

From: [Wells, T. Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: To Mr Scott Pruitt EPA Administrator , Brandye Hendrickson
Date: Thursday, January 18, 2018 10:51:25 AM

Interesting

From: [REDACTED]
Sent: Monday, January 08, 2018 12:28 PM
To: Scott Pruitt <pruitt.scott@epa.gov>; jim_lentz@toyota.com; akio.toyoda@toyota.co.jp; Comments, DOT (OST) <DOT.Comments@dot.gov>; PressOffice <PressOffice@dot.gov>; Hendrickson, Brandye (FHWA) <Brandye.Hendrickson@dot.gov>; Jefferson, Daphne (OST) <daphne.jefferson@dot.gov>; oig@dot.gov; cnn.feedback@cnn.com; Secretary <secretary@ftc.gov>; media@toyota.co.jp; OIG Hotline <oig_hotline@epa.gov>; Smith, Brian (NHTSA) <Brian.Smith@dot.gov>; odi_iresponse@dot.gov; oig@nhtsa.gov; Matheke, Otto (NHTSA) <Otto.Matheke@dot.gov>; HOTLINE <OIG> <hotline@oig.dot.gov>
Subject: Fw: To Mr Scott Pruitt EPA Administrator , Brandye Hendrickson

On Friday, December 8, 2017 1:21 PM [REDACTED] > wrote:

On Wednesday, October 25, 2017 1:22 PM [REDACTED] > wrote:

On Monday, August 28, 2017 11:07 PM, [REDACTED] > wrote:

[Sent from Yahoo Mail on Android](#)

On Fri, Aug 25, 2017 at 12:48 PM, [REDACTED] > wrote:

Brandye Hendrickson - Deputy Administrator
[Federal Highway Administration](#)
Brandye Hendrickson is the Deputy Administrator of the Federal Highway Administration.

Daphne Jefferson - Deputy Administrator
[Federal Motor Carrier Safety Administration](#)

Daphne Jefferson is the Deputy Administrator of the Federal Motor Carrier Safety Administration.

[National Highway Traffic Safety Administration](#)

Jack Danielson is the Acting Deputy Administrator of the National Highway Traffic Safety Administration.

Calvin Scovel - Inspector General

[Office of the Inspector General](#)

Calvin Scovel is the Inspector General for the U.S. Department of Transportation.

**SENATE COMMITTEE ON
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Nevada

GOOD AFTERNOON ,MY NAME IS [REDACTED] AND SOME TIME AGO .I WAS CONTACTED BY THE OFFICE OF MR. SCOTT PRUITT CONCERNING THE FACTORY DEFECT THAT MAY BE RESPONSIBLE FOR NUMEROUS ACCIDENTS AND MAY HAVE EVEN KILLED DRIVERS THROUGH THE EXPOSURE OF CARBON MONOXIDE.TOYOTA EXECUTIVE CONTINUES TO DENY THIS CLAIM HOPING I WILL GO AWAY.I AM AWAITING YOUR RESPONSE AND I LOOK FORWARD TO THE PROMISED INSPECTION OF MY CAR.MY HUSBAND AND I HAVE BEEN POISONED BY THE CARBON MONOXIDE SEEPING INTO THE CAR THROUGH THE VENTS.TROTTER FORD TOYOTA IN PINE BLUFF,ARKANSAS SAID THE CAR HAD CARBON MONOXIDE GOING ALL OVER THE CAR AND THAT THE CAR WAS DANGEROUS.I CONTACTED TOYOTA EXECUTIVE CEO MR. JIM LENTZ OFFICE .HE SENT A MAN DOWN TO INSPECT MY CAR .THE PERSON ASSIGNED TO THE CAR TRIED TO BASH ME AND IN THE PROCESS ADMITTED SEVERAL DANGEROUS COMPONENTS TO THIS CAR.I AM ASKING TO SPEAK BEFORE CONGRESS ON THIS MATTER .I DON'T CARE HOW OLD THIS CAR IS I DONT DESERVE TO BE POISONED TO DEATH BY CARBON MONOXIDE

On Tuesday, May 23, 2017 7:20 PM, [REDACTED] > wrote:

[Sent from Yahoo Mail on Android](#)

On Tue, May 23, 2017 at 1:45 PM, [REDACTED]
<[REDACTED]> wrote:

On Tuesday, May 23, 2017 1:35 PM, [REDACTED] wrote:

TO SANDEE ESTRADA ,TOYOTA
REPRESENTATIVE ,CEO JIM LENTZ,TOYOTA
NORTH AMERICA , 05/23/2017

Name: [REDACTED]
VIN: 4T1BF28B8YU [REDACTED]

Year/Model: **2000 Avalon**
Model Number: **3544**
Mileage: **260,000**
Customer's Concern: **Odor at all times. CO2 poisoning**

