

CL-10229528-6152

May 17, 2008

2008 MAY 22 AM 7:12

Office of Defects Investigation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Re: 2008 Toyota Corolla LE

The odometer dial on my 2008 Toyota Corolla LE has a defect that I never heard of before. It dims in the sunlight -- and becomes unreadable.

A darkening or darkened odometer is a safety hazard. It takes the driver's eyes off the road for far too long a time. (I narrowly averted one wreck by slamming on the brakes and swerving the car off the right of the road.)

Through the grapevine (which may not be reliable), I have been told that this defect is common to other 2008 Toyota Corollas and that Toyota (for unknown reasons) has decided to stiff-arm the complainants, rather than solving the problem.

I would be glad to bring the vehicle down to Washington on a sunny day, if you would like to test drive the vehicle and assess the seriousness of the problem.

[REDACTED]

Winchester, VA [REDACTED]

Phone: [REDACTED]

Copies to

Kern Toyota, Winchester, VA
Toyota Motor Sales, U.S.A., Inc., Torrance, CA

ET
05/22/08
7:20
KB

4/30/08

To Whom It May Concern

Re: My 2008 Toyota Corolla LE

Chronology of Events

1/31/08: Purchased the subject vehicle from Kern Toyota of Winchester, Virginia, in the middle of Winter.

Middle of March 2008: Sunny days came, and I noticed that the odometer dial of my vehicle darkened in the sunshine and became unreadable. (The darkening varied with the intensity of the sunlight.) I went down to Kern Toyota to consult with Randy Turner, who had sold me the vehicle. He was unable to provide any useful information or advice.

3/24/08: I went down to Kern Toyota to consult with David Hottle, the Service Manager. Dave drove the car, found that the odometer dial darkened in the sunlight, and consulted with the Shop Foreman. They decided to order a new instrument panel for my vehicle.

3/28/08: Kern Toyota installed a new instrument panel in the subject vehicle. Several cloudy, rainy, and grayish days intervened.

4/5/08: Sunny days returned. I sent a letter to Kern Toyota advising Dave and others that the odometer dial was still darkening in the sunlight, which made it unreadable. There was no answer to that letter. More cloudy, rainy, and grayish days intervened.

4/24/08: I wrote to the President of Kern Toyota asking that he seek the assistance of Toyota and correct the malfunction. Dave Hottle called back on the phone to say that Kern Toyota does not know how to diagnose the problem and that Toyota has not provided a solution.

4/30/08: I wrote my summary letter to the President of Kern Toyota:

A darkening or darkened odometer dial is a safety hazard, because it takes the driver's eyes off the road for far too long. I am forced to use the vehicle, because I have no other means of transportation.

[REDACTED]
Winchester, VA [REDACTED]

Phone: [REDACTED]

5/17/08

To Whom It May Concern

Re: My 2008 Toyota Corolla LE

Chronology of Events (Continued)

5/2/08 Notified Toyota Motor Sales, U.S.A., Inc., Torrance, CA of the problem -- requesting that the malfunction be corrected within ten days.

5/14/08 Advised Kern Toyota that I would like to return the defective vehicle and obtain a refund of the original \$16,055 cost.

5/17/08 Sent a letter to the Office of Defects Investigation at the National Highway Traffic Safety Administration advising that office of the defect.

Summer is coming. The question is: How many 2008 Toyota Corollas will be unsafe to drive at any speed during the days with sunshine?