

NHTSA
1200 New Jersey Avenue S.E.
Washington, D.C. 20590

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



Re: Toyota Corp Complaint:

Dear Sir:

Maybe your office can assist in a situation with the above car company.

Enclosed please find a letter explaining what is a defect in my vehicle and if a recall can be implemented.

Thank you for your cooperation in this matter.


Hanover, Pa. 

Encls>

copy

9/12/20

TOYOTA CORP
TOYOTA MOTOR SALES, USA
P.O. BOX 259001
PLANO, TEXAS 75025-9001

RE: ISSUE WITH REAR DOOR LATCH
REF# [REDACTED]
CURRENT# [REDACTED]

Dear Sir

I had a recent conversation with one of your service reps in which I discussed the problem with the rear door latch. I have had it repaired multiple time and requested reimbursement to repair as this situation is the responsibility of your company for the safety of your loyal customers and I have requested reimbursement for the repair of the latch for the 5th time.

I have attached the letter mailed to you on 2/20/20 with no written response from your office I have called on 9/3/20 to discussed this matter and your rep denied my request.

I am adamant this is a SAFETY issued that needs to be addressed and compensated by your company as there are many 2001 Sequoias still on the road.

Please reconsider your denial of my request and I look forward to hearing from you.

Thank your for your cooperation in this matter.

[REDACTED]
Hanover Pa. [REDACTED]

cc: Attorney General
Enclosed is bill for \$545.98

Hanover, Pa



HARRISBURG PA 17111

26 SEP 2020 PM 1 L

Thinking
of you

love

© 2000

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Washington, D.C. 20590

09/27