MY NAME IS [REDACTED] , 05/23/2017

WITHOUT INFORMATION YOUR TECHNICIAN ALLEGEDLY ,INSPECTED A 2000 TOYOTA AVALON ON MAY 4,2017 IN PINE BLUFF ARKANSAS FOR TOYOTA EXECUTIVES .YOU WERE TO INSPECT THE CAR FOR POSSIBLE CARBON MONOXIDE ENTERING THE CABIN OF THE CAR.INSTEAD OF YOUR REPRESENTATIVE SIMPLY USING A CARBON MONOXIDE DETECTOR.HE WENT ABOUT THE CAR MAKING COMPLAINTS.HE REMARKED ABOUT THE CONDITION OF THE CAR. WHAT IS MORE TROUBLING TO ME IS THAT THE TECHNICIAN WHO ALLEGEDLY INSPECTED THE CAR DID NOT MAKE THE REPORT.YOU, SOMEONE WHO NEVER SAW THE CAR MADE THIS REPORT.SO I HAVE NO IDEA IF YOU BEING SARCASTIC MADE THESE REMARKS OR IF YOU ACTUALLY ARE QUOTING HIM.

YOUR REPRESENTATIVE REMARKED

THE CAR IS 18 YEARS OLD THIS IS TRUE BUT WHAT DOES THIS HAVE TO DO WITH CARBON MONOXIDE ENTERING THE CABIN OF THE CAR AND POISONING ME AND MY HUSBAND.

HE SAID THE FRONT OF THE CAR SHOWED EVIDENCE OF PRIOR IMPACTS.THE ONLY REASON YOU ARE ALLEGING THIS IS THAT YOU HAVE KNOWLEDGE OF A FENDER BENDER IN

THIS CAR.THE ORIGINAL HEADLIGHT ON PASSENGER SIDE IS IN TACT AND THE CAR IS PERFECT ON THE PASSENGER SIDE .AND ON THE LEFT SIDE OF THE CAR THERE IS A NEW HEADLIGHT ON THE DRIVERS SIDE OF THE CAR.THE HEADLIGHT DID NOT FIT PROPERLY AND LEFT A RUST SPOT.THERE ARE TWO NAIL SIZED RUST SPOTS ON HOOD .

THE HOOD OF THE CAR HAS PAINT PEELING IN WHAT LOOKS TO BE RAIN DROP SIZED PAINT CHIPS. FROM THE POOR PAINT JOBS YEARS PRIOR FROM THE FACTORY .IT IS A KNOWN FACT THAT TOYOTA HAS BEEN SUED FOR THE SHEET METAL HOODS.SO MUCH SO THAT SEVERAL CAR SHOPS OFFER TOYOTA PAINT SPRAY MADE FOR TOYOTA CARS TO KEEP THE RUST FROM SPREADING TO OTHER PARTS OF THE CAR.IT HAS TO BE A WORLDWIDE PROBLEM.

THE GRILL OF THE CAR IS HELD TOGETHER WITH SCREWS FROM THE FACTORY.THIS IS A FIRST FOR ME.HOW MANY CAR MANUFACTURERS HAVE SCREWS HOLDING A GRILL TOGETHER .AFTER OPENING THE HOOD MANY PEOPLE MAKE THE MISTAKE OF GRABBING IT BY THE GRILL.THIS GRILL IS MADE OF FIBERGLASS AND DOES NOT HOLD UP. MECHANIC LOOKING AT THE CAR ACCIDENTALLY GRABBED BY THE GRILL AND

DAMAGED IT.THE GRILL BROKE AT THE SCREW AREA IN TWO PLACES DUE TO THE MAKEMANSHIP OF THE GRILL FIBERGLASS WHICH IS EASILY DAMAGED.

THE CONDITION OF THE HOOD.I WENT TO A BASKETBALL GAME OF MY NEPHEW AND YOU CAN TELL SOMEONE SAT ON THE HOOD IN TWO PLACES AND DAMAGED THE HOOD.THE HOOD IS OF POOR WORKMAN SHIP.AND IT IS NOTICEABLE THAT IF SOMEONE BUMPS INTO THIS CAR IT LEAVES DAMAGE

ENOUGH OF THIS .WHAT DOES THIS HAVE TO DO WITH THE PRICE OF TEA IN CHINA.WHAT I AM SAYING IS THE HOOD ,THE BUMPER ,THE GRILL AND THE RUST SPOT OF THE CAR HAVE NOTHING TO DO WITH AND DID NOT PLAY APART IN THE CARBON MONOXIDE SEEPING INSIDE THE CAR .IF YOU KNOW SOMETHING I DONT KNOW PLEASE FEEL ME IN.

