

DIVISION OF CONSUMER PROTECTION

STATE OF NEW YORK
DEPARTMENT OF STATE
ONE COMMERCE PLAZA
99 WASHINGTON AVENUE
ALBANY, NY 12231-0001
TELEPHONE: (518) 474-8583
FAX: (518) 486-3936
CONSUMER COMPLAINT HELPLINE: 1-800-697-1220
WWW.DOS.NY.GOV

C-11418732-1134

ANDREW M. CUOMO
GOVERNOR
ROSSANA ROSADO
SECRETARY OF STATE

May 14, 2021

Sir/Madam
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, D.C. 20590

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

File No. [REDACTED]
Re: Toyota Motor Sales USA, Inc.
Customer Assistance Center

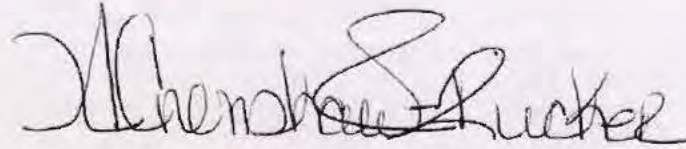
Dear Sir/Madam:

Enclosed please find a consumer complaint received by the Division of Consumer Protection (DCP). Due to the fact that this matter falls within your jurisdiction, we are forwarding it to you for your review and appropriate action.

As a part of our mediation and settlement process, the Division of Consumer Protection maintains a database of all complaints that are filed with the agency. In order to ensure the accuracy of our records, we ask that you please provide us with a copy of any correspondence that leads to the resolution of this dispute.

Thank you for your assistance.

Sincerely yours,



Adore Crenshaw-Rucker
Consumer Advisor

[REDACTED]
Albany, NY [REDACTED]



Department
of State

TG
6.4.21



Department of State

Division of Consumer Protection

Staff Assigned: Adore Crenshaw-Rucker
Reference # [REDACTED]

Date Opened: 05/11/2021
Status: Closed
Date Closed: 05/14/2021

Complainant

[REDACTED]
Albany, NY [REDACTED]

County: Albany

Company Complained Against

Sir/Madam
Toyota Motor Sales USA, Inc. Customer Assistance Center
Department H200
19001 S. Western Avenue
Torrance, CA 90501

County: Los Angeles
Phone: 800-331-4331
Email: www.toyota.com
Fax: 310-618-7814

Description

Consumer purchased a new vehicle with an automatic feature that engages the emergency brake when parking. He feels this feature is not safe and must be disengaged every time the car is in park and the notification letting a person know the brake is engaged is hard to see. The consumer is requesting that someone investigate the issue and a way

Action

Referred to National Highway Traffic Safety Administration 05/14/2021

Complaint Information

Elapsed Days:	Was open for 3 day(s)	Responded:	Y
External File #:		Response Date:	
Incident Date:		Date Due:	
Receipt Date:	05/11/2021	Subject Option:	Safety
Origin:	Consumer	Primary Method:	paper correspondence
Subject:	Product labeling/safety	Military Service:	unknown
How Received:	Mail: Original Ltr from Consumer	Indicator:	
Involvement:	Referral		

Consumer Description

Company Information

Web Data

Dates(s) you complained to Company:
To Whom:
Company Response Date:
Serial Number:
Warranty Expiration Date:
Date Signed the Contract or Order
Order, Contract, Acct, or Policy:
Name of Salesperson:
Have you already paid for product or service?
Purchase Price:
Amount in Dispute:
Method Of Payment:
What settlement would you consider fair?
Requested Settlement:
Have you contacted any other agency for help
in resolving this complaint?
Other Agency Details:
Agency Name:
Agency Contact:
Agency Address:
Agency Assistance:
Attorney:
Court:

Resolution

Resolution: Referred to appropriate agency for handling
Mediation Attempted: No
Thank You received: No
Thank You Date:

References**Referred To**

Sir/Madam Phone: 888-327-4236
National Highway Traffic Safety Administration

Costs**Avoided Costs**

Date	Cost Option	Description	Total(\$)
			\$0.00

Disputed Amount

Date	Cost Option	Description	Total(\$)
			\$0.00

Consumer Savings

Date	Cost Option	Description	Total(\$)
			\$0.00

DOS-1932 (06/12)
New York Department of State
Division of Consumer Protection
One Commerce Plaza
99 Washington Avenue
Albany, NY 12231-0001



May 14, 2021

St. Mary's

May 11, the Safety Administration
venue SE
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