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ONE HUNDRED ELEVENTH CONGRESS

# Congress of the United States

## House of Representatives

COMMITTEE ON OVERSIGHT AND GOVERNMENT REFORM

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February 17, 2010

Mr. Robert Woudstra  
CEO  
Farmers Insurance Group  
1400 American Lane  
Schaumburg, IL 60196

Dear Mr. Woudstra:

The House Committee on Oversight and Government Reform is the principal oversight committee in the U.S. House of Representatives, with jurisdiction over "any matter." Under Rules X and XI of the House Rules, the Committee is investigating widespread incidents of sudden unintended acceleration (SUA) in vehicles manufactured by Toyota Motor Corporation. During a hearing scheduled for February 24, 2010, the Committee intends to focus in part on whether the National Highway Traffic Safety Administration (NHTSA) reacted properly to years of complaints and other evidence regarding the acceleration problems. A recent article in the *Washington Post* indicated that State Farm notified NHTSA about "numerous" sudden unintended acceleration incidents in Toyota vehicles as early as 2007.<sup>1</sup> The Committee is interested in knowing whether your company similarly reported SUA incidents to NHTSA.

To inform the Committee's investigation, please produce the following documents:

1. Any transmittal of claims data from Farmers to NHTSA, including but not limited to reports, briefings, or presentations, concerning possible SUA incidents in Toyota vehicles since 2000; and,
2. All communications, including e-mail, letters, or telephonic correspondence records, between Farmers and NHTSA related to claims data concerning defects and defect trends in Toyota vehicles since 2000.

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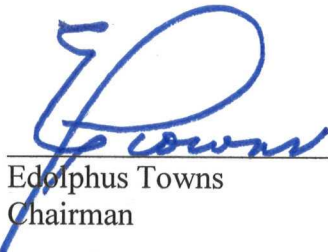
<sup>1</sup> Peter Whoriskey, *State Farm Says it First Warned Safety Agency About Toyota Accelerators in 2007*, WASH. POST, Feb. 9, 2010, Page A1.

Additionally, please provide full and complete responses to the following questions:

3. When did Farmers first notify NHTSA about a claim arising from a possible SUA incident involving a Toyota vehicle?
4. Did NHTSA respond to any of Farmers's notification of claims arising from possible SUA incidents? If yes, how did NHTSA respond?
5. What is the total number of claims reported by Farmers to NHTSA arising from possible SUA incidents involving any vehicle make?
6. Of those claims described in question 5, how many involved Toyota vehicles?
7. Of those claims involving Toyota vehicles described in question 6, please identify the number of Toyota claims by vehicle model.
8. With respect to those claims arising from possible incidents of SUA reported by Farmers to NHTSA, did incidents involving Toyota vehicles represent a disproportionately high number as compared to incidents involving other manufacturers?

We appreciate the cooperation of Farmers as the Committee investigates this matter of great public importance. Please provide documents and written answers responsive to the above requests for information no later than 5:00 p.m., February 22, 2010. Should you have questions about this request, please contact Christopher Knauer of the Majority Staff at 202-225-5051, or Kristina Moore or Jonathan Skladany of the Minority staff at 202-225-5074.

Sincerely,

  
Edolphus Towns  
Chairman

  
Darrell Issa  
Ranking Member