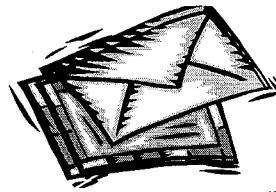


# NHTSA ccmMercury Routing Slip



CL-10860 771-7578

Printed: 4/14/2016

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

|   |                                  |                             |
|---|----------------------------------|-----------------------------|
| <b>NHTSA #:</b> ES16-001764   | <b>Rec'd Date:</b> 4/14/2016     | <b>Referred By:</b> NAD-200 |
| <b>XREF #:</b>  | <b>Doc Type:</b> CNG             | <b>Doc Date:</b> 4/12/2016  |
| <b>Delivery:</b> EML  | <b>Address To:</b> DOT/I         | <b>Due Date:</b> 5/20/2016  |
| <b>S10 #:</b>   | <b>DOT/I #:</b> S- 2016 72       | <b>RMP #:</b>               |
| <b>Subject:</b> LETTER FROM SENATOR ISAKSON ON BEHALF OF CONSTITUENT [REDACTED] RE<br>2007 TOYOTA COROLLA |                                  |                             |
| <b>Ack Date:</b>  | <b>Ack By:</b>                   | <b>Signed For:</b>          |
| <b>Sign Office:</b> DIRECTOR,<br>GOVERNMENTAL AFFAIRS   | <b>Signature:</b> ALISON PASCALE |                             |
| <b>Cleared Date:</b>  | <b>Cleared By:</b>               | <b>Cleared For:</b>         |
| <b>File Loc:</b>  | <b>XREF File:</b>                | <b>Closed Date:</b>         |
| <b>Added By:</b> CBUTLER x60180   | <b>Modified By:</b> Chris.Butler |                             |
| <b>Most Recent Comment:</b>   |                                  |                             |

**Author:**

THE HONORABLE JOHNNY ISAKSON  
UNITED STATES SENATOR  
3625 CUMBERLAND BOULEVARD, SUITE 970  
ATLANTA, GA 30339  
Tel: Fax: E-mail:

APR 19 2016

| Assigned To | Task  | Asgn Date | Deadline  | Returned Date |
|-------------|-------|-----------|-----------|---------------|
| NEF-010     | REPLY | 4/14/2016 | 5/20/2016 |               |
| NGA-010     | SIGN  | 4/14/2016 |           |               |

RR  
4/19/16  
SMD

Apr. 12. 2016 4:29PM

JOHNNY ISAKSON  
GEORGIA

<http://isakson.senate.gov>

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WASHINGTON, DC 20510  
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ONE OVERTON PARK  
3825 CUMBERLAND BOULEVARD, SUITE 970  
ATLANTA, GA 30339  
(770) 661-0999

# United States Senate

WASHINGTON, DC 20510

April 12, 2016

No. [REDACTED] P. 2

VETERANS' AFFAIRS  
CHAIRMAN

SELECT COMMITTEE ON ETHICS  
CHAIRMAN

FINANCE

HEALTH, EDUCATION,  
LABOR, AND PENSIONS  
SUBCOMMITTEE ON  
EMPLOYMENT AND WORKPLACE  
SAFETY, CHAIRMAN

FOREIGN RELATIONS

The Honorable Dana Gresham  
Assistant Secretary for Governmental Affairs  
U.S. Department of Transportation  
1200 New Jersey Avenue, SE  
I-1, W85-300  
Washington, D.C. 20590

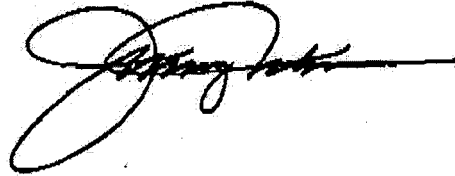
RE: [REDACTED]

Dear Mr. Gresham:

Please find enclosed correspondence I received from the above-referenced constituent. I would appreciate your review of this information in accordance with established policies and procedures. Upon completion of your review, please forward clarification of your findings to the address below.

In the event my office may be of further assistance, please do not hesitate to contact Furhawn Shah at (770) 661-0999. Thank you for your efforts in this matter, and I look forward to hearing from you soon.

Sincerely,



Johnny Isakson  
United States Senate

Enclosure (s)  
One Overton Park, Suite 970  
3625 Cumberland Blvd  
Atlanta, GA 30339  
ATTN: Furhawn Shah

ES16-001764



# JOHNNY ISAKSON

UNITED STATES SENATOR · GEORGIA



### Privacy Release Form

The Privacy Act of 1974 prohibits the government from revealing any information from personal files of individuals without the express written permission of the person involved. Disclosure of personal records to a Senator who is acting on behalf of a constituent is prohibited, unless the individual to whom the record pertains has consented.

