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October 4, 2005

2005 OCT 14 PM 1:37

Richardson, Texas

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NVS-210 400 7th Street SW
Washington, D.C. 20590

Gentlemen:

The purpose of this letter is to report serious, life threatening defects in our 1998 Toyota Camry. Please see repairs done by Pitcock Automotive, letter to Toyota Motor Sales dated July 13, 2005 and Toyota reply letter dated July 26, 2005.

We own a 1998 Toyota Camry purchased new in 1998. The vin # is JT2BG22KXWC [redacted] We had no problems with the car until we heard scratching and other noise in 2005 coming from the car.

Our car had no problems before the mechanics found major safety problems. The car had 48292 miles when the car was taken to Pitcock Automotive March 9, 2005. Pitcock Automotive Service Inc. is a family owned car repair business that we have used for at least twenty years. The mechanic found the column post about to come loose so that the driver could not control the car. The mechanic also discovered that both air bags were not completely assembled. The air bags were not ready for an accident. Also, the air bags could have discharged accidentally because they were not assembled. Parts were on top of air bags but not installed.

Both the steering post about to break and the air bags not completely assembled are serious safety problems. Our Toyota Camry was not assembled correctly in the Toyota factory, and defects were not identified and corrected before the car left the factory.

We ask that the U.S. government censure and fine Toyota Motors for the poor workmanship during manufacture of our Toyota Camry. These defects are life threatening and Toyota should pay a penalty for their negligence.

The only thing done of this car before these safety defects were discovered was oil changes and brake pads. We have had no problems with the car since March of this year. Please advise.

Respectfully,

[Redacted signature block]

Ediam
10/18/05

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue, WC11
Torrance, CA 90501
800 881-4331
910 468-7814 Fax

July 26, 2005

[REDACTED]
Richardson, Tx [REDACTED]

Dear [REDACTED]

Thank you for contacting us regarding your 1998 Camry.

We were sorry to learn of the situation you encountered with your vehicle and for any inconvenience or expense you may incur. Toyota makes every effort to manufacture a quality product, conducting extensive research and planning, thorough testing, and constant monitoring of performance. A comprehensive warranty is provided to cover any conditions that may occur as a result of the manufacturing process.

The comprehensive warranty on your vehicle is 36 months or 36,000 miles and your vehicle is no longer under warranty. Once the warranty has expired, the costs to repair become the owner's responsibility. In the interest of customer satisfaction, Toyota may review individual requests even when the factory warranty has expired. We have reviewed your circumstances, taking into account such factors as vehicle age and miles, especially as compared with the manufacturer's original warranty, the type of repair, and prior maintenance and repair history. While we regret that your vehicle was in need of repair, your request for assistance has been declined.

Toyota values you as a customer, and we appreciate this opportunity to review your request.

Sincerely,



Eloise S.
Toyota Customer Experience

July 13, 2005

Richardson, Texas

Toyota Motor Sales, U.S.A. Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, Ca. 90509-2991

Gentlemen:

We own a 1998 Toyota Camry purchased new in 1998. The Vin # is JT2BG22KXW0. We had no problems with the car until we heard scratching and other noises in 2005 coming from the car.

Our car had no problems before the mechanic found major safety problems. The car had 48292 miles, and the car was taken to mechanic March 9, 2005. The mechanic found the column steering post about to come loose so that the driver could not control the car. The mechanic also discovered that both air bags were not completely assembled. The air bags were not ready for an accident. Parts were on top of air bags but not installed.

Both the steering post about to break and the air bags that did not function are both serious safety problems. We ask first that you note that at least one Camry was not properly assembled in your Toyota factory.

We ask that at a minimum you reimburse us for the cost of installing a steering post and completing assembly of air bags. We are not asking for payment for spring to open gasoline intake cover at \$12.50. If Toyota wants to be more generous than the cost of repair, please inform us.

We are very disappointed with the poor quality of our Toyota. Both a defective steering column and air bags not completely assembled are life-threatening defects.

The only thing done to this car before these safety defects were discovered was oil changes and brake pads. We have had no problems with the car since March of this year. Please advise at your earliest convenience.

Respectfully,

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**