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Hi, 2005 JUL 22 AM 5:42 2005 JUL 25 AM 3:29

7-10-05.

Referring to the enclosed letter to Consumer Reports, they asked that we contact you for assistance.

We feel our letter is self explanatory about the problem with the Toyota Avalon.

It is our opinion that the car was not engineered, manufactured and/or assembled properly. We hope that you agree that a safety feature such as brakes ought to be built to be relied on.

Again, we repeat that Toyota has not replied to six letters. We asked for a response in writing - none to date!

Sincerely,



Maria
7/24/05

Dear Mr. Champion,

5-5-05

We are writing to you about a 2002 Toyota Avalon XL. And yes, we did read Consumer Reports before buying our first foreign automobile. Did we miss something in your magazine? Was there any mention of a brake problem?

After 4,000 or 5,000 miles we noticed a strange noise in the front end of the vehicle. Took the car in to the Toyota dealer three (3) times before they finally agreed, around 7,000 miles, that the brake rotors had to be replaced. Not being mechanically inclined, we're not sure whether it was the front or rear brakes, but we know they said rotors.

Thought the problem was solved. When we went in for the 30,000 mile check-up, they said we needed brake rotors again!! All of this work was under warranty to 36,000 miles.

We have written to Toyota as we approach 45,000 miles to ask what their policy is concerning this brake problem. They have not answered our

5-5-05

recent letters.

Along the way, Torrance, Ca. Toyota facility, the representative did mention that the brake problem was not big enough to publish a service bulletin. Hence, the reason why we asked Toyota what they would do for someone unfortunate enough to have this brake situation. Toyota has not answered our question to date.

May we hear from you relative to our questions. Of course, any input from you would be appreciated.

Awaiting a reply —

P.S. - At the 7000^{mile} point, the dealer also said that the brake problem was the same on the Camry rotor.

Sincerely,

[REDACTED]

P.P.S. - Bills enclosed per your request.

[REDACTED]
SAGAMORE BEACH, MA [REDACTED]

TEL [REDACTED]

Consumers Union

Publisher of Consumer Reports

June 3, 2005

[REDACTED]
Sagamore Beach, MA [REDACTED]

Dear Mr. [REDACTED]

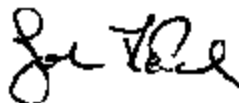
Thanks for taking the time to contact David Champion here at *Consumer Reports*®. After reading your letter, he has asked that I respond on his behalf. It is always a pleasure to hear from our readers!

I was sorry to read of the difficulty you encountered concerning brake and rotor repairs on your Toyota Avalon. After reading your correspondence, I wish that there was something we could do to help you with your recent experience. Unfortunately, *Consumer Reports*® cannot intervene or investigate on an individual level. However, I would like you to know that I have forwarded your letter and the accompanying documents to the rest of our auto engineers and editors for their review and possible future use. Letters like yours are extremely valuable to our organization, as they help us prepare for our future reports.

➤ In addition, you may want to contact the National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590, 1-800-424-9393 or 1-202-366-0123. The NHTSA assures compliance by domestic and foreign motor vehicle and equipment manufacturers with motor vehicle safety standards, automobile recalls, and airline problems. You may wish to visit their Website at <http://www.nhtsa.dot.gov>, where you will be able to search through an extensive list of automobile and automobile equipment recall notices, and report any problems that you have encountered with your automobile. We urge you to take the time to share your experiences with them in the hopes that an investigation may be done, which could lead to a recall if warranted.

[REDACTED] I hope this information is helpful. Thanks again for taking the time to write. Your interest in our work is greatly appreciated.

Sincerely,



John DePaolo
Manager, Customer Relations

JD:pdh
755459

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