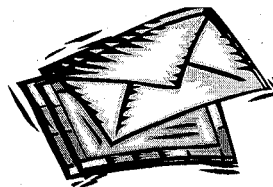


NHTSA ccmMercury Routing Slip



CL-1076055-7364

Printed: 8/24/2015

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

NHTSA #: ES15-004401

XREF #:

Delivery: EML

Rec'd Date: 8/24/2015

Doc Type: CNG

Address To: DOT/I

Referred By: NPO-011

Doc Date: 8/18/2015

Due Date: 9/25/2015

S10 #:

DOT/I #: H- 2015 184

RMP #:

**Subject: LETTER FROM CONGRESSMAN CARTER ON BEHALF OF CONSTITUENT [REDACTED] RE
2007 TOYOTA SCION RECALL**

Ack Date:

Sign Office: DIR. GOVT.

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 EARL "BUDDY" CARTER
U.S. HOUSE OF REPRESENTATIVES
1510 NEWCASTLE STREET, SUITE 200
BRUNSWICK, GA 31520
Tel: Fax: E-mail:

AUG 28 2015

Assigned To	Task	Asgn Date	Deadline	Returned Date
NGA-110	SIGN	8/24/2015		
NVS-200	REPLY	8/24/2015	9/25/2015	

ET
8/28/15
SMD

EARL L. "BUDDY" CARTER
1ST DISTRICT, GEORGIA

EDUCATION AND THE
WORKFORCE COMMITTEE

COMMITTEE ON
HOMELAND SECURITY

COMMITTEE ON
OVERSIGHT AND GOVERNMENT REFORM

Congress of the United States
House of Representatives
Washington, DC 20515-1001

WASHINGTON OFFICE
432 CANNON HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
(202) 225-5831

SAVANNAH OFFICE
6602 ABERCORN STREET
SAVANNAH, GA 31405
(912) 352-0101

BRUNSWICK OFFICE
1510 NEWCASTLE STREET
BRUNSWICK, GA 31520
(912) 265-9010

<http://BuddyCarter.House.gov>

August 21, 2015

Mr. Dana Gresham
Assistant Secretary for Governmental Affairs
U.S. Department of Transportation
1200 New Jersey Avenue SE
Washington, DC 20590-0001

Dear Mr. Gresham,

One of my constituents, [REDACTED], has contacted me regarding a matter in which I believe your agency could be helpful. Therefore, the enclosed communication is submitted for your review.

I would very much appreciate your responding to the points raised by my constituent, and providing any assistance available under the applicable laws and regulations.

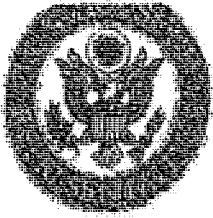
The contact person on my staff for this case is Mr. Emmitt Nolan. He can be reached at (912) 265-9010 or Emmitt.Nolan@mail.house.gov.

Thank you very much for your consideration and for advising me of any action you take in this matter.

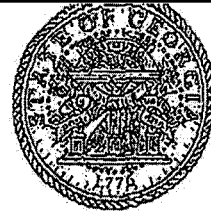
Sincerely,



Earl L. "Buddy" Carter
Member of Congress



Congressman Earl L. "Buddy" Carter
First District of Georgia
Casework Authorization Form



Name: _____

Address: _____

City: Brunswick State: GA Zip: _____

Phone: _____ Alt. Phone: _____

Social Security Number: ending in _____ DOB: _____Agency Involved: Nat'l. Hwy. Transportation SafetyNumbers Identifying Case (tax ID, VA claim, etc.) N/ADate and Place claim was filed: _____ N/A

Please describe the problem in detail and what assistance you are seeking:

Please see attached

If additional space is needed, please use another sheet of paper and attach.

In accordance with the Privacy Act, I hereby authorize Congressman Earl L. "Buddy" Carter or a member of his staff to make the appropriate inquiry on my behalf so they may assist me with this request.

 Signature

8/18/15
 Date

Brunswick Office
 1510 Newcastle Street, Suite 200
 Brunswick, Georgia 31520
 Phone: (912) 265-9010
 Fax: (912) 265-9013

Savannah Office
 6602 Abercorn Street, Suite 105-B
 Savannah, Georgia 31405
 Phone: (912) 352-0101
 Fax: (912) 352-0105

Updated 4/13/2015


Brunswick, GA
August 18, 2015

Hon. Buddy Carter
Att'n.: Mr. Emmitt Nolan

Ref: NHTSA assistance

Dear Mr. Nolan:

I am requesting your assistance with the issue which is described below and enclosures attached.