MOVING ON

THE ONLY LEAK STAIN IN THE CAR CAME FROM WHEN MY NEPHEW WAS DRINKING RED KOOL AID IN THE CAR AND SPILLED IT.THERE ARE NO MISSING KNOBS THE CAR HAS TWO SMALL HOLES IN THE PASSENGER SEAT OF THE CAR FROM AGE.THERE IS NOTHING WRONG WITH THE INTERIOR THIS IS NOT A 2017 THIS IS A

YEAR 2000 CAR

WHAT THE EPA IS CONCERNED WITH IS IF IT WAS REPORTED THAT OILS WERE LEAKING UNDER THE HOOD .THIS IS NOT A TRUE STATEMENT .I CAN PROVE THIS IS NOT THE TRUTH.WHY ARE YOU THE FIRST TO SAY THIS UPON THE LAST INSPECTION NONE OF THIS WAS MENTIONED AND THE INSPECTOR KEPT THE CAR TWO DAYS. NO MENTION OF LEAKS EVERYWHERE THIS IS NOT TRUE .WHAT HAPPENED IN A MONTHS TIME.THE ONLY THING THAT THE DEALERSHIP SAID I NEED WERE SPARK PLUGS TIRES AND AN EXHAUST SYSTEM.EVEN THOUGH THEY COULD NOT FIND A LEAK IN THE SYSTEM OF THE EXHAUST AFTER AN INSPECTION TWO DAYS..YOU COME ALONG AND SAY WELL THE EXHAUST SYSTEM IS NOT LEAKING. I AM CONFUSED DO I NEED A NEW EXHAUST OR NOT SOMETHING SOUNDS FISHY HERE IS IT YOUR STORY.I DON'T KNOW .BUT THE EPA AND NHTSB WILL KNOW .

THEN YOU SAY YOU CAN SMELL HOT OIL. WAS THE CAR SMOKING DURING THIS TIME .IF OIL WAS LEAKING AS YOU HAVE SAID THEN WHY DID YOU NOT COMPLAIN ABOUT HOT OIL DRIPPING AT ALL TIMES INSTEAD OF ONLY WHEN YOU HAVE STARTED THE CAR .THE CAR

HAS HEAT COMING IN THE CAR WITHOUT TURNING ANY OF THE SYSTEM ON WHY WOULDN'T THE OIL SMELL BE PRESENT AS YOU SAID EARLIER YOU SAID YOU DID NOT SMELL ANYTHING WITH THE DOORS SHUT ONLY WHEN YOU GOT OUT THE CAR. PARDON ME BUT EXHAUST AND OIL ARE NOT THE SAME AND THE CAR DEALER SHIP IN PINE BLUFF ARKANSAS TOLD ME THERE WAS A LEAK IN THE EXHAUST AND THE STENCH OF THE EXHAUST HAS BEEN CAUSING ME AND MY HUSBAND TO GET SICK. YOU DIDN'T DO YOUR HOMEWORK. DON'T FLUNK LIFE 101 IT'S EASY. I HAVE TWO REPORTS STATING THAT THE SMELL OF EXHAUST FUMES MADE IT IMPOSSIBLE FOR THE TECHNICIAN IN PINE BLUFF ARKANSAS TO FIX THEM TWO DAYS.

AS FOR THE CAR NOT BEING ABLE TO START AND ONLY IN NEUTRAL IS DUE TO THE FACT THAT THERE IS A RECALL ON THIS PART AS THE TOYOTA ALARM SYSTEM WILL NOT ALLOW YOU TO START THE CAR FROM TIME TO TIME. I HAVE BEEN STRANDED WAITING FOR THE CAR TO RECOGNIZE THE KEY TO START. THIS IS A SAFETY ISSUE. BEING LOCKED OUT THE CAR OR SITTING THERE A WOMAN ALONE IN THE CAR OF A DARK PARKING LOT. I WONDER HOW MANY PEOPLE HAVE BEEN KILLED OR ATTACKED BECAUSE THE FACTORY ALARM DIDN'T ALLOW THE KEY TO START THE CAR.

YOU CLAIM THAT THERE IS PROBLEM WITH FRONT AND REAR SUSPENSION FAILURE IN THIS CAR THERE HAS BEEN A RECALL ON THIS PROBLEM.THIS PROBLEM CAUSES THE CAR TO ACCELERATE WITHOUT NOTICE THREE ACCIDENTS IN THIS CAR.AND ONLY THE DRIVERS SIDE DAMAGED

I FEEL SAD THAT YOU HAVE NOT REPRESENTED THE TRUTH HERE ALL THE PROBLEMS YOU TRIED TO DOWNPLAY HAVE BEEN THE SUBJECT OF TOYOTA RECALLS AND YOU ARE TRYING TO TURN THE TABLES HERE.GET YOUR FACTS STRAIGHT YOU ARE KILLING ME.NOTHING ERASES THE FACT THAT EVERYDAY EXHAUST FUMES COME INTO THE CAR.AND YOU REFUSE TO EVEN ACKNOWLEDGE IT.

[REDACTED]
[REDACTED]
PINE BLUFF,ARKANSAS [REDACTED]