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STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

DEC 22 2006 9:40

120 Broadway, New York, NY 10271

ELIOT SPITZER
Attorney General

THOMAS G. CONWAY
Assistant Attorney General in Charge
Consumer Frauds and Protection Bureau

212-416-8294

December 22, 2006

[REDACTED]
Jamaica, NY [REDACTED]

Our File Number: 2006-596303
Company: Queensboro Toyota

Dear [REDACTED]

On behalf of Attorney General Eliot Spitzer, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

Philip Ganama

Philip Ganama
Bureau of Consumer Frauds
And Protection

cc: National Highway Traffic and Safety Administration
400 7th Street SW
Washington, DC 20590



mc
12/29/06
CL

[REDACTED]
Jamaica, New York, USA
[REDACTED]

December 8, 2006

President Katsuoki Watanabe
President -Toyota Motor Corporation
1 Toyota-Cho
Toyota City
Aichi, 471-8571, Japan

Dear Mr. Watanabe,

Help! I have a dangerously defective windshield on my brand new 2006 Toyota Corolla sedan (VIN 2T1BR32E46C [REDACTED]) Your Toyota dealership people have replaced one defective, distorted windshield with another three times. That the distortion is real, and clear, is evidenced by photographs I have.

Now, your Toyota dealership repair people refuse to honor your warranties. I need only one, good windshield. The problem is epidemic on Corollas nationwide, and is the reason why my brand new Corolla was delivered to me with a distorted windshield, which was subsequently replaced with a distorted windshield again and again. Your representatives at the dealers are now non-responsive, avoiding communication with me, and stonewalling me.

The current windshield is substantially distorted with wavy and rippling areas in the glass. While driving the car, objects traveling across the field of glass jump, waver and ripple repetitively with distortion. Each time I drive the car I experience eyestrain, headaches, and vertigo. My passengers also complain of nausea and eyestrain. I need my windshield fixed promptly for both my health and safety reasons.

This dangerous safety concern became evident on my new Toyota after I purchased it from Queensboro Toyota in Queens, New York. I took my car to a Toyota dealer who agreed that the windshield was substantially defective and replaced the glass. The replacement windshield was also distorted. Your Toyota people agreed again that it was substantially defective and replaced it a second time. The second replacement windshield had a similar distortion. Toyota again said it was distorted, and the Queensboro Service Director had it replaced a third time. Now, the third replacement windshield has a similar and substantial distortion.

When I showed the third replacement windshield to the Service Manager at Queensboro Toyota, he said they would order me a new windshield. Then a new Service Director at Queensboro stepped in and blocked the order, saying the glass was "normal" and there was no problem. He refused to replace the glass a fourth time.

As a woman, I have not appreciated the condescension, trivializing and even bullying I have recently experienced in communicating with Queensboro Toyota about this problem.

It seems clear to me that Toyota doesn't want to honor its warranty and replace the glass a fourth time because they want to evade the Lemon Law. In New York State, the fourth replacement of a defective part triggers the implementation of the New York State Lemon Law.

How can a Toyota-trained Service Manager admit to the problem and recommend a replacement windshield, but then the Service Director steps in to say that the glass is "normal?" Is defective glass "normal?" Toyota admitted to windshield glass distortion and substantial defect when they replaced the glass three times, so why are they stopping at the fourth time? Are they just avoiding the Lemon Law? I spoke with the Toyota Customer Assistance Center (case #2006-1103-0582) who merely referred me back to Queensboro where I continue to be stonewalled.

As well, in the midst of the three windshield replacements, I began to look at other 2006 Toyota Corollas at three different dealers in Pennsylvania and New York. Brand new Corollas in the sales lots of all the dealerships had distorted windshields. I now believe that this is a widespread problem in the windshield glass of 2006 Toyota Corollas. I wrote down the VIN numbers of four Corollas with windshield distortion defects. They are: 2TBR32E06C [REDACTED], 2T1BR30E57C [REDACTED], 2T1BR32E06C [REDACTED]; and 2T1BR32E56C [REDACTED]. A knowledgeable acquaintance stopped at a Toyota lot on the West Coast and found three Corollas with similar distortions: VIN numbers 1NXBR30E97Z [REDACTED]; 1NXBR30E27Z [REDACTED], and JTDBR32E770 [REDACTED]. While this defect continues to be a problem for me, I suspect it is a national problem for Corolla owners.

This is a serious safety issue. I have already received consultation from an ophthalmologist. Headaches, eyestrain, nausea, and the inability to see clearly through this distorted windshield (even more so in the rain) puts the driver at risk for a crash. Vision is critical to road safety. Toyota's defective windshields put drivers and all others around them at risk for injury or even death.

Who is testing the quality of Toyota glass to ensure that it meets optical specifications and safety visual standards? I believe this entire issue needs to be investigated so that the consumer public can be protected from the dangers of defective and distorted glass. As well, I demand that Toyota remedy the distorted windshield defect on my own vehicle and honor their warranty to replace defective parts, or else abide by the Lemon Law.

I need your assistance so that the car I paid for, and which I need for transportation, is safe for me to drive.

Thank you.

[REDACTED]
[REDACTED]
[REDACTED]
Jamaica, NY
[REDACTED]

**NOTICE OF THE DEALER'S
REFUSAL TO MAKE REPAIRS**

**CERTIFIED MAIL
RETURN RECEIPT REQUESTED**

Toyota Motor Sales
19001 Southwestern Ave.
Dept. WC11
Torrance, CA 90501

December 8, 2006

To Whom It May Concern:

I am writing this letter pursuant to the New York New Car Lemon Law, General Business Law, section 198-a(b)(2), to notify you that your dealer, Queensboro Toyota of Jackson Heights, New York, has refused to make repairs to my car within seven days of receiving notice regarding a problem with my car.

My car has the problem described below which has not been repaired. As a result of this problem, the value of the car to me has been substantially impaired.

Problem: distortion defect in front windshield; see attached letter.

Unless repairs are commenced within 20 days from the date you receive this notice, under General Business Law, §198-a(b)(2), you will be required to accept return of the car and, at my option, either issue me a full refund of the purchase price or replace it with a comparable car. I await your prompt reply.

Sincerely,
[Redacted Signature]

[Redacted Address]
Jamaica, NY

[REDACTED]
Jamaica, New York
[REDACTED]

RECEIVED
NYS Office of the Attorney General
DEC 18 2006
Consumer Frauds Bureau
Albany, New York

Elliot Spitzer
NYS Attorney General
The Capitol
Albany, NY 12224-0341

December 8, 2006

Dear Mr. Spitzer,

I am attaching a copy of a letter I sent to Toyota Motor Company as my first step in attempting to have them honor a warranty on defective windshield glass in 2006 Toyota Corollas.

Please see the attached letter about a serious safety issue concerning distorted windshield glass that I believe is a national problem and should be investigated in the interest of public safety. Thank you for any help you can give.

Please feel free to contact me if you should need further information.

Sincerely,
[REDACTED]