*I, the undersigned, hereby authorize the release of all pertinent information to Senator Johnny Isakson to make an inquiry on my behalf to the following Federal agency: NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
(Name of Federal Agency)*

Name: [redacted]  
 Address: [redacted]  
 City, State, ZIP Code: LITHONIA, GA  
 Social Security #: [redacted] Other ID#: \_\_\_\_\_  
 Telephone #: [redacted]  
 Signature: [redacted] Date: 4/12/2016

**PLEASE GIVE A BRIEF DESCRIPTION OF YOUR PROBLEM BELOW:**

SEVERE AND SUDDEN LOCKUP OF BRAKES ON  
2007 TOYOTA COROLLA. WITH NO WARNING  
JUST A SMALL TOUCH OF THE BRAKE PEDAL  
CAUSED THE BRAKES TO SLAM ON FULL. IT  
HAPPENS EVERYTIME AFTER THAT.

SEE MY LETTER TO SENATOR  
ISAKSON DATED MARCH 22, 2016 FOR  
FULL DETAILS.

Please return completed form to:

One Overton Park  
3625 Cumberland Boulevard, Suite 970  
Atlanta, Georgia 30339  
or fax to: 770-661-0768  
or email to: casework@isakson.senate.gov

Senator Johnny Isakson  
131 Russell Senate Office Building  
Washington, DC 20510

APR 06 2016

Dear Senator:

March 22, 2016

This letter is about a severe hazard that happened to me in one of my two Toyotas. It involves a sudden unexpected brake lockup. Enclosure 1 describes the hazard as it happened to me.

Enclosure 2 is a detailed history of my efforts to get answers on what caused this hazard. This history is large and rather complicated because it also covers the horrible service I received and their effort to sell me a new transmission I did not need.

I want this letter to be about the safety hazard only, since that is more important. I therefore, created a summary from the history that only concerns the safety hazard. This document (Enclosure 3) is named "Summary of 2007 Toyota Corolla Brake Lockup Hazard History".

This summary should make it easier for someone to understand what I have done to try to get answers and help save other people that might be injured or killed by this hazard. It will show that I have failed so far in my efforts. It will also show that I have really tried.

Even though I have failed so far, I have created some great documentation. This documentation shows what large companies will do to protect their bottom line (Volkswagen comes to mind). It also shows how some Government agencies and officials will let the citizens down that they serve.

I am giving you a chance to be different. Enclosures 4, 5 and 6 are copies of my letters to Representative Johnson and Senator Perdue. Representative Johnson was not interested and Senator Perdue showed a half hearted attempt to contact me.

They see nothing wrong in a automobile dealer fixing a safety hazard and refusing to give a reason for the hazard. It took five letters and six months before they said it was caused by wear and tear on a Master Cylinder. No explanation as to how it could cause a sudden lockup. Then almost two months later they changed their mind and said the Brake Booster caused the problem. They then said they could not get the lockup to happen. They give me two different reasons for the lockup and then said it did not happen. It is outrageous that they expect anyone to believe they charged me \$1,607 to fix a problem that did not exist. I believe that it would be illegal to do that.

What is worse; Representative Johnson and Senator Perdue seemingly, are not concerned about other drivers being hurt or killed by this severe hazard. That is hard for me to understand. Safety of its citizens is the one responsibility of government that everybody can agree on.

I am not naïve. I knew that Toyota would most likely try to stall and do everything to keep the reason for this hazard secret. They do not want a expensive recall with the bad publicity it would cause. They thought I would quit and go away like most people. That is why I wrote them letters instead of talking to them. That is why I documented any verbal conversations with emails or letters and gave them a chance to correct anything that I had wrong. I wanted documentation; which I now have.

I also understand that probably none of the government officials have actually seen my letters. They have a staff that takes care of these matters. However, it is their responsibility to train their staff and set the guidelines. They bear the overall responsibility and the buck stops at their desk. Whomever looks at my letters speak for them.

I have started at the bottom of government agencies or individuals and am working my way up the ladder just as I did with Toyota. My efforts so far, show why most people are angry with government. They feel it is bloated, uncaring and favors large companies with money over individuals. I think that there are government personnel that have high standards and will do the right thing. I just have not found him or her yet.

One thing I want to make clear. Most everybody I write thinks I am out for money. I do not want to sue anybody. I will, if this hazard shows up again and causes myself or my wife to become injured.

I am doing this to try and prevent other innocent Toyota drivers from becoming injured or killed by this hazard. I am also doing it to help the lawyers of anyone who may already be hurt or killed by this hazard. I will give them my documentation free of charge.

To cut down on paperwork and to make this letter a little less complex; I have not enclosed any of the attachments mentioned in the enclosures. I will of course, provide them to anyone that needs them.

I hope you will be different from the others. I hope you will be concerned about the people you serve and will take some action on this matter. You certainly have the expertise to know how to handle this dangerous situation.

You already know that NHTSA is worthless in a situation such as this. There should be another government agency that is suited for this that you can contact.