Toyota (Scion) issued a recall notice for the vehicle described in the attachments. I purchased this vehicle for my son and had the title issued in his name, hence, my personal and financial interest in same. The issue with the Scion was an engine/oil problem.

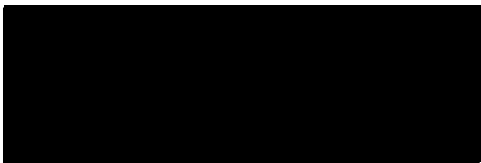
Prior to receiving the recall notice the issue above described and I had the engine replaced, this occurred on or about July, 2014. Payment was out of pocket.

When I received the recall notice I submitted all detailed information with documentation to Toyota at the address furnished in the recall notice. There was no response. Thereafter I sent the same letter with a personal note, still no response.

After 60+/- days without response I spoke with someone who suggested the NHTSA was the governmental agency in charge of such details, I then sent them a letter. No response thereto. I sent another letter without response.

Hopefully the above will suffice to allow you to pursue a response to this ongoing issue.

Thank you in advance for your cooperation and affirmative response.



Enc.: Letters to Toyota Scion with documentation
Letters to NHTSA



0003

BRUNSWICK, GA



WARRANTY ENHANCEMENT NOTIFICATION - ZE7

VIN: JTKDE167170

Dear Scion Owner:

At Scion, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Scion would like to advise you of an enhancement to portions of your Scion New Vehicle Limited Warranty. Scion has received some reports where vehicles may exhibit excessive engine oil consumption.

What should you do?

At this time, Scion is currently preparing the necessary parts to implement this Warranty Enhancement Program, and anticipates it will take several months to build the necessary parts. Therefore, we are notifying you of the upcoming warranty enhancement program and providing means for you to seek reimbursement for previous repairs to help minimize any out of pocket costs you may have incurred. If you believe your vehicle has excessive engine oil consumption, please contact your local authorized Scion dealer. They will perform an engine oil consumption test to determine if your vehicle will be eligible for warranty work once sufficient parts have been produced.

We will send you a second owner notification letter once sufficient parts have been produced. If you have not experienced the condition described, there is no action necessary at this time. Please apply the sticker below to your Owner's Manual Supplement/Warranty & Service Guide Information booklet for future reference.

Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for replacement of parts related to Excessive Engine Oil Consumption. If the condition is verified, warranty work will be performed in accordance with the applicable Technical Service Bulletin under the terms of this Warranty Enhancement Program.*

- The **Primary Coverage** offers warranty enhancement until October 31, 2016, regardless of mileage.
- After the Primary Coverage period ends, **the Secondary Coverage** is applicable for 10 years from the date of first use or 150,000 miles, whichever occurs first.

Please note that this coverage is for warranty work performed at an authorized Scion dealer only.

This Warranty Enhancement Program is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

*Please see your Scion dealer for additional details

VIN #:

JTKDE167170

Date of First Use:

06/29/2006

Peel and Stick
Label onto the
Owner's Warranty
Information Booklet

Scion ZE7



Warranty Enhancement Reimbursement Checklist

- ☐ Repair Order or Invoice
 - Must include the following information:
 - Mileage on the date that the repair order was created
 - Itemized breakdown of labor charges for each repair performed
 - Detailed diagnosis statement*
- ☐ Proof-of-Payment
 - Only the Following Items are Valid Proof-of-Payment:
 - Copy of a cancelled check
 - Copy of a Signed Credit Card Receipt
 - Copy of a Credit Card Statement
 - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- ☐ Proof-of-Ownership
 - Only the following items are Valid Proof-of-Ownership:
 - Copy of the Bill of Sale
 - Copy of the Title
- ☐ Name, Address and Phone Number printed on all documents

*Detailed diagnosis statement must answer the following three questions: 1. Why was the vehicle brought into the repair facility? 2. What was the repair facility's diagnosis? 3. What did the repair facility do to correct the concern?

[REDACTED]
Brunswick, GA [REDACTED]
March 18, 2015

Toyota Motor Sales, U.S.A., Inc.
Scion Customer Experience, WC10
19001 S. Western Avenue
Torrance, CA 90509

Re: Warranty Enhancement Program
Owner: [REDACTED]
Make and Year: 2006 Scion TC
VIN: JTKDE167170 [REDACTED]

Gentlemen:

Reference the above vehicle, same had had the engine replaced due to a "rod being thrown thru the engine block".

