



State of Wisconsin
Governor Scott Walker

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

CL-10971809-5254

April 13, 2017

APR 25 2017

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

Roberts, WI [REDACTED]

RE: File [REDACTED] (Refer to this number when contacting our agency)
Toyota Corp.

Dear [REDACTED]

Thank you for contacting the Department of Agriculture, Trade and Consumer Protection concerning Toyota Corp.

The issues in your complaint are within the authority of the agency listed below, so I am forwarding a copy of 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

Thank you again for bringing your complaint to our attention.

Sincerely,

Jeffery A. Schnetzler
Regulatory Specialist-Senior
Investigation Unit
Bureau of Consumer Protection
Telephone: (608) 224-5178 FAX (608) 224-4677
Email: Jeffery.Schnetzler@wisconsin.gov
www.facebook.com/wiconsumer

Agriculture generates \$88 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

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NM
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LD

Motor Vehicle Repair Complaint

Your Information

First Name

Last Name

Address Line 1

City

Roberts

State

WI

Zip

Cell Phone

Email

Phone me between 8-4 at

Best time to call

Information about the person or business your complaint is against:

Business Name

toyota corp

Business Phone

(800)331-4331

Name of the person you talked to

Title of the person you talked to

Your Complaint

There is a recall on my 2008 Scion xb for front passenger airbag inflators produced by Takata. The parts to repair this are not being made available in a timely fashion. It is recommended that I do not operate the vehicle with an occupant in the front passenger seat until remedied. I did not purchase a vehicle that you can not use the front passenger seat. The NHTSA recall # is 17V-006. Thank you.

Information About Your Complaint

Which of the following best describes your first contact with the business?*

Information Sent By Mail

If other, describe the other method of contact.

If printed ad, when was it printed?

If printed ad, where was it printed?

Date of transaction

How old is the person who had contact with the business?

Make

scion

Model

xb

Year

2008

VIN

JTLKE50EX81

At the time of the repair, was the vehicle covered by a salvage certificate?

How did you deliver your vehicle to the shop?

What repairs did you ask the shop to do?

Were instructions written on the original repair order?

How did you first order the repairs?

If other, please specify

Did you receive a price estimate before the work was started?

If yes, list the amount of the estimate.

Was it written on the original repair order?

Did you sign the estimate section of the repair order?

Did you receive a copy of the original repair order before reports were started?

Were additional repairs performed?

If yes, list the additional repairs.

Did the shop provide a new total estimate for all repairs?

Did you approve the added repairs?

If yes, how did you approve?

Did you make any prepayment?

If yes, what amount?

Were you given a completion date? No

Did they make repairs without permission?

Were you forced to pay for repairs that were done without your permission?

Recommend repairs that were not needed?

Fail to return replaced parts upon request?

Charge for repairs that were not made?

Charge for repairs that were not needed?

Refuse to honor a written guarantee?

Fail to perform the repairs in a satisfactory manner? Yes

Was the final repair bill (excluding sales tax and towing) more than the amount you authorized?

List the amount of the final repair bill

Amount Paid

Was the vehicle released to you after you paid for all authorized repairs?

When the repairs were finished, did you receive a final invoice itemizing the parts and labor?

Did you contact the business about your complaint?

When did you contact the business?

What happened when you contacted the business?

Resolution Information

Have you filed this complaint with another agency?

Yes

Agency name

NHSTA

What happened when you contacted the other agency?

They gave me a reference #1089123 and a ODI #10971809

Have you contacted a private attorney?

No

Have you started court action?

No

How do you feel this complaint should be resolved?*

I want the airbag inflator fixed as soon as possible .



**Department of Agriculture,
Trade & Consumer Protection**

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

1441

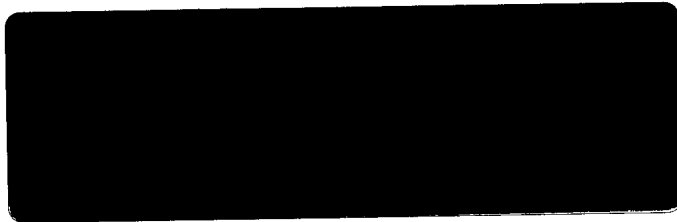
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