My phone number is [REDACTED] and my email is [REDACTED]

Sincerely,  
[REDACTED]

Lithonia, GA [REDACTED]

**Enclosure 1**

**2007 Toyota Corolla Brake Lockup on November 1, 2014**

I went out Saturday (November 1, 2014) to pick up some takeout food. As I was coming back, I touched the brakes to slow the vehicle so I could turn into my driveway. The brakes immediately locked up, which really startled me. Luckily, the brakes released when I took my foot off the brake pedal. From then on, every time I slightly touched the pedal, the brakes would lock up fully. I was able to get the car into my carport by going very slow and deliberate.

I noticed that when I touched the brakes with the engine running and the car not moving; there was a loud hissing sound coming from behind the brake pedal. This was not noticeable when the car was moving; probably because road noises masked the sound. The sound was similar to that made when a vacuum hose comes loose.

The brakes had operated flawlessly up until then. I had touched the brakes to slow up when I entered my street. There was no problem. Less than a minute later I touched the brakes again to enter my driveway and the lockup happened. I was so lucky it happened on a deserted street.

I, of course, did not try to drive the car again until I could get it in to be fixed. I was very lucky that Nalley Toyota Stonecrest was only about three miles away, and the roads to get there were not high traffic roads. Otherwise, I would have chosen to have my car towed in.

On Monday, I waited for the traffic to be as low as possible. I put my hazard flashing lights on and drove very slowly. I had my wife drive behind me so no one could tailgate me. I also put a sticky note on the steering wheel stating "Warning! Brakes lock up!", so any of the service attendants that had to drive the vehicle would be aware of the dangerous situation.

I was called later and was told it would cost \$1,607 to fix the lock up problem.. I was very surprised by the high cost. I was also not told the cause of the lockup. I had no choice but to go ahead, but I decided that I would later get an official and documented explanation so I could report it to NHTSA. I knew this dangerous situation had to be reported. I felt an obligation for the safety of my fellow Corolla owners.

[REDACTED]

Enclosure 2

2007 Corolla Brake Repair History with Nalley Toyota Stonecrest

July 30, 2014

Took vehicle in to get wheels aligned. I was told I needed to get front brakes replaced and the rear brakes adjusted. That sounded reasonable since the car had over 70,000 miles on it. I thought the price was fair and the work seemed to be good. The brake pedal was about an inch from the top and did not change. Attachment 1 is a copy of the service record.

November 1, 2014

I went out November 1 (Saturday) to pick up some takeout food. As I was coming back, I touched the brakes to slow the vehicle so I could turn into my driveway. The brakes immediately locked up, which really startled me. Luckily, the brakes released when I took my foot off the brake pedal. From then on, every time I slightly touched the pedal, the brakes would lock up fully. I was able to get the car into my corport by going very slow and deliberate.

I was shaken, but considered myself very lucky. The problem started when I was only about 100 yards from my driveway and was moving very slowly. I shudder to think what may have happened if I had been going down an expressway doing 70 miles an hour with cars right behind me and maybe a transfer truck in the lane next to me. That situation is very common on our expressways. Also, a rainy day could have made the situation horrible.

I, of course, did not try to drive the car again until I could get it in to be fixed. I was lucky that Nalley Toyota Stonecrest was only about three miles away, and the roads between us were not high traffic roads. Otherwise, I would have chosen to have my car towed in.

On Monday, I waited for the traffic to be as low as possible. I put my hazard flashing lights on and drove very slowly. I had my wife drive behind me so no one could tailgate me. I also put a sticky note on the steering wheel stating "Warning! Brakes lock up!", so one of the service attendants would not be surprised and maybe have an accident.

I was called later and told that it would cost \$1,607 to fix the problem. I thought that was very high but I did not have much of a choice. I went with it and figured I would find out later why it was so costly. Attachment 2 is a copy of the service record.

November 6, 2014

Sent letter to Joe Johnson (Service Manager) requesting information on what caused the problem and a breakdown of the charges. I received no answer. Attachment 3 is a copy of the letter minus the attachments. (Update-never received an answer from Mr. Johnson.)

November 13, 2014

I noticed that early in the morning, when I first got in the car, the brake pedal would go down almost to the floor. I would have to pump it to get the pedal up. I took it back in. They had to let vehicle set overnight to duplicate the problem, and they did. The technician said the brakes were not bled properly and apologized for it. Attachment 4 is a copy of the service record.

December 8, 2014

Took vehicle back for third time. I noticed that when I drove on the expressway for a short while the vehicle would start struggling like the brakes were slightly on. I finally figured out that this only happened when the brake pedal had moved on its own to the very top. When I first started driving, the brakes would be about an inch below the top. Something was making the brake pedal move to the top without any brake pumping.

I knew this would be complicated so I typed out an information sheet (Attachment 5) that the service adviser could give to the technician to help him analyze the problem.

