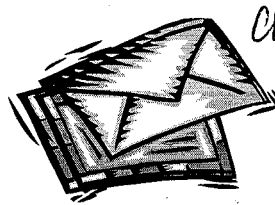


NHTSA ccmMercury Routing Slip



01-10703686-5894

FEB 18 2016

Printed: 2/11/2016

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

NHTSA #: ES16-000598

XREF #:

Delivery: EML

Rec'd Date: 2/11/2016

Doc Type: CNG

Address To:

Referred By: NOA 10

Doc Date: 7/4/2015

Due Date: 3/11/2016

S10 #:

DOT/I #:

RMP #:

**Subject: LETTER FROM SENATOR KLOBUCHAR ON BEHALF OF CONSTITUENT [REDACTED] RE
TOYOTA REIMBURSEMENT FOR REAR LEAF SPRINGS**

Ack Date:

**Sign Office: DIRECTOR,
GOVERNMENTAL AFFAIRS**

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: ALISON PASCALE

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

THE HONORABLE AMY KLOBUCHAR
UNITED STATES SENATE
1200 WASHINGTON AVENUE SOUTH
SUITE 250

MINNEAPOLIS, MN 55415

Tel: 612 727-5249 Fax: 612 727-5223 E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NGA-010	SIGN	2/11/2016		
NEF-010	REPLY	2/11/2016	3/11/2016	

RR
2-18-16
LP

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA

U.S. SENATOR AMY KLOBUCHAR

1200 Washington Avenue South #250

Minneapolis, MN 55415

Phone: (612) 727-5220 Fax: (612) 727-5223

Toll Free (888) 224-9043

2008 FEB 11 A 11:37

PRIVACY ACT RELEASE

The Privacy Act requires your written consent before a government agency will release information to our office regarding your records. To better serve you, please complete this form and return it to my Minnesota office. Please be aware that the person requesting assistance must sign this form.

Mr. ✓ Mrs. _____ Ms. _____ Dr. _____

Name: _____

Mailing Address: _____

City: Mpls State: Mn Zip: _____

Phone (H): _____ (W): _____ Cell: _____

Email Address: _____

Date of Birth: _____

Military or Veteran's Issues:

Social Security Number: _____

Rank/Unit: _____ Duty Station: _____

Immigration Issues:

Receipt Number: _____ Alien Number: _____

Type of Petition Filed: _____ Current Status: _____

Consulate Involved: _____

Name and Contact Information of Interpreter (if any): _____

Social Security Issues:

Social Security Number: _____

Type of Claim Filed: _____

Initial Claim:	Pending: _____	Approved: _____	Denied: _____
Reconsideration:	Pending: _____	Approved: _____	Denied: _____
ALJ Hearing:	Pending: _____	Approved: _____	Denied: _____
Appeals Council:	Pending: _____	Approved: _____	Denied: _____

Please provide a detailed account of your situation. Use a separate sheet if necessary and provide copies of any relevant correspondence regarding this issue.

Toyota keeps stalling, NTSB
needs to make them pay.
see separate sheets

Please state how you would like Senator Klobuchar to assist you.

Tell Toyota you are on the case.
Tell them to pay up.

Have you contacted another Congressional office? Yes _____ No ✓

If yes, which office have you contacted? _____

Are you working with an attorney in this matter? Yes _____ No ✓

If yes, please provide the attorney's name and contact information. _____

Can Senator Klobuchar's office contact your attorney? Yes _____ No _____

I hereby authorize the office of U.S. Senator Amy Klobuchar to access my records and act on my behalf with any and all agencies necessary to resolve the matters listed above.

Signature: _____

Date: 7/4/15

TOYOTA

February 2, 2015

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
800 331-4331
310 381-7756 Fax

[REDACTED]
Minneapolis, MN [REDACTED]

Dear [REDACTED]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc. We recently received your request for reimbursement consideration under the Special Service Campaign SSC E02 for work performed on your Toyota. More importantly, we are sorry to learn of the situation and for any inconvenience or expenses you may have incurred.

Regrettably, we are unable at this time to determine if the repair performed on your vehicle meets the criteria for reimbursement under Special Service Campaign SSC E02, as we are currently in the interim phase of this recall.

Once we move into the final phase, you will be notified by first class mail and asked to make an appointment with your local Toyota dealer to have this recall completed. Furthermore, at that time, Toyota will review the paperwork you have submitted and will respond to your request for reimbursement consideration. If additional paperwork is needed to complete our review, you will be notified in a separate mailing.

Toyota values you as a customer and we appreciate the opportunity to review your request. If you require clarification or have additional questions regarding this letter, please contact us at (800) 331-4331. Our hours of operation are 5 a.m. to 6 p.m. PST Monday through Friday and 7 a.m. to 4 p.m. PST Saturday. Or you can contact us via email by visiting us at www.Toyota.com and clicking on the *Contact Us* link.

Again thank you for choosing Toyota, and we appreciate your patience while we work to address this important issue.

Respectfully,

Toyota Customer Experience
Toyota Motor Sales, U.S.A., Inc.
Case Number [REDACTED]

1-26-15

Toyota Ref# [REDACTED]
Re: Replaced Rear Leaf Springs

Please reimburse 1,469.72
paid to replace Rear Leaf
Springs.

Enclosed is proof of ownership
(title)

- Invoice of job
& payment.

Thanks

[REDACTED]
Mpls Mn
[REDACTED]
[REDACTED]

sent

1-26-15

SOUTHEAST AUTO SERVICE
4-27TH AVE SE
MINNEAPOLIS, MN 55414
phone: 612-332-1932 / fax: 612-332-7839

MINNEAPOLIS, MN

INVOICE # 09/06/12

2005

eng: V6 4.0L 4000cc

plate#

mileage

TOYOTA

vin# 5TEUU42N25Z

78783

TACOMA

H#

C#

REPLACE BOTH REAR LEAF SPRINGS

VEHICLE CONFORMS TO CALIFORNIA EMISSIONS.

STEERING AND SUSPENS

1368.91 Group Total

90117-A0001	4@	25.20	100.80 U-BOLT
90178-A0050	8@	1.47	11.76 FLANGE NUT
90-299	1@	495.55	495.55 REAR LEAF SPRING
			KREMER
90-297	1@	495.55	495.55 REAR LEAF SPRING
			KREMER
ENV	1@	2.75	2.75 *ENVIRONMENTAL FEE
Parts Sub-Total			1106.41

BP 2.50hrs@105.00/hr 262.50
LABOR TO REPLACE BOTH REAR LEAF
SPRING ASSEMBLIES.
|
===== THANK YOU =====
|Call on us again. We appreciate
|your business.
=====

FINISHED 4

PARTS	1106.41
LABOR	262.50
SHOP SUPPLIES	15.00
TAX	85.81
TOTAL WORK ORDER	1469.72



Toyota Motor Sales, U.S.A., Inc.
Owner Notification Processing Center
No General Correspondence
P.O. Box 710367, San Diego, CA 92171-0367

*He called 1/26/15
sent*

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
ISPM

SAFETY RECALL NOTICE (Interim)
Certain 2005-2011 Model Year Tacoma Pre-Runner and 4x4 Vehicles
Rear Leaf Spring

PLEASE READ THIS IMPORTANT INFORMATION

328



MINNEAPOLIS, MN



IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued In Accordance
With Federal Law



*Fax 310 381 7756
T Motor sales USA
Re National cos Relations
19001 S Western Av
Dept W210
Torrance, Ca
90501*