

02-101 775 02 5957

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

NHTSA  
Office of Defects Investigation  
400 Seventh Street, SW  
Washington, DC 20590

December 8, 2006

Dear NHTSA,

Can you help me? Please see the attached letter about a serious safety issue concerning distorted windshield glass that I believe needs to be investigated.

Thank you for any help you can give.

Sincerely,  
[REDACTED]

mc  
12/29/06  
CSC

[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 2T1BR32E460 [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, headache, 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.