Later that afternoon, I received a call from the service advisor. She said she was sorry to tell me that I needed a new transmission. I said that was not very likely and I was coming up to talk to the technician. She said I could talk to him over the phone. I told her I wanted to talk to him face to face.

When I got there, my car was up on a rack. I asked the technician why I needed a new transmission. He said I had added too much transmission fluid to it. I told him that if there was too much fluid in the transmission, it came that way from the factory. Why would I add transmission fluid to a transmission that is working fine and is not leaking transmission fluid? He then said that no power was getting to the wheels. I told him plenty of power was getting there when the brake pedal was not at the very top. I asked him how a transmission could cause the brake pedal to rise to the very top? He had no answer for that.

I then asked to talk to the Service Manager. He was Joe Johnson. I explained what had happened to him. He was very courteous. He said he would have a master mechanic look at it. I thanked him and went home.

A little later we received a call saying my car was ready to be picked up. I got there about five o'clock. Most of the service people were gone or getting ready to go. I was not told what they had found or had done. The service record (attachment 6) also did not show what had been done. It seemed to me that the vehicle had more pep on the way home. I documented this experience the next day (Attachment 6A).

December 11, 2014

Sent a letter to Mr. Blake McCormack (Service Director) requesting the answers I had asked for in my letter to Mr. Johnson. I did not receive an answer to that letter. Attachment 7 is copy of the letter without attachments. (Update-never received an answer from Mr. McCormack).

December 28, 2014

Left on our annual after Christmas trip to Myrtle Beach. We have taken the Corolla every time since we bought it. This time we took our Sienna because we did not feel sure that the Corolla was really fixed.

January 12, 2015

Sent a letter to Mr. Kurtis Johnson (General Manager) requesting the same answers as letter to Joe Johnson. Attachment 8 is copy of that letter without attachments. I did not get an answer. (Update-never received an answer from Mr. Johnson).

February 24, 2015

Sent a letter to Mr. Craig Monaghan (CEO of Nalley Automotive Group) requesting same answers as letter to Joe Johnson. I have not received a answer yet. Attachment 9 is copy of the letter without attachments. (Update-never received an answer.)

March 10, 2015

We drove down to Covington. As we got close to the desired exit, I started feeling vibrations in the steering wheel. I checked the brake pedal. It was up to the very top. The vibrations did not happen on the way back home, and the brake pedal did not rise to the top.

Usually, vibrations are caused by out of balance tires. But, they do not come and go at the same speed. Out of balance tire vibrations are there all the time. They may be worse at different speeds, but they do not suddenly appear or disappear.

I also noticed about this same time frame that there was a tremendous amount of brake dust on the front driver's side tire. I did not notice this until I came home one day as it first started raining. It made a big mess on the carport floor. Attachment 10 is a photo of the mess. Attachment 11 shows the passenger side. There is almost no brake dust on the passenger side and a large amount on the drivers side.

This indicates a large problem to me. First, the amount of brake dust should be almost the same on both front tires. Second, the amount of dust on the drivers side is way too much. This is the amount collected between rains. It also does not include the amount that would be washed off the wheels while on the road. Something is obviously wrong.

March 16, 2015

My wife drove the car to Stockbridge. The car drove just fine on the way down. On the way back, it suddenly acted like the brakes were on a little bit. There was also vibrations in the steering wheel. She knew to check the brake pedal. It was all the way to the top. She was worried and pulled over. She checked outside to see if she could see something wrong. She did not. She sat for a while and then drove slowly home. The steering wheel vibrated all the way home, but not as much as it was doing before she stopped. It had not vibrated on the way down.

It is obvious that the car has a serious problem, and it is tied into the November 1, 2014 brake job. I think it is showing up now because the weather is getting warmer, and the problem is made worse by high temperatures.

I think the problem is tied in with what is causing the brake pedal to rise. The troubles only show up when the pedal is at the very top. I have owned many vehicles, and I have never had a brake pedal to rise unless I pumped the brakes. Plus, I have never had a brake pedal sit at the very top. There is usually a little play in the pedal. Sometimes, the play in some of my cars was more than I wanted.

I have to do something to get this problem fixed. I do not think the people who have worked on it up till now know how to fix it. They have already had three shots at it. I have to think that there is someone there that knows what to do. I also believe they can call in Toyota experts when they need too.

Nobody has ever worked on that vehicle but that dealership. The name and locations have changed several times, but they have done all the work on my six toyotas (three Tercels, two Siennas and one Corolla). I have the service records to prove it. This is the first time I have been disappointed.

I have decided to file a complaint with the Better Business Bureau. Maybe they can help me get the satisfaction that I should have gotten during my first visit.

I will also send another letter to the CEO of Nalley Automotive Group. I want Mr. Craig Monaghan to be updated.

March 18, 2015

Mailed second letter to MR. Craig Monaghan (CEO – Nalley Automotive Group) informing him about the BBB complaint. Attachment 12 is a copy of this letter.

