From: norfolk_office@warner.senate.gov
To: OST Government Affairs
Cc: Maggie_Inglesby@warner.senate.gov
Subject: Inquiry on behalf of [redacted] from Senator Mark R. Warner
Date: Wednesday, May 21, 2025 4:13:55 PM
Attachments: WF Attachment 20426428 87b1231d-e761-4ea5-bd08-c693e88cf0fc_1_[redacted] Letter to Toyota.pdf
[redacted]

You don't often get email from norfolk_office@warner.senate.gov. Learn why this is important

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Dear Ms. Roehrenbeck,

I have recently been contacted by my constituent, [redacted], concerning his issue with Toyota.

You will find the inquiry details in the enclosed documents. If you require additional information from [redacted] in order to properly review the case, please let me know.

Please give this request every consideration and provide my office with a timely response. Any correspondence should be addressed to:

The Honorable Mark R. Warner
Attention: Maggie Inglesby
101 W. Main Street, Suite 7771
Norfolk, VA 23510
P: 757-441-3079, F: 757-441-6250
Email: Maggie_Inglesby@warner.senate.gov

Thank you for your attention to this matter.

Sincerely,
MARK R. WARNER
United States Senator

THE HONORABLE MARK R. WARNER

PRIVACY ACT RELEASE

Please read and follow all directions carefully. If you are inquiring on behalf of someone, that person must sign this release of consent. NO action can be made without an original, non-digital signature.

I am aware that the Privacy Act of 1974 prohibits the release of information regarding my case without my express written approval. Therefore, I authorize the following government agency or agencies to release information regarding my concerns to the office of Senator Mark R. Warner (VA).

Name of Federal Agency: DEPARTMENT OF TRANSPORTATION

If your request is related to USCIS, ICE or a mortgage, please do not complete this form and instead fill out the appropriate form for your request available on our website or by contacting our office.

Name: [redacted]

Street Address: [redacted]

City: Alexandria **State:** VA **Zip Code:** [redacted]

Home Phone Number: [redacted] **Cell Phone Number:** _____

Email Address: [redacted]

[redacted] **Date**: 5/14/2025

Social Security Number: _____ Date of Birth: _____

If I wish Senator Warner's office to provide any information on this matter to another person such as parent, child or attorney, I have indicated those names here:

_____

If you have previously contacted another Congressional office on this matter, please include the name of the office and date of contact here: _____

Please complete the section(s) that applies to your case:

Department of Defense or Veterans Affairs Claim Number: _____

Office of Personnel Management CSA/CSF Number: _____

Department of Labor OWCP Number: _____

Internal Revenue Service EIN (for business matters only): _____

U.S. Department of Education Student Loan Number: _____

U.S. Department of State:

Case Number: _____

Foreign Passport Number: _____

Small Business Administration Loan Number: _____

Other (List Agency Name and Identifying Number):

_____

If you have questions about completing this form, please contact the Richmond office at 804-775-2314

[redacted]
[redacted]
Alexandria, VA [redacted]
Email: [redacted]
Phone: [redacted]
May 12th, 2025

Hon: Senator John Warner' office

703 Hart Senate Office Building
Washington, DC 20510

RE: Requesting assistance from Toyota to help fix a major repair

Dear Senator Warner:

A few days ago, I took my car to get an inspection done and failed. The reason being is that ABS light was on along with red brake light. I was given 15 days to correct the problem. On the way home from the inspection, I suddenly lost my brakes, and it became very hard to press, and I had to use parking brakes to stop the vehicle. I was driving about 30 MPH.

I took the vehicle last Saturday to my local Toyota dealer and they had mentioned to me that there was a customer assistance program for this issue, but my deadline was on 6/22/2024. At that time, I didn't have any problems with the car. This morning, I went to the dealership, and they diagnosed and said it will cost about 3k to fix it (**Brake and Booster Pump Repair**).

I had great success with my Prius and am planning to keep it for at least another 5 years since I have only 134k miles.

