

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI# 11400164
Date: Thursday, April 29, 2021 1:39:25 PM

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Complaint Number: 11400164
VIN: 5TDKZ3DC8JS [REDACTED]
Make, Model and Year: Toyota Sienna 2018
Owner of Vehicle: [REDACTED]
Address: [REDACTED]
City, State and Zip Code: Tulsa, OK [REDACTED]

This Claim Number: 11400164 was submitted to U.S. DOT National Highway Traffic Safety Administration on March 10, 2021 but we haven't heard back from anyone in your office.

We finally connected with someone at NHTSA today and they suggested that we call Federal Motor Carriers Safety Administration.....and we tried but had to leave a call back number and no response from them. What steps do we take from here?

What Happened: We received a Safety Recall Notice from Toyota for a defective Low-Pressure Fuel Pump on our 2018 Toyota Sienna. But the dealership, Fowler Toyota of Tulsa, would not replace the recalled part free of charge because of the vehicle being converted by a non-authorized mobility conversion company. So far the van has not malfunctioned but we feel like the recalled part should be replaced. Brighter Day, Inc. purchased the van from Affordable Mobility Solutions and it was converted for Wheelchair Accessibility by Assisted Transportation Systems. I called and sent an email to ATS but haven't received any response.

Please respond at your earliest convenience.

Thank You,

[REDACTED]
Tulsa, Oklahoma
[REDACTED]

[REDACTED]
Quality Control Analyst



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Contracting Vehicles: GSA FSS 70, GSA 8(a) STARS II, CIO SP3 (SB), Seaport-e, ITES-3S, RS3

Certifications: CMMI-DEV2; CMMI-SVC3; ISO20000; ISO9001; ISO27001

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