Mailed complaint to BBB. Attachment 13 is a copy of the letter minus attachments.

March 24, 2015

Received email from Mr David Hult (COO, Ashbury Automotive) requesting I contact him. I did and an examination of the car by Toyota experts on 3PM on April 8 was agreed upon.

March 27, 2015

Received a letter from BBB letting me know they received my complaint and Assigned case# [REDACTED] to it.

March 31, 2015

Sent a email to Mr. Hult (Attachment 14) letting him know that I wanted to get my car fixed, but I was also very interested in getting answers about the hazardous situation.

Mr Hult sent me a email answering my email (attachment 15). It had some untruths in it. He said he thought Nalley Toyota had did the right thing. He also said that I would be able to meet with the local Toyota technicians who would answer my questions on the eighth. I was happy with that.

April 1, 2015

I sent the attached email (attachment 16) answering Mr. Hult's March 31 email. I questioned the untruths he had mentioned. I also told him I was happy that the local Toyota would finally give me the answers I have been trying to get for almost five months.

He sent me a email (attachment 17) saying I would only be able to meet with the Toyota field technical people.

April 3, 2015

It was now obvious to me that Mr. Hult was not going to give me any answers about the safety problem, so I wrote him a letter (attachment 18). I also sent a copy to Mr. Monaghan. I told them they had until next Friday (April 10) to answer my questions about the safety problem. If they did not, I would send a copy of my documents to Clark Howard (consumer advocate), and seek his advice on how I can get them to answer the safety questions.

April 8, 2015

Took my Corolla in so the Toyota field technicians could look at it. This was the appointment set up by Mr Hult. It seemed that my April 3 letter changed Mr. Hult's mind, as there were several local people there. Over the course of the meeting, the General Manger, Service Director, Service Manager, and two local technicians were involved. Only one field technician (Bruce) was involved.

One of the local technicians ( Jeramy) thought the problem was a rod in the brake system that was not adjusted correctly in the large brake job done on November 4. He felt this would make the brakes always be slightly engaged. As the car was driven, heat would cause this to get worse and cause the loss of power. We took the vehicle for a test drive with the technician driving. After a few miles he experienced what my wife and I noticed ( loss of power and vibration in the steering wheel). Joe Johnson (Service Manager) said they would adjust the rod, and install new brake pads.

April 10, 2015

Picked the vehicle up. They also installed rotors. They put in a new drive belt, which I appreciated. I believe the rotors had become warped due the increased heat caused by the constant brake pad contact. It was like driving a different car on the way home. I think it is finally fixed.

April 13, 2015

Sent a letter (Attachment 19) to Mr. Calloway ( Assistant General Counsel – Asbury Automotive Group). I gave him until April 24 to come up with what caused the dangerous brake problem or I would seek outside help.

April 15, 2015

My wife and I went out to eat. On the way back it rained on us. When I got out of the car, I noticed a very dirty black oil like liquid coming from the driver's side front wheel. I knew it was brake dust mixed with rain water.

When I got inside there was a phone message from Mr. Kurtis Johnson (General Manager). He was checking to see if the car was doing OK. I told him about the black liquid. He sent Joe Johnson (Service Manager) and a Technician (Eddie) right out. They decided they had not removed the brake dust from the wheels when they did the brake job on April 8. I gave them the car keys. They took it in, cleaned the wheels and brought it back.

April 20, 2015

Received an email (Attachment 20) from Mr. Calloway saying the master cylinder caused the safety problem.

April 30, 2015

Sent letter to Mr. Kazuo Ohara (Attachment 21 minus attachments) President and CEO of Toyota Motor Sales. My main purpose was to notify him of the very dangerous safety hazard. I also pointed out the poor customer service, and eager desire to sell services that I experienced at Nalley Toyota Stonecrest.

June 1, 2015

Deborah A Houston ( Executive Analyst for Toyota Motor Sales) called me. She had tried to reach me before but I was out of town for the month of May. She was very nice and sincerely apologized for the problems I had encountered. She said she would have a District Manager contact me to answer my questions.

June 15, 2015

Deborah Houston called me. I had not received a call from the District Manager. She said she had talked to people at the dealership. They said the computer pointed them to the brake booster. This was a new story since their lawyer had said that wear and tear on the master cylinder caused the lockup (Attachment 20).

They also said something else amazing. They now claimed they could not duplicate the brake lock problem. This is the first time they have said this. Should they have mentioned this to me when they called me up to tell me it would cost \$1,507 to fix the lock up? That is a very expensive fix for a problem they could not find. I would never have authorized that. I would have gone straight to the dealership to find how what the story was like I did when they tried to sell me a transmission that I did not need (see Dec 8, 2014 entry). Believe me, the lock up happened every single time that I slightly touched the brake pedal. It was not a come and go problem.

I sent an email (Attachment 22) to Deborah documenting what she told me. I wanted to give her a chance to make any corrections. She never answered so I will assume my email is correct.

