

CL-10269098-6350

Jackson, Norris CTR (NHTSA)

From: Reid, Randy (NHTSA)
Sent: Thursday, May 21, 2009 1:46 PM
To: Jackson, Norris CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10269098

Norris, please add this email to the original complaint ODI 10269098 and assign to a writer for response.

From: [REDACTED]
Sent: Thursday, May 21, 2009 1:27 PM
To: Reid, Randy (NHTSA)
Subject: RE: NHTSA: Follow up to ODI Complaint: 10269098

I purchased the 2007 Camry in March 2007, a little over two years ago @ Thomasville Toyota in Thomasville, Ga. Before we got home; approx 34 miles I noticed a very rough downshift in the transmission. That was the mileage on the car (34). If I had been in Ga I would have taken it back and cancelled the deal. Thomasville Toyota said they would make adjustments to the computer and everything would be OK> What a joke; I was so tired of taken it back, I wanted to scream. I know of a friend who purchased a supposedly new 4 Runner from them. She found out later the car had been titled before she bought it.

Toyota didn't have a fix for the computer because of some kind of software problem. After many trips to the dealer, which by the way, they never recorded; I took the car to Legacy Toyota in Tallahassee, FL, my home. They said "I needed to learn how to drive the vehicle, as that was the problem." Go figure. I wonder how these people can sleep. This went on for approx 8-12 months. I finally contacted an attorney who send them a letter; whereby they called me to come back to reset the software. They did at that time reprogram the transmission.

The tranny is still not right. I sued them; they paid me some money; but it was my understanding I still had full warranty. I only have 20,300 miles on the car as of today. Legacy treated me like a terrorist, completely out of character, and it's my opinion they don't like to see me coming to the dealership, as they have implied to me; "You didn't buy the car here". What the !@#\$\$ does that have to do with anything. I believe the dealer is responding to Toyota's lack of interest in following through with this issue. They are doing all they can to avoid accepting responsibility for repairing the equipment that is faulty; actually they should replace the equipment two years ago. I have seen many complaints about the tranny, hesitation, and run away rpm's. It's is miserable to go there and be lied to.

I have asked them to put in new transmission, computer and re-input the software pkg. They have refused. I also have a serious problem when I accelerate; where upon the rpm's continue going higher after I have left off the accelerator. I believe this is could be a safety hazard. I have owned many Toyotas, this is absolutely the worst experience with buying a new auto I have ever had. I can get the VIN number if you need it. I did not think I would hear from you again.

From: randy.reid@dot.gov [mailto:randy.reid@dot.gov]
Sent: Thursday, May 21, 2009 10:58 AM
To: [REDACTED]
Subject: NHTSA: Follow up to ODI Complaint: 10269098

Thank you for contacting the National Highway Traffic Safety Administration