

NHTSA ccmMercury Routing Slip



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

NHTSA #: ES19-002262

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Delivery: EML

Rec'd Date: 6/19/2019

Doc Type: CNG

Address To: NHTSA

Referred By: NAD-200

Doc Date: 6/19/2019

Due Date: 7/17/2019

S10 #:

DOT/I #:

RMP #:

Subject: INQUIRY FROM CONGRESSMAN OLSON ON BEHALF OF HIS CONSTITUENT, [REDACTED]
RE: TOYOTA RECALL CAUSED ENGINE TO EXPLODE.

Ack Date:

Sign Office: DIRECTOR,
GOVERNMENTAL AFFAIRS

Cleared Date:

File Loc:

Added By: RYI

Ack By:

Signature: SARA PETERS

Cleared By:

XREF File:

Modified By: RACHEL.YI.CTR

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

THE HONORABLE PETE OLSON
MEMBER, U.S. HOUSE OF REPRESENTATIVES
1920 COUNTRY PLACE PARKWAY, SUITE 140
PEARLAND, TX 77584
Tel: 281-485-4855 Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	6/19/2019	7/17/2019	
NGA-010	SIGN	6/19/2019		

RR
6-19-19
UD

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Congress of the United States
House of Representatives
Washington, DC 20515

COMMITTEE ON
ENERGY AND COMMERCE
SUBCOMMITTEE ON
ENERGY
Conservation and Environment

COMMITTEE ON SCIENCE,
SPACE AND TECHNOLOGY
SUBCOMMITTEE ON
Space and Aeronautics

In accordance with the Privacy Act of 1974, I, [REDACTED] give my personal authorization to Congressman Pete Olson, and/or his staff, designated by him, to make a proper inquiry on my behalf concerning the following:

SEE ATTACHED. I'M A NAVY VETERAN AND A
SINGLE DAD WITH FULL CUSTODY OF A
[REDACTED] DAUGHTER. THIS EXPERIENCE
HAS AFFECTED MY LIFE FOR YEARS TO COME.
MY ONLY FAULT IN THIS WAS BEING
THEIR CUSTOMER.

☒ DO ☐ DO NOT authorize the office of Congressman Pete Olson to release information regarding my case to Third Party individuals. If you checked "DO", you may list 1 authorized contacts (ex. Spouse, Friend, etc.) below. We will only share information with those listed below only if they contact our office.

Name: _____

Relationship: _____

Name: [REDACTED]

Social Security Number: [REDACTED]

Address: [REDACTED]

Claim Number (If Applicable): _____

ROSENBERG TX

City

State

Zip: [REDACTED]

Preferred Phone Number: [REDACTED]

Date: 14 JUN 19

Email Address: [REDACTED]

THIS FORM MUST BE SIGNED BY THE PERSON WHOSE INFORMATION IS BEING SAUGHT

Please note that while I strive to assist my constituents, completing this form does not guarantee that my office will be able to assist you.

Web site: <http://www.house.gov/olson>
Printed on recycled paper

Timeline of Events for J02 Recall Failure – Note: This car has a full service history from TX Direct Auto and is available on request

1. Turned in on Tuesday 23APR19
2. Called to pick up on Friday 03MAY19
3. Upon leaving the lot it immediately knocked and threw a check engine code
4. Turned around and immediately gave the car back and told them what happened
5. Three days later on Monday 06MAY19 I was called and said the car was fixed. They changed some sort of oil pressure sensor
6. As I pulled out of the lot, it did the exact same thing but this time with no code
7. I immediately turned the car back in and told them what happened
8. Three days later on Thursday 09MAY19 was called to pick up the vehicle
9. Upon leaving it did the exact same thing. I decided to try to drive it home
10. I live about 9 miles drive down HWY 59 from this dealership. Over the course of the drive home the knocking became louder and louder and then the vehicle started losing acceleration and the gas pedal did nothing but move the RPMS. Very loud knocking and grinding can now be heard. I pulled off the highway exit and was able to get the car to my house going around 25mph and with massive knocking and grinding sounds and of course the check engine light. Driving much longer would result in the engine literally coming apart under the hood.
11. I called Toyota Fort Bend. Spoke with Kevin Schutt Service Manager. He said he and a technician would come to my house to look at the car.
12. They arrived, and when examining the car, said this: "Yea this sounds bad, this is a consequence of the J02 recall, there have been problems in North America"
13. Two weeks later on Thursday 23MAY19 I get a call from Kevin Schutt asking me to prove oil changes for the past four years I've owned the car. I told him I could get them but an argument ensued about me having to prove they broke my car and why have they had it two weeks and had not fixed it yet. The conversation ended. A week later on Thursday 30MAY19 I get a call from Kevin Schutt saying they determined that it wasn't their fault and that the engine was catastrophically destroyed and could offer me an engine replacement for \$7k.
14. The car was towed the next day Friday 31MAY19 to my house with a bill for \$100 dollars and no paperwork and nothing to sign.
15. At this point he said to return the rental as they weren't paying for it anymore.
16. Throughout the time this had been happening I was in contact with Toyota about my issues. At first they were receptive but when it came down to it they told me to deal with the dealership and they couldn't help me. Dealership says not their fault get Toyota to pay for it. And here we are.
17. As of Friday 31MAY19 I have no car and a daughter to drive to school every day and get myself to work.
18. A relative gave me a truck as long as I can take over payments. I now have two car payments, one for the truck and one for the broken car in my garage.
19. It took me a week or so to get my life back together. Getting a hold of a vehicle, filing complaints with the FTC and NHTSA.

20. I called the General Manager of Fort Bend Toyota Michael Morcho on Monday 10JUN19 to tell him my story, he already knew the story and it was obvious he had already come to a conclusion.
21. Mr. Morcho was not receptive and generally rude about it. He said it wasn't their fault and to call Toyota and that was that.

Complaint Reference Numbers:

1. FTC - [REDACTED]
2. NHTSA - 196707
3. Hyperlink to NHTSA 2013 Scion FR-S Recall Complaint page. Currently 85 complaints : [LINK](#)