June 23, 2015

Sent a letter to NHTSA alerting them to the safety hazard and the difficulty I had trying to get answers. This is Attachment 23 without the attachments.

July 16, 2015

NHTSA sent me their reply (Attachment 23A). It was a standard form letter. I expected that. They are mostly a record keeping organization. They do not get active until their records show a pattern that needs some study. I found it interesting that they referred to my vehicle as a 2004 Corolla. My cover letter unfortunately had a typo that called it a 2004 even though it is a 2007. All the numerous attachments clearly showed it to be a 2007 including this history. It must not have been necessary for them to look at the attachments.

July 23, 2015

Sent a letter to Georgia Department of Law, Consumer Protection Unit. I told them about the safety hazard and the lack of cooperation from Toyota. I also alerted them to the possibility that Nalley Stonecrest Toyota was overselling to its customers. Attachment 24 is this letter minus the attachments.

September 4, 2015

Received an answer from the Consumer Protection Unit (Attachment 25). It appears to be a form letter. It's main purpose was to tell me how to go elsewhere for help. It gave legal advice that I did not need. They want no part of this problem.

September 8, 2015

Sent a letter to Governor Deal (Attachment 26). I asked him if he agreed with the Consumer Protection Unit's decision not to do anything about the safety hazard. I also asked him if there was another Georgia agency that could better handle this problem. I also sent a copy to the Consumer Protection Unit.

September 11, 2015

Governor Deal sent an answer (Attachment 27) to my letter. This letter recommended I contact NHTSA and/or a lawyer. If his staff had taken the time to read my History that I sent them, they would have known that I sent a letter to NHTSA on June 23, 2015. If they also had carefully read my letter they would also know I do not need a lawyer.

The Consumer Protection Unit also sent me a letter the same day (Attachment 28). They sent me some NHTS brochures and said they had forwarded a copy of my complaint to NHTSA. I guess they choose to ignore the copy of my letter to NHTSA that I included in my package to them on July 23, 2015.

I mailed my letters to them on Sept 8, and they answered on Sept 11. That is fast government response. I just wish they had taken some additional time to actually read what I sent them.

September 30, 2015

Sent a letter (Attachment 29) to Attorney General Sam Olens outlining my displeasure with the Consumer Protection Unit and documenting my dealings with the state of Georgia.

October 23, 2015

Received answer to my letter to Georgia Attorney General (Attachment 30). They still think I need an attorney. They now think I am asking for a refund of the amount I was charged to fix the hazard. I have never requested that. I would file in small claims court if I wanted that. Bottom line; they do not want to do anything about this safety hazard. They are quite happy to ignore it.

November 3, 2015

Mailed attached letter (Attachment 31) to Representative Henry Johnson, JR. This letter tells him about the safety hazard and requests his advice on what Federal agency would take action on this matter. (Update: have not received a answer)

December 14, 2015

Mailed attached letter (Attachment 32) to Consumer Assistance Program. This is part of the Georgia Bar Association. I asked for their advice on how I could find out if there were any Georgia Toyota drivers that might have a lawsuit going because of a brake lockup like I experienced. I wanted to donate my documents to help their case.

December 21, 2015

Received answer from Consumer Assistance Program (Attachment 33). They want nothing to do with this problem.

December 31, 2015

Mailing a letter to Senator David Perdue (Attachment 34) requesting his assistance.

March 4, 2016

Received a call on my answering machine from Senator Perdue's office while I was away from the phone. The fidelity of the recording was not real clear but I believe her name was Laurie. She asked me to call 202-224-3521. She did not give me an private number where I could reach her directly. I called that number right after I listened to the recording. I left my name and phone number and mentioned that Laurie was trying to reach me about the Toyota safety hazard.

March 11, 2016

Sent another letter to Senator Perdue (Attachment 35). My call on March 4 had not been returned. I told him if I had not heard from his office by March 21, I would send my next letter to Senator Isakson.

[REDACTED]

Enclosure 3

Summary of 2007 Toyota Corolla Brake Lockup Hazard History

**Note: This is a summary of the letters, emails and actions that involve the safety hazard only. It is intended to separate the safety hazard from the poor service and effort to sell me a new transmission I did not need. I will not give a lot of detail here as the "2007 Corolla Brake Repair History wth Nalley Toyota Stonecrest" document gives all the details. This summary is designed to make it easier for someone to get a quick picture of my efforts to get answers and bring this hazard to the attention of authorities.**

July 30, 2014 -- Nalley Toyota Stonecrest did a normal brake replacement and adjustment.

November 1, 2014 -- I experienced the brake lockup while out driving.

November 3, 2014 -- Took car in to get hazard fixed.

November 6, 2014 -- I sent a letter to Service Manger asking what caused the hazard. No answer.

December 11, 2014 - I sent a letter to Service Director asking what caused the hazard. No answer.

