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2005 AUG 12 AM 3:10

July 30, 2005

Alta Loma, CA

NHTSA
U. S. Department of Transportation
Washington, D. C. 20590

Dear Sirs:

I would like to report a possible safety defect on my 2005 Camry Solara (VIN 4T1CE38P05U [REDACTED]). While driving on the highway my ABS, Brake, and Low Tire Pressure lights came on and remained on for about 10 minutes when I stopped my vehicle. The lights did not come on when I restarted and never came on again. I took it to my local Toyota dealer, Crown Toyota in Ontario, CA, and was told there was nothing they could check if the lights weren't on. After I was persistent, they said they would inspect my car; however, I would be charged \$83 if they didn't find anything wrong with it. Representatives of Toyota USA agreed with the dealer's policy of not paying for inspections.

I eventually decided to take the car to Claremont Toyota where a defect was found in my brake system. As you can see in the enclosed copy of the receipt, they replaced the "ACTUATOR ASSY. BR." I assume that means the brake actuator assembly. At no time did I have any apparent trouble with my brakes.

I have two concerns. First, I am disturbed that the warning lights came on one time only and there was indeed a defect in my brake system. One could easily continue to drive this vehicle without realizing there was a problem since the lights came on only once. Second, it is worrisome that Toyota allows its dealers to require an inspection fee on factory defects that should be covered by warranty. I was actually told by the service advisor at Crown Toyota that if the lights weren't on, they couldn't find the problem. Clearly this was not true since the defect was found and corrected without charge at Claremont Toyota.

I hope this information is useful to you. Please feel free to contact me if you need further information.

Sincerely,

[REDACTED]

Heather
8/1/05