE. THE SAFETY RECALL BEGAN ON MARCH 15, 2010. OWNERS MAY CONTACT RIDE CONTROL AT 1-248-458-1396.

NOTES:

THIS RECALL ONLY PERTAINS TO AFTERMARKET GABRIEL RIDE CONTROL OR ARVINMERITOR FRONT STRUT MOUNTS AND HAS NO RELATION TO ANY ORIGINAL EQUIPMENT INSTALLED ON VEHICLES MANUFACTURED BY GENERAL MOTORS, NISSAN, OR TOYOTA. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Name	Description	Size(KB)
RCAK-10E002-5634.pdf	Recall Acknowledgement	20
RCDNN-10E002-0123.pdf	Defect Notice(Part 573)	308
RCMN-10E002-0123.pdf	Manufacturer Notices(to Dealers,etc)	112
RCONL-10E002-0123.pdf	Owner Notification Letter(Part 577)	115
RCORRD-10E002-0123.pdf	Other Recall Related Documents	24
RCORRD-10E002-0124.pdf	Other Recall Related Documents	6
RCQPR-10E002-0110.pdf	Quarterly Performance Report	12
RCQPR-10E002-0111.pdf	Quarterly Performance Report	12
RCQPR-10E002-0210.pdf	Quarterly Performance Report	13
RCQPR-10E002-0211.pdf	Quarterly Performance Report	12
RCQPR-10E002-0310.pdf	Quarterly Performance Report	12
RCQPR-10E002-0410.pdf	Quarterly Performance Report	12

— RECALL Subject : FMVSS 108/AFTERMARKET COMBINATION LAMPS

Report Receipt Date: APR 07, 2009
 NHTSA Campaign Number: 09E012000
 Component(s): EXTERIOR LIGHTING

Amelia, VA

W48-226

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

RICHMOND VA 230

01 NOV 2014 PM 1 L



20590

