CL-10838384-9788

State of Wisconsin
Governor Scott Walker

Department of Agriculture, Trade and Consumer Protection
Ben Brancel, Secretary

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

FEB -4 2016

01/07/2016

Toyota Motor Sales USA Inc
19001 S Western Ave Dept WC11
Torrance CA 90509-2991

RE: File [redacted] (Refer to this number when contacting our agency)
[redacted]
Rhinelander WI [redacted]

Dear Sir/Madam:

Thank you for submitting your complaint about Toyota Motor Sales USA Inc.

The laws dealing with this issue are enforced by the agency listed below, so we are forwarding your complaint directly to them:

✓NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590
Telephone: 888-327-4236 or 202 366-0123
Website: www.nhtsa.dot.gov

You may contact them directly for information about your complaint.

Sincerely,

Norman E. Eberhardt
Consumer Protection Investigator
Mediation Unit
Bureau of Consumer Protection
Email: Norman.eberhardt@wisconsin.gov
www.facebook.com/wiconsumer

NM
2816
SMD

Department of Agriculture, Trade and Consumer Protection

Consumer Complaint

Please attach two sets of copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, lease documents, telephone bills.

1. How do we contact you?

Name: (Mr.) Mrs. Miss Ms. [redacted] *(circle one)* *(first)* *(middle)* *(last)*

Phone: Home [redacted] Work ( ) _____ ext. _____ Ce[redacted]

Phone me between 8:00 A.M. and 4:00 P.M. at: *(circle one)* (Home) Work Cell Email: _____

Address: [redacted] Apt.# _____ PO Box: _____

City: Rhinelander State: Wi Zip: [redacted] County: Oneida

2. What business is your complaint against?

Name of business: Toyota

Address: 19001 S. Western ave. Dpt. WC11 Ste.# _____ PO Box: _____

City: Torrance State: CA. Zip: 90501 County: _____

Phone: (800) 331-4331 Name of person you talked to: corporate ~~headquarters~~ Title: _____

Information about your complaint

3. Which of the following best describes your first contact with the business: *(check one)*

___ Person from business came to my home	X I went to the business	___ Internet
___ Person from business called me	___ I telephoned the business	___ Email
___ Business sent me information in the mail	___ I responded to a radio or TV ad	
___ I attended a convention or trade show	___ I responded to a printed advertisement	

4. When did the first contact occur? month: June 2015 day: _____ year: _____

5. How old is the person who had contact with the business? Age: *(circle one)* 0-17 18-61 (62 or older)

6. What product or service did you buy? *(please be specific)* _____

7. Was it advertised? *(circle one)* No Yes Date: _____ Where: _____

8. Did you sign a contract? *(circle one)* (No) Yes Date: _____ Number on contract, policy or receipt _____

9. If yes, where were you when you signed the contract? _____

10. Amount paid: $ _____ by: *(circle one)* cash check credit card financed other plan

11. Where did you pay the business: *(check one)*

___ At my home	___ At the company's place of business	___ Internet
___ Over the telephone by credit card	___ Away from company's place of business	
___ By mail	___ At a convention or trade show	

12. Did you contact the business about your complaint? X Yes ___ No When? _____ What happened? _____

13. Have you filed this complaint with another agency ___ Yes X No Agency name? _____ What happened? _____

14. Have you contacted a private attorney? ___ Yes X No Have you started court action? ___ Yes X No

IMPORTANT: More questions on the back page (over) I:\cpcic\facts\ComplaintForm301 CP-3(II/09)

Department of Agriculture,
Trade & Consumer Protection
2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

RETURN SERVICE REQUESTED

TCP

neopost
01/13/2016
US POSTAGE $000.39[1]

FIRST-CLASS MAIL
AUTO

ZIP 53718
041L12202864

[redacted]

KRB-SSB 20590

15. Describe your complaint in detail.

I had a recall on my 2003 Toyota Matrix
They fixed the left side air bag control
Then they made me an appointment to fix the
other side they made an appointment and went to
the Dealership they said they had the part in but
couldn't install it even though they had the part in

16. How do you feel your complaint should be resolved? *(please be specific)*

They should install the part that they have at the
dealership instead of telling me they can't install it in my
vehicle

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.

The above information is true and accurate to the best of my knowledge.

Your signature: [redacted] Date: Dec 17-15

Return this form and two copies of your papers to:

BUREAU of CONSUMER PROTECTION
2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

Toll-free in WI: (800) 422-7128

EMAIL: DATCPHotline@Wisconsin.gov
(608) 224-4976
FAX: (608) 224-4939
TDD: (608) 224-5058

WEBSITE: www.datcp.state.wi.us