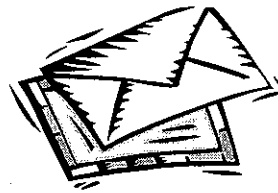


NHTSA ccmMercury Routing Slip



Printed: 6/11/2008

NHTSA #: ES08-003884	Rec'd Date: 6/11/2008	Referred By: NPO-011
XREF #:	Doc Type: CNG	Doc Date: 5/30/2008
Delivery: REG	Address To: NOA010	Due Date: 6/20/2008
S10 #:	DOT/I #:	RMP #:
Subject: LTR FROM CONGRESSMAN WOLF ON BEHALF OF CONSTITUENT, [REDACTED] WHO HAS CONCERNS ABOUT THE DARKENING OF THE ODOMETER ON HIS TOYOTA COROLLA (FAX REPLY TO ATTN: CINDY KLAPMUST 202 225-0437)		
Ack Date:	Ack By:	Signed For:
Sign Office: ADMINISTRATOR	Signature: NICOLE R. NASON	Cleared For:
Cleared Date:	Cleared By:	Closed Date:
File Loc:	XREF File:	
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Author:

FRANK R WOLF
U.S. HOUSE OF REPRESENTATIVES

CC-10231748-5322

WASHINGTON, DC 20515
Tel: Fax: E-mail: www.house.gov/wolf/

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	6/11/2008	6/20/2008	
NVS-010	INFORMATION	6/11/2008		6/11/2008
NOA-010	INFORMATION	6/11/2008		6/11/2008

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06/13/08
10:20
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FRANK R. WOLF
10TH DISTRICT, VIRGINIA



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WINCHESTER, VA 22601
(540) 667-0990
(800) 850-3463 (IN STATE)

Congress of the United States
House of Representatives
May 30, 2008

wolf.house.gov

Ms. Nicole Nason
Administrator
National Hwy Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington DC 20590-0001

Dear Ms. Nason:

I recently received the enclosed information from my constituent, [REDACTED] of Winchester, Virginia sharing his concerns about the darkening of the odometer on his Toyota Corolla.

I would appreciate any information or comments you may have to for me to share with [REDACTED] on this matter. Please fax your reply to my office at 202-225-0437, attention: Cindy Klapmust.

Thank you for your assistance in helping me to be attentive to my constituents.

Best wishes.

Sincerely,

Frank R. Wolf
Member of Congress

FRW:cr

ES08-003884

MAY 23 2008

May 17, 2008

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

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 Ker 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

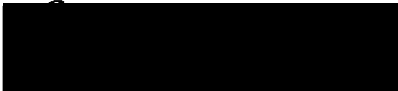
Chronology of Events (Continued)

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?



5/20/08

Ms. Lee Bezelik
Central Atlantic Toyota Regional Office
6710 Baymeadow Dr.
Glen Burnie, MD 21060

Wow! It appears that Toyota has a bureaucracy as cumbersome and uncoordinated as that of its public relations efforts.

All of the applicable documents which you requested in your letter dated May 8, 2008, and received May 19, 2008, are already available within the Toyota organization. Send your request for them to:

Kern Toyota
400 Weems Lane
Winchester, VA 22601

And while you are at it, how about persuading the Toyota powers-that-be to send a couple of electrical engineering experts down to Kern Toyota to help its mechanics solve the problem of an odometer dial that darkens in the sunlight? If that malfunction is corrected, you will have made us all very happy.


Winchester, VA 

Copy to: Kern Toyota



National Highway Traffic Safety Administration
Our Mission: Save lives, prevent injuries, reduce vehicle-related crashes



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1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Toll-Free: 1-888-327-4236
Hearing Impaired (TTY): 1-800-424-9153

Media inquiries: 202-366-9550

VEHICLE SAFETY HOTLINE

Please use the toll-free number above to report suspected safety defects in your vehicle, vehicle equipment, and child safety seats. You can also obtain information about air bags, highway safety, and the proper use of child safety seats. Remember to always buckle up, never drive when impaired, and ensure that child safety seats are installed and used properly.

