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December 21, 2004

Toyota Customer Assistance Center
Toyota Motor Sales, U.S.A., Inc.
P.O. Box 2991
Torrance, CA 90509-2991

To Whom it May Concern:

Two years ago, my husband and I spent countless hours evaluating cars, their reliability and quality. We found that Toyota had the best ratings in almost every one of our criteria and thus we purchased a 2003 Corolla. This decision proved to be made correctly when 16 months after purchase, the car was totaled in an accident, yet no one in the Toyota was even injured.

Once again in the car market, we quickly decided that Toyota would again get our business. We chose to upgrade this time to the Camry and purchased a 2004 model as our family car. The car does drive well and we have been very happy with the car up until recently. Unfortunately at our recent service, we were dismayed to discover that our car did not pass inspection. The tires on the car were so worn that at 11,223 miles on the car, we had to purchase new tires. Discussing this issue with representatives at the dealership, the third party tire company that we purchased the new tires through and a mechanic, we have learned that this is a common problem with the Camry and Continental Tires.

Our perception of Toyota took a 180-degree turn with this finding. We thought that Toyota's reputation was built not only on the quality of the service it provides, but also the quality of its parts. To have a family car in service with tires that do not pass state minimum requirements could have lead to a driving violation, injury or even a serious accident. It is degrading to your reputation to use such cheap and possibly dangerous tires.

We are conscientious car consumers and regularly take our cars in for service. The Camry did receive the 5,000-mile service and the 10,000-mile service at the Toyota dealership. In addition, we did have any additional oil change at 8,000 miles. The car was only 10 months old and driven in standard road conditions when the tires became unserviceable, unsafe and illegal for use in the state of Pennsylvania. We were fortunate that this did occur in late fall and we could correct the tire problem prior to the winter months as we have very icy and snowy conditions in our area.

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* As we prepare to purchase a new car to replace our 1996 Subaru, we thought we had a line of cars we liked in Toyota. However, we question that if inferior tires are used, what other parts are below quality or inferior in the Toyota line? We have been forced by this issue to change our thoughts on Toyota and now look elsewhere for quality cars.

Sincerely,

Greensburg, PA

VIN 4T1BE32K34

Toyota case #200110250986

CC: ~~NHTSA~~

Tire Industry Safety Council

Continental General Tire

Toyota of Greensburg