The replacement engine was "installed" on or about July 25, 2014, long before your document, above-referenced was received.

In compliance with the instructions furnished for reimbursement the following is attached:

- (A) Mileage at time of damage/replacement: 127,303
- (B) Itemized breakdown of labor and material charges with diagnosis (5 pages)
- (C) Copy of cancelled check in payment of bill
- (D) Copy of GA title

If anything else is required for reimbursement please contact the undersigned at the address above or call at [REDACTED]

I look forward to your prompt and affirmative response with reimbursement of \$3553.50 and thank you in advance for your cooperation.

Sincerely yours
[REDACTED]

Enc: As referenced above

4/17/15
A response to the above
will be appreciated.
Thank you.
[REDACTED]

Georgia Certificate of Title

DISCLAIMER: DO NOT ACCEPT THIS TITLE WITHOUT THE SECURITY THREAD LOCATED APPROXIMATELY TWO INCHES FROM LEFT EDGE.

VEHICLE IDENTIFICATION NUMBER JTKDE167170	MAKE TOYOTA	YEAR 2007	TYPE OF BODY 3 DOOR	MODEL SCION	CYL 4	DATE ISSUED 03/07/2014
DATE VEHICLE PUR 03/02/2014	FUEL GASOLINE	NEW OR USED USED	ODOMETER 116899	PREVIOUS TITLE NBR / STATE OF ISSUE /GA	NBR OF LIENS 0	COLOR WHI
						CURRENT TITLE NUMBER

OWNER

BRUNSWICK GA

MAIL TO:

BRUNSWICK GA

1ST LIEN OR SECURITY INTEREST

2ND LIEN OR SECURITY INTEREST

3RD LIEN OR SECURITY INTEREST

RELEASE OF LIEN OR SECURITY INTEREST

DATE OF RELEASE	SECURITY INTEREST HOLDER	AUTHORIZED AGENT
1ST LIEN	BY	
2ND LIEN	BY	
3RD LIEN	BY	

The Georgia Department of Revenue issued this title pursuant to the Motor Vehicle Certificate of Title Act and this title is subject to its provisions. The Department certifies that on application duly made, the person named herein is registered as the lawful owner of the vehicle described subject to any liens or security interests set forth and such liens or security interests as may subsequently be filed with the Commissioner.

Douglas McQueen

STATE REVENUE COMMISSIONER



BofA Premium -Checking - [REDACTED] Account Activity Transaction Details

Check number: [REDACTED]

Post date: 07/28/2014

Amount: -4,031.81

Type: Check

Description: Check

BRUNSWICK, GA [REDACTED] 64-54510 GA 12078

July 25, 2014

Pay to the order of Mark Luke \$ 4031.81⁰⁵

Four thousand thirty one and 81/100⁰⁵

Bank of America Bank of America Advantage®

MASTERLUBE 341
4805 NEEW JESUP HWY
BRUNSWICK, GA 31520

INVOICE BREAKDOWN:

PART (1.00) 1

Rebuild engine: \$2610.00 vin #JTKDE167170 [REDACTED]

PART (1.00) 2

Power steering pump \$97.69

PART (1.00) 3

Water pump \$73.81

PART (1.00) 4

Anti-freeze \$22.00

PART (1.00) 5

Part from Toyota to remove pulley \$20.00

LABOR (1.00)

Remove and replace engine \$770.00

The work done on this 2007 Scion TC was due to the rod being thrown thru the engine block.

Invoice

Phone: 912-261-0191 Fax: 912-261-0190

Fri 07/25/14

05:52 PM

MASTERLUBE 341
4805 NEW JESUP HWY
BRUNSWICK, GA 31520-

Keep your motor Hummin' with a regular Oil
Change!
Thank you, please come back soon!

