



RICHARD J. COONEY
Acting Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service & Intake Center
124 Halsey Street, 3rd Floor, Newark, NJ 07102

2005 JUN 28 AM 9:38



PETER C. HARVEY
Attorney General

KIMBERLY S. RICKETTS
Acting Director

Mailng Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-8200

June 14, 2005

[Redacted]

Oakhurst, N [Redacted]

10128101

Re: Toyota Motor Sales, USA
File No.: 05-08989

Dear Sir/Madam:

Thank you for contacting the New Jersey Division of Consumer Affairs. Because the allegations you made in your letter are not within the Division's jurisdiction, we are referring this matter to:

National Highway Traffic Safety Administration
400 7th Street, SW Room 5232
Washington, DC 20590
(888) 324-4236

All future correspondence, including inquiries and copies of additional documents should be addressed to them.

Sincerely,

Patricia D. Pate
Supervisor
Consumer Service Center

PDP:aro
CSC11B.frm

Edison
6/30/05



New Jersey Office of the Attorney General

Division of Consumer Affairs
P.O. Box 45025
Newark, New Jersey 07101
(973) 504-6200
(800)-242-5848

E-Mail: AskConsumerAffairs@lps.state.nj.us

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the completion of the investigation. You are also advised that the completed complaint form is a "government record," which the Division may be obligated to provide to anyone making a request pursuant to the Open Public Records Act (OPRA).

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

Form with two columns for 'COMPLAINT REPORTED BY' and 'COMPLAINT REPORTED AGAINST'. Includes fields for Name, Address, City, State, ZIP, Home Telephone Number, Work Telephone Number, E-Mail Address, Business, and Telephone Number (1) and (2).

For statistical and informational purposes only. Your age: [] 18-29 [] 30-44 [X] 45-59 [] 60 or older

1. Nature of complaint (please check the appropriate box(es)):

- List of complaint categories with checkboxes: Automotive (checked), Automotive Repairs, Banking, Credit Card, Charity, Direct Mail/Sweepstakes, Home Repair, Internet/Cyberspace, Professional Service, Stocks/Securities, Telemarketing, Telecommunications, Bingo/Raffle, Health Club, Warranty, Advertising, Wheelchair Lemon Law, Weighing/Measuring Devices, Used Car Lemon Law, New Car Lemon Law, Home Furnishings, Other (specify).

2. If your complaint involves a motor vehicle, please provide the following information:

- Vehicle details: a. New (checked) or Used; b. Purchased (checked) or Leased; c. Purchase Price 25,963.00, Current Mileage 1073; d. Date of purchase OCT 13, 2004, With Warranty (checked), With Service Contract, As Is; e. Make TOYOTA, Model CAMRY SOLARA, Year 2005.

3. Name of company with which you dealt: TOYOTA MOTOR SALES, USA

4. Name and title of company agents or employees with whom you dealt: JOHN SUMMERS, DISTRICT SERVICE MANAGER FOR TOYOTA MOTOR SALES, USA

5. Describe the facts of your complaint in the order in which they happened. Please print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

MY COMPLAINT AND CONCERN IS IN REFERENCE, TO INTERIOR VEHICLE APPEARANCE BLACK GRAPHITE TRIM/BEZEL PARTS THAT ARE OUT OF ALINEMENT. THERE IS A QUARTER INCH OR SO DIFFERENCE, BETWEEN THE INSTRUMENT PANEL REGISTER ASSEMBLY NUMBER 3, (BLACK GRAPHITE INTERIOR TRIM/BEZEL), PART NUMBER 55670-AA070 RIGHT SIDE (PASSENGER DASHBOARD) AND FRONT DOOR TRIM BOARD ASSEMBLY WITH BLACK GRAPHITE INTERIOR TRIM/BEZEL, PART NUMBER 67610-AA561-B0 RIGHT SIDE (PASSENGER DOOR).

THE INTERIOR DASHBOARD OF VEHICLE IS LOWER ON THE RIGHT SIDE (PASSENGER), WHICH IS CAUSING THE DASHBOARD BLACK GRAPHITE TRIM/BEZEL REGISTER ASSEMBLY TO BE LOWER THAN THE TRIM/BEZEL BLACK GRAPHITE IN DOOR ASSEMBLY.

THESE SIMILAR INTERIOR BLACK GRAPHITE TRIM/BEZEL PARTS ON LEFT SIDE (DRIVER'S DASHBOARD AND DOOR) ALIGN COMPLETELY FAULTLESS AND CORRECT.

TOYOTA DISTRICT SERVICE MANAGER HAS DETERMINE THAT THIS PROBLEM IS ACCEPTABLE, I FEEL THAT IT IS NOT ACCEPTABLE AND POOR WORKMANSHIP FROM THE ASSEMBLY PLANT.

6. The amount of loss involved in this complaint: \$ _____ . Please provide a breakdown of these losses:

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

[Redacted Signature]

March 24, 2005
Date