I am requesting Toyota to consider this and help me get this major issue repaired. Since Toyota acknowledged there was an issue with the part / parts, I believe I am within my rights and for the sake of common decency to ask Toyota to help me. I previously had Toyota highlander / Camry / Scion IQ years back. My SSN is [redacted] in Case if they want to check my records.

Please assist me getting my request sent to the correct contact at Toyota and get a response quickly as I am unable to drive to work until this is fixed, and not in a position to rent a vehicle.

Thank you and my best regards to you and to your Staff.

[redacted]

[redacted]

MULTI-POINT VEHICLE INSPECTION *05/12/2025*

Customer: [redacted]
Phone: [redacted]
Vehicle: 2014 Toyota Prius
VIN: [redacted]

RO#: [redacted]
Hat/Tag: [redacted]
Advisor: Cristian Gutierrez
Vehicle Mileage: 133866

Alexandria Toyota
3750 Richmond Hwy
Alexandria, VA 22305
+1 (703) 684 0710

Forward Approval

Checked Successfully | **Requires Attention Soon** | **Requires Attention Immediately** | **Not Inspected**

Exterior

- Exterior Lights (Head,Fog,Turn,Brake Lights)
- Windshield (Cracks, Chips, Pitting)
- Wiper Blades - Condition, Operation

Under Hood

- Engine Air Filter
- Cooling System (Radiator,Hoses,Heater Core)
- Drive Belts

Tires and Brakes

- Rear Drums/Shoes
- Brake Lines, Hoses, Parking Brake
- Rear Brakes (Pads/Rotors)
  Left: 3 mm
  Right: 3.5 mm
- Front Brakes (Pads/Rotors)
  Left: 9 mm
  Right: 9 mm
- Tire Recommendations (Other)
- Tire Tread (Condition)
  Front Left: 7/32"
  Front Right: 7/32"
  Rear Left: 8/32"
  Rear Right: 8/32"

Interior

- Cabin Air Filter
- Horn (Operation) / Interior Lights
- Heat / A/C System (Operation)

Fluid Levels

- Engine Oil (Level/Condition)
- Coolant (Level/Condition)
- Brake Fluid (Level/Condition)
- Windshield Washer Fluid

Other

- BRAKE BOOSTER AND PUMPS
- FOUND 2 OTHER CODES ON HYBRID CONTROL
- FRONT STRUTS AND HARDWARE
- FRONT SWAY BAR LINKS
- ALIGNMENT W/ SUSPENSION WORK

Battery

- Battery Terminals
- Battery Performance

Under Vehicle

- Drive Shaft Boots / C.V. Boots
- Alignment and Suspension Components
- Steering Linkages / Wheel End Play / Bearings
- Transmission, U-Joints, Shift Linkage
- Exhaust System
- Oil and/or Fluid Leaks, Visual Inspection(Specify)

OST-I-250522-001

MULTI-POINT VEHICLE INSPECTION *05/12/2025*

Customer: [redacted]
Phone: [redacted]
Vehicle: 2014 Toyota Prius
VIN: [redacted]

RO#: [redacted]
Hat/Tag: [redacted]
Advisor: Cristian Gutierrez
Vehicle Mileage: 133866

Alexandria Toyota
3750 Richmond Hwy
Alexandria, VA 22305
+1 (703) 684 0710

Additional Service Recommendations

We recommend these services based on your Inspection results.

Requires Immediate Attention

Recommended Service: BRAKE BOOSTER AND PUMPS

APPROVED ☐ **NOT TODAY** ☐ ***$3,023.16***

Inspection Item: BRAKE BOOSTER AND PUMPS

Inspection	Customer
Notes:	**Notes:**

Shop Supplies	Shop Supplies Subtotal
$6.88	**$6.88**

Requires Immediate Attention

Recommended Service: FOUND 2 OTHER CODES ON HYBRID CONTROL

APPROVED ☐ **NOT TODAY** ☐ ***$6.88***

Inspection Item: FOUND 2 OTHER CODES ON HYBRID CONTROL

Inspection	Customer
Notes:	**Notes:**

Shop Supplies	Shop Supplies Subtotal
$6.88	**$6.88**

Requires Immediate Attention

Recommended Service: FRONT STRUTS AND HARDWARE

APPROVED ☐ **NOT TODAY** ☐ ***$1,888.47***

Inspection Item: FRONT STRUTS AND HARDWARE

Inspection	Customer
Notes:	**Notes:**

Shop Supplies	Shop Supplies Subtotal
$6.88	**$6.88**

Requires Immediate Attention

Recommended Service: FRONT SWAY BAR LINKS

APPROVED ☐ **NOT TODAY** ☐ ***$673.12***

MULTI-POINT VEHICLE INSPECTION *05/12/2025*

ALEXANDRIA TOYOTA

Customer: [redacted]
Phone: [redacted]
Vehicle: 2014 Toyota Prius
VIN: [redacted]

RO#: [redacted]
Hat/Tag: [redacted]
Advisor: Cristian Gutierrez
Vehicle Mileage: 133866

Alexandria Toyota
3750 Richmond Hwy
Alexandria, VA 22305
+1 (703) 684 0710

Inspection Item: FRONT SWAY BAR LINKS

Inspection Notes:	Customer Notes:

Shop Supplies	Shop Supplies Subtotal
$6.88	**$6.88**

Requires Immediate Attention

Recommended Service: ALIGNMENT W/ SUSPENSION WORK

APPROVED ☐ **NOT TODAY** ☐ ***$191.83***

Inspection Item: ALIGNMENT W/ SUSPENSION WORK

Inspection Notes:	Customer Notes:

Shop Supplies	Shop Supplies Subtotal
$6.88	**$6.88**

Requires Immediate Attention

Recommended Service: Exterior Lights (Head,Fog,Turn,Brake Lights)

APPROVED ☐ **NOT TODAY** ☐ ***$106.94***

Inspection Item: Exterior Lights (Head,Fog,Turn,Brake Lights)

All parts & labor are covered by a limited warranty, see your advisor for details!

Inspection Notes:	Customer Notes:

Shop Supplies	Shop Supplies Subtotal
$6.88	**$6.88**

Requires Immediate Attention

Recommended Service: Wiper Blades - Condition, Operation

APPROVED ☐ **NOT TODAY** ☐ ***$103.77***

Inspection Item: Wiper Blades - Condition, Operation

Wiper Blades and Arms designed to fit your vehicle and can be installed in just minutes.

Inspection Notes:	Customer Notes:

MULTI-POINT VEHICLE INSPECTION *05/12/2025*

Customer: [redacted]
Phone: [redacted]
Vehicle: 2014 Toyota Prius
VIN: [redacted]

RO#: [redacted]
Hat/Tag: [redacted]
Advisor: Cristian Gutierrez
Vehicle Mileage: 133866

Alexandria Toyota
3750 Richmond Hwy
Alexandria, VA 22305
+1 (703) 684 0710

Shop Supplies	Shop Supplies Subtotal
$6.88	**$6.88**

Requires Immediate Attention

Recommended Service: Rear Brakes (Pads/Rotors)

APPROVED ☐ **NOT TODAY** ☐ ***$675.13***

Inspection Item: Rear Brakes (Pads/Rotors)

Brake pads should be replaced before they completely wear away to avoid:

- Unsafe stopping ability
- Damage to rotors and potential repair costs

When recommended, brake rotors should be resurfaced or replaced to avoid:

- Unsafe stopping
- Damage to other braking components and potential repair costs

Inspection Notes:
Left
Thickness: 3 mm
Right
Thickness: 3.5 mm

Customer Notes:

Shop Supplies	Shop Supplies Subtotal
$6.88	**$6.88**

Sub-Total: $0.00

Service Summary Total

Approved Recommendations	$0.00
Shop Supplies	$0.00
Taxes (%)	$0.00

Total: $0.00