OTHER VEHICLES & LAST SERVICE DATE

JM JL RM JL JL

LICENSE	YEAR	DESCRIPTION	ODOMETER	PO	ALTERNATE ID	VIN	DRIVER
	2006	SCION TC	127303				
SERVICE CHECK LIST				DESCRIPTION - QTY		PRICE	TOTAL
01 Windshield Fluid	Added	19 Pcv Valve	Ok		Cabin Filter (1.00)	\$33.95	\$33.95
02 Battery Water	Ok	20 Wiper Blades	Ok		Mobil 5w20 (4.00)		
03 Serpentine Belt	Ok	21 Top Tech			Oil Filter (1.00)		
04 Check Coolant	Ok	22 Trans Fluid	Ok		Parts (1.00)	\$2,610.00	\$2,610.00
05 Battery Terminals	Complete	23 Fuel Filter	Ok		Parts (1.00)	\$97.69	\$97.69
06 Vacuumed	Complete	24 Bottom Tech			Parts (1.00)	\$73.81	\$73.81
07 Pwr Steering Fld	Ok				Special Order Tires (1.00)	\$215.96	\$215.96
08 Lube Chassis	Sealed				Core Charge & Tax (1.00)	\$4.00	\$4.00
09 Tire Pressure	Complete				Parts (1.00)	\$22.00	\$22.00
10 Brake Fluid	Ok				Shop Supplies Fee (1.00)	\$20.00	\$20.00
11 Diff Fluid	Fwd				Labor (1.00)	\$750.00	\$750.00
12 Door Hinges	Complete				Labor (1.00)	\$20.00	\$20.00
13 Air Filter	Ok						
14 Front Diff	N/a						
15 Clutch Fluid	N/a						
16 Breather Element	Ok						
17 Trasfer Case	N/a						
18 Plug Check							
SERVICE HISTORY							
SERVICE NOTES				INVOICE SUMMARY			
				PAID \$4031.81 with CHECK		SUB-TOTAL \$3,847.41	
						TAX \$184.40	
						TOTAL \$4,031.81	
				TOTAL		\$4,031.81	
NEXT SERVICE 10/23/14 OR ODOMETER READING 130303							



Legal Entity: LEO Savannah, Inc. SAVATX US DOLLAR
*** LEO *** LEO Savannah *** LEO ***
50 Telfair Place
SAVANNAH GA 31415 PH: 800-297-2474 FAX: 912-236-1889
INV- Pg 1 of 1

CUSTOMER COPY

[REDACTED]
Brunswick, GA [REDACTED]
May 27, 2015

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

Re: 2007 Scion TC
Owner: [REDACTED]

Gentlemen:

I would like to file a complaint regarding the handling, albeit mishandling, of a warranty replacement program as explained in my letter to Toyota with attachments, copy enclosed. In that March 18, 2015 an explanation of circumstances was spelled out and the hand written note therein dated 4/17/15, neither of which have had a response to to date. My submission was tendered as a result of a written notice received from Toyota.

It is my understanding that your agency is the appropriate entity to submit this complaint and request your assistance in obtaining a response. If it is not the appropriate agency please forward to that agency or advise the undersigned where to send same.

Thank you for your prompt attention to this request and I look forward to response and assistance.

Sincerely yours,

[REDACTED]

CC: Toyota Motor Sales, USA, Inc.
Scion Customer Experience, WC10
19001 S. Western Ave.
Torrance, CA 90509

THE COPY

Brunswick, GA
July 27, 2015

NHTSA
1200 New Jersey Avenue, NE
West Building
Washington, DC 20590

Re: 2007 Scion TC
Owner: [REDACTED]

Gentlemen:

Enclosed please find letter dated March 27, 2015 addressed to your office. Subsequently a personal note was sent on a copy of this letter requesting a response. To date there has been none. Further no response has been forthcoming from Toyota to any correspondence. Copies of all letters are attached.

If for any reason this is the incorrect department please advise as I am very disappointed in the failure of communication regarding my complaint.

If there is anything I can do to assist or any further documentation required I will be more than happy to comply.

Thank you for your immediate response and hopeful positive results therefrom.

Sincerely yours,

[REDACTED]

CC: Toyota Motor Sales, USA, Inc.
Scion Customer Experience, WC10
19001 S. Western Avenue
Torrance, CA 90509



**2014 House Input Form for Governmental Affairs
Correspondence Control Sheet (I-10), W85-328**



**EXECUTIVE SECRETARIAT
RECEIVED-NHTSA**

Control Number H - 2015 184

2015 AUG 24 P 2:41

General

Date DOT Received 8/24/2015
Date DOT Entered 8/24/2015
Member's Date 8/18/2015
Member Last Name Carter
Member First Name Earl "Buddy"
Member Organization United States House of Representatives
Address1 1510 Newcastle St
Address2 Suite 200
City Brunswick
State GA
Zip 31520

Constituents

File Name [REDACTED]
Date
Subject Recall Toyota Scion
Action Office NHTSA
Action Code
Due Date 9/25/2015

Contacts

Member Contact Emmitt Nolan
Phone (912) 265-9010
Pending ☒
Closed Date
Remarks
DOT Contact Nikki Purnell at (202) 366-4573

Notes: