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May 14, 2005

To Whom It May Concern:

245 357-2 19 3 4

I am writing to you because of the excessive sulfur dioxide that is being out putted from my 2004 Toyota Corolla, bought in August 2004 at Star Toyota Dealer in Queens, NY. The catalytic converter started emitting, the sulfur dioxide odor around mid November. My husband, Libor and I were not sure what the smell was. We thought it was the sewage line coming from outside, we did not think it could be the car because it was a brand new car that we bought three months ago. Not until a friend of ours told us there is something wrong with our car and that we should take it in because it was coming from inside of the car. We went to Hartford Toyota and told them what was wrong with the car. Toyota told us about the bulletin report put out by Toyota- stating that too much sulfur dioxide was being emitted from the converter and had to be replaced. Toyota had to order it and I had to come back.

On February 25, 2005 I brought the car in and they replaced the converter, the smell continued. I called Toyota again and told them that the smell is still coming from the car; Toyota said it takes two weeks for the new converter to work and filter out the car. The smell was on going and strong and it also had an additional smell. The second smell is a burning smell, like ash or smoke. Toyota said to make another appointment to have them look at it. Toyota then said they can change the vent flap in the trunk but they cannot guarantee that it will make the smell go away and for the other smell they did not know what it could be, the only thing that could cause a smell like that they said was an engine problem. They ordered the vent flap and did not think twice about the burning smell I told them about.

March 04 2004, they then replaced the vent flap in the trunk. Toyota said the vent was not closing properly in the Corolla. Toyota also said to change my gas because there is high sulfur in the gas. I did read the report, EG016-04 by Toyota, and saw Toyota knew about this problem when I bought my car in August because the bulletin was put out in May 28, 2004.

I drove the car for a few days and the sulfur dioxide continued to be emitted into the car and also came be smelled outside of the car when being emitted from the converter. The sulfur dioxide comes emits once in a while- very strong and the second smell the ash smell continues to be a very dominant smell. I called Toyota for the fifth time and they were going to do a test run. On March 30, 2004, the service manager, Jason Secor was the one to set up the test drive. After the test run they said they could not do anything because they did not locate the smell.

I then called Star Toyota where they sold me the car, I spoke to the dealer, Mel Mahommod, who sold me the Toyota Corolla, he said they will take care of anything that is wrong with the car and that I needed to speak to his service manger, Mike Andrews, who then said I needed to speak to National Customers Relations. I spoke to a specialist, Greg Simmonds, who told me that all new cars in the east coast have the high sulfur dioxide problem and if it were a problem with Toyota themselves they could do something about it. I told him the report did not mention anything about the east coast and nothing about east coast gas. I also took it upon myself to ask people who own the

Margaret
6/2/05

same car as mine, 2004 Toyota Corolla if they were having the same problem. One woman said "no she does not". A gentleman in New York said he did. I have not discovered any newer makes and models of cars to have a sulfur dioxide problem so far.

When Mr. Simmond's did not know what to do he sent my case to the New York Regional office where I spoke to Bryan Lyons, who also could not give a resolution to the sulfur dioxide smell coming from my car. I have spoken to many people throughout these past six months. No one in Toyota has seemed to take this harmful odor in my 2004 Toyota Corolla seriously, maybe they have not looked up all the harm that sulfur dioxide can cause to a person- but I have. Not only has this problem caused Libor and I headaches and physical problems, which I did mention to Toyota- and they did not seem to care much, but also all the time, calling and money lost in these past 6 months- trying to have someone from Toyota do something about my car.

I am writing this letter not only to Toyota Motor Sales but also to National Transportation and Safety Admissions- who I also spoke to and filled a complaint with about the sulfur dioxide odor in my Toyota Corolla. There are many things that I can mention about service and treating your customers which was not handled properly by the service managers at Hartford Toyota and Star Toyota, which I mentioned to Toyota Motor Sales but what is really urgent is this problem with my Toyota Corolla emitting sulfur dioxide. It has already been a half a year since my first complaint.

A new car is not suppose to cause this much problem- that is why people buy new cars, so they would not have to deal with this kind of hassle, Mr. Lyons did agree with me that he would not stand for a car that he would just have bought to be causing him harm and physical stress.

I have enclosed in this letter the three invoices of when I brought the car into Hartford Toyota, a copy of the Toyota bulletin that I took off the internet (the previous bulletin, February 24, 2003 mention in the May bulletin is not on the internet for some reason, I do not know), and a highlighted paragraph from the ARB Enforcement Report showing previous problems with Toyota in 2003. *(Car all be found on the internet)*

Thank you,

[REDACTED]

New Britain, CT

[REDACTED]

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