

CL-10714846-9285

[REDACTED]
[REDACTED]
Brooklyn, New York
[REDACTED]

MAY -1 2015

April 23, 2015

By Certified Mail
Legal Department
Toyota Motor Sales, U.S.A.
19001 South Western Avenue
Torrance, California 90501

To whom it may concern:

I am the owner of a 2004 Toyota Avalon. I received recall notices in 2014 and again earlier this year. I have been unable to have the necessary work done. Last year your dealership on Sixth Avenue in Brooklyn canceled my scheduled appointment at the last minute because it did not have the required parts. A few weeks later I left my car with your dealership on Nostrand Avenue in Brooklyn. After keeping the vehicle over two nights, they advised me that they also did not have the required parts. Both dealerships promised to call me when the parts came in; neither has.

After receiving the second recall notice, I called your corporate office a few days ago. I was told that the parts were not available anywhere. My request for a written confirmation stating when the work would be done was refused by two of your agents.

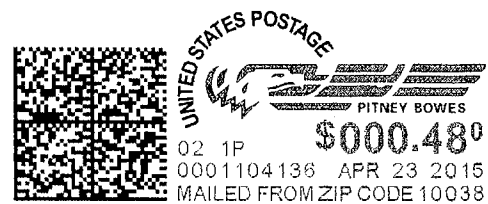
This letter puts Toyota and the National Highway Traffic Safety Administration on notice of Toyota's failure to ensure that the parts are available to perform the repairs required by the Administration. If any of my passengers or I are killed or injured in an accident because of Toyota's dereliction, Toyota will be legally responsible for those damages. This letter also puts Toyota on notice as to the class of vehicle owners who, like me, have been unable to have their cars repaired.

Very truly yours,
[REDACTED]

NH
5415
SMD

cc: National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Brooklyn, New York



National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

