

CL-10681240-3520

To: Administer, National Highway Traffic Safety Administration

1200 New Jersey Avenue, S.E.

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

Washington, D.C. 20590

Copy To: Toyota Motor Sales, U.S.A., Inc

19001 South Western Avenue

P.O. Box 2991

Torrance, CA 90509-2991

JAN 29 2015

Re: URGENT SAFETY RECALL applicable to VIN JTEBU14R740 [REDACTED]

I received an urgent safety recall relative to "the potential for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal and cause it to get stuck in the wide open position". The recall stated in part "the remedy will entail modifying the accelerator pedal".

On 1/13/2015 I carried the 4Runner with the above VIN # to Mike Smith Toyota, Paducah, KY to have the defect corrected. After the vehicle had been inspected, I was told that since I had the interior sport package, including a sport accelerator pedal, that the pedal could not be modified. The service manager checked with someone else and I was then told the silver would have to be stripped off the pedal and the pedal modified, but that the silver part of the pedal could not be replaced. I would then have the silver sport package on all the other interior petals, etc., but would have a thinner, black, accelerator pedal.

I choose not to have the defect corrected not because I did not want to correct the safety issue but because of the depreciation in value that the vehicle would incur.

I believe Toyota should correct this safety defect without me having to incur an inferior fix.

[REDACTED]

West Paducah, [REDACTED]

[REDACTED]

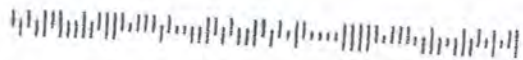
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NASHVILLE TN 370

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ADMINISTRATOR, NATIONAL Drug TRAFFIC SAFETY ADMIN.  
1200 NEW JERSEY AVENUE, S.E.  
WASHINGTON, D.C. 20590



West Paducah, Ky