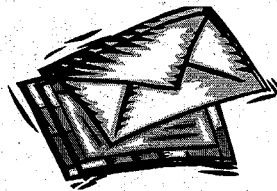


NHTSA ccmMercury Routing Slip



CL-10817585-6183

Printed: 1/27/2016

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

NHTSA #: ES16-000369

XREF #:

Delivery: S10 E-MAIL

Rec'd Date: 1/27/2016

Doc Type: CMB

Address To: S1

Referred By: NAD-200

Doc Date: 1/11/2016

Due Date: 2/3/2016

S10 #: S10-160127-009

DOT/I #:

RMP #:

**Subject: S10 DIRECT REPLY- EXPRESSING CONCERNS WITH AN ACCERLATION PROBLEM IN HER
2002 TOYOTA ECHO**

Ack Date:

**Sign Office: AA FOR
ENFORCEMENT**

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: FRANK S. BORRIS

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

MURRIETA, CA

Tel: **Fax:** **E-mail:**

JAN 28 2016

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	1/27/2016	2/3/2016	

NM
12816
SMD

Anthony Foxx

U.S. Dept of Transportation

1200 New Jersey Ave. SE

Washington, DC 20598

January 11, 2016

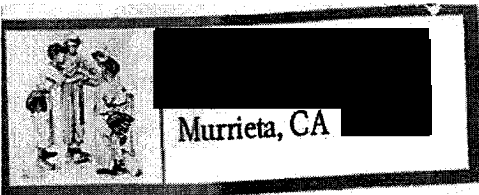
Dear Mr. Foxx,

I heard you on CBS this morning speaking about making the highways safer. I have a situation that Toyota has created. My car, a 2002 Toyota Echo with 63,000 miles, has a terrible problem and Toyota has had this problem for quite some time and not taken care of it. There have been several people killed due to this problem and Toyota still denies it. In fact January 4, 2016 four young people were killed here in Southern CA, due to this problem. The cars accelerates, mine was at 90mi, and I was standing on the breaks with both feet and it wouldn't stop. I didn't want to run into the cars in front of me so I stared into a work area and thank God the men weren't there at that time of day. I would have killed someone. My son reached over and turned the key off and the car came to a rest. I was terrified and had a terrible headache for two days after the incident. I called our local Toyota dealer and had the car towed in to them. The manager, Rex, called me and said nothing was wrong with the car. My son called Toyota, they gave us a claim number but have not done a thing. I am an [REDACTED] yr old handicapped woman. I have my witts about me and am not senile as was suggested to me by Rex when he said "you must have hit the gas pedal". I did not and my son was a witness to this.

On CBS you said you want to make the roads safer, well I suggest you look on the internet under acceleration problem, you will be astounded. Yet they still deny it. Tell that to the 4 youngsters parents and see how that sets with them. I am terrified to drive my car unless Toyota replaces the parts involved, like the ignition & cables involved. Please help me, I am a widow living on SSI and can't buy a new car but I have to go to the store for food & need a car.

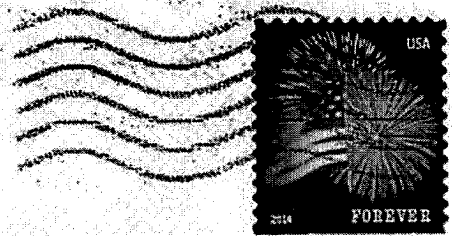
Gratefully yours,

[REDACTED]
Murrieta, CA [REDACTED]
[REDACTED]



SN BERNARDINO CA 924

11 JAN 2015 PM 71



Mr. Anthony Pox
U.S. Dept of transportation
1200 New Jersey Ave S.E.
Washington, DC 20598

S10-160127-009

20590





EXECUTIVE SECRETARIAT
Office of the Secretary of Transportation
Executive Secretariat

Control number: S10-160127-009	Action office: NHTSA
Document date: 1/11/2016	Due date: 2/3/2016
Author(s): [REDACTED]	
Subject:	Expressing Concerns with an Acceleration Problem in Her 2002 Toyota Echo
Action:	Direct Reply

Comments:

Date	Action	Action by
1/27/2016	Folder Sent for Draft to Action Office: NHTSA for 'Direct Reply'.	ASHLEIGH.SCHOFIELD
1/27/2016	DIST: A1,C1,S3	ASHLEIGH.SCHOFIELD
1/27/2016	Updated Folder Information.	ASHLEIGH.SCHOFIELD
1/27/2016	Work Folder Assigned to NHTSA.	ANGELICA.GERTELI
1/27/2016	Incoming File Uploaded.	ANGELICA.GERTELI
1/27/2016	Control Number Created.	ANGELICA.GERTELI

Date	Note	Note by
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