January 12, 2015 - I sent a letter to General Manager asking what caused the hazard. No answer.

February 24, 2015 - I sent a letter to CEO of Nalley Automotive Group asking what caused the hazard.  
No answer.

April 13, 2015 -- I sent a letter to Assistant General Counsel of Ashbury telling him I would ask Clark Howard for help if I did not get an answer on what caused the hazard.

April 20, 2015 -- Received email saying problem was caused by wear and tear on the Master Cylinder. No explanation as to how that could cause the lockup. Very unlikely.

April 30, 2015 -- Sent letter to CEO of Toyota Motor Sales notifying him of the hazard. Did not receive letter answer.

June 15, 2015 - Executive Analyst for Toyota Motor Sales called me. She said the problem was caused by the Brake Booster (I was told on April 20 that the Master Cylinder caused the problem). She then, astonishingly, said they could not get the lockup to happen. This has to be the worse cover-up ever.

I sent her an email after I talked to her. I documented everything she told me, and asked her to let me know if I had anything wrong. She never offered any corrections.

June 23, 2015 -- Sent a letter to NHTSA alerting them to the hazard. I also notified them of my inability to get an answer as to what caused the hazard.

- July 16, 2015 – Received answer from NHTSA. They cannot take action on a single safety hazard. They put it in their data base and if they get a large number, then they may take some action.
- July 23, 2015 - Sent a letter to Georgia Department of Law, Consumer Protection Unit. I asked for their help.
- September 4, 2015 – Received answer. Their idea of protecting the consumer was to recommend I get a lawyer.
- September 8, 2015 – Sent a letter to Governor Deal. I wanted to know if he agreed with Consumer Protection Unit's failure to take action.
- September 11, 2015 – Received answer. Governor Deal's answer was for me to contact NHTSA and a lawyer. They did not even spend enough time to notice that I had already contacted NHTSA. They answered in three days. How could they spend any time on it?
- September 30, 2015 – Sent a letter to Attorney General Sam Olens outlining my displeasure with the Consumer Protection Unit and documenting my efforts trying to get help from the government of Georgia.
- October 23, 2015 – Received answer. They gave me more legal advice.
- November 3, 2015 - Sent letter to Representative Henry Johnson, JR asking for his help. He never answered.
- December 14, 2015 – Mailed letter to Consumer Assistance Program (Part of Georgia Bar Association). I asked them if there was a way I could find out if there were any Georgia Toyota Drivers that had a lawsuit active because of damage caused by a sudden brake lockup. I wanted to volunteer my documentation to help their case.
- December 21, 2015 – Received answer. They are prohibited from helping me.
- December 31, 2015 – Sent a letter to Senator Perdue.
- March 4, 2016 – Received a call on my answering machine from Senator Perdue's office while I was away. I was able to return the call rather quickly, but I reached a recording. I left my message and phone number. As of this date (March 22) I have not received a call back.
- March 11, 2016 – Sent another letter to Senator Perdue. I documented what happened with the phone call. I gave him until March 21 to reply. He did not.

[REDACTED]

**Enclosure 4**

Representative Henry Johnson, JR  
2240 Rayburn HOB  
Washington, DC 20515

Dear Representative Johnson:

November 2, 2015

This letter is about a serious safety hazard involving a sudden brake lockup of Toyota vehicles. Attachment 1 explains the lockup and how it happened to me.

I am writing you to find out how I can get help at the Federal level to make sure this dangerous situation gets the attention it needs. It is being covered up and ignored by Toyota. They are putting their image and financial bottom line ahead of the safety of their customers.

From the very start, I have tried to get answers and help to make sure this hazard gets the attention and corrective action it deserves. I am getting stonewalled everywhere. I expect you to be different.

Attachment 2 is my history record of what I have done to get answers and help. To keep this letter as simple as possible, I have not attached any of the 31 attachments. I, of course, will provide them to anyone that is serious about doing something about this situation.

This history shows I gave Toyota every chance to do something about this hazard. I started at the bottom and went to the top. Their solution was to not answer my letters, give unreasonable answers, change these answers, and as a last resort to deny it ever happened.

Attachment 3 is my letter to NHTSA (minus attachments). I gave them detailed and important documentation about a severe safety hazard and how Toyota was ignoring it. Attachment 4 was their answer. It was a form letter basically telling me where I can go elsewhere for help.

I tried to get help from the state of Georgia. Attachment 5 is my letter to the Georgia Attorney General (minus attachments) documenting my efforts. Attachment 6 is their answer. Their answer was to tell me where to find a lawyer. Nobody wants to do anything, but they are quite willing to tell me where else I can go to get help.

Their answer shows how sad our country has become. They think everybody is out for money. Nobody believes that anyone does anything anymore just because it is the right thing to do.

I know how to find lawyers even though I never needed one. I can find out how to file a small claims document even though I never have.

I do not need a lawyer. Luckily, I was only frightened and not injured when the safety hazard happened.

I need a government agency that wants to protect its citizens from harm. A government agency that is not trying to pass its responsibilities on to the private sector.

There are a lot of complaints about big government. Yes, government agencies can get bloated and inefficient like private agencies can and do.

There are responsibilities that only government can do and anybody that thinks otherwise is not very smart. One of these is the safety of its citizens.

I am doing my best to help government do this. I am not doing it for money. If I were, I would already have contacted a lawyer. I have no reason to sue anyone. I am only trying to help my fellow Toyota owners.

I am sure you are concerned about the safety of the citizens you represent. I have fulfilled my responsibility by bring this safety hazard to your attention.

I await your answer. My phone number is [REDACTED] and my email is [REDACTED] if you need more information.

Sincerely,

[REDACTED]

Lithonia, GA [REDACTED]

**Enclosure 5**

Senator David Perdue  
383 Russell Senate Office Building  
Washington, DC 20510

December 31, 2015

Dear Senator:

This letter is about a serious safety hazard involving a sudden brake lockup of Toyota vehicles. So far, I have brought it to the attention of Toyota, the Georgia Government, NHTSA and Representative Henry Johnson, JR.

Toyota has turned a cold shoulder to it. The Georgia Government wants to turn it over to the Federal Government and lawyers. NHTSA has filed it away.

I have not heard from Representative Johnson yet, even though it will be two months in two days. He may still get back to me, but I have to assume that he also wants nothing to do with this serious situation. I fear that lives are at stake and I can not wait any more on him. I need to ask someone else for help.

I am enclosing a copy of the same letter that I sent to Representative Johnson. It will explain the whole situation. I see no need to explain it further in this letter. The History has been updated from the copy I sent him.

I have given Toyota and the Georgia Government every chance to do something about this hazard.

I am now giving the Federal Government the same opportunity. So far, NHTSA and Representative Johnson have shown no interest.

You are next on my list. I hope you will be different. Safety of the citizens is the one responsibility of government that no one can argue with.

My phone number is [REDACTED] and my email is [REDACTED] if you need more information.

Sincerely,

[REDACTED]  
Lithonia, GA [REDACTED]

Enclosure 6

Senator David Perdue  
383 Russell Senate Office Building  
Washington, DC 20510

March 11, 2016

Dear Senator:

Attached is a copy of a letter I sent to you on December 31, 2015. I am not sending any of the attachments because you should already have them.

This letter is about a severe hazard that happened to my 2007 Toyota Corolla involving a sudden unexpected brake lockup. The hazard and my attempts to get someone interested in it are well documented in the letter and attachments.

Every time I write a letter about this hazard, I allow a deadline for receiving a answer before I write my next letter. I have to do this because most of my letters are not answered. I allowed you a minimum of 60 days which is the same as I gave to Representative Johnson. He never answered.

I had given up on you and was getting ready to write my next letter to Senator Isakson when I received a phone call from your office last Friday (March 4).

I was out when the call came in and it went to my answering machine. The fidelity was not great but I believe the callers name was Laurie. She told me to call back on 202-224-3521, which I did right away after listening to the message.

I was disappointed that she did not give me a direct number to reach her. I noticed that my phone showed she was calling from 202-228-8888 which was different from the number she asked me to call.

Anyhow, I called the 202-224-3521 number and left a message with my name and phone number. It has been a week now and I have not received an answer. I do not think I will.

I am writing this letter to let you know I am serious. I am trying to save people from getting hurt or killed through no fault of their own. I started writing letters to try to get help but so far I am just documenting that the people that can help will not.

If you are serious about reaching me you can do it with my email or by giving me a contact with a direct number. If I have not received a call by March 21, I will sent my next letter to Senator Isakson.

I will have given you enough time. People's safety are at stake.

My phone number is [REDACTED] and my email is [REDACTED]

Sincerely,

[REDACTED]  
Lithonia, GA [REDACTED]



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



**Control Number**    S   -   2016   72

**General**

**Date DOT Received**    4/14/2016  
**Date DOT Entered**    4/14/2016  
**Member's Date**        4/12/2016  
**Member Last Name**    Isakson  
**Member First Name**    Johnny  
**Member Organization**   United States Senator  
**Address1**                3625 Cumberland Boulevard, Suite 970  
**Address2**  
**City**                      Atlanta  
**State**                      GA  
**Zip**                        30339

**Constituents**

**Contacts**

**File Name**                [REDACTED]  
**Date**                        4/14/2016  
**Subject**                    2007 Toyota Corolla  
**Action Office**            NHTSA  
**Action Code**  
**Due Date**                5/20/2016

**MemberContact**    Furhawn Shah  
**Phone**                    (770) 661-0999  
**Pending**                  
**Closed Date**  
**Remarks**  
**DOT Contact**    Maria Harrison at (202) 366-4573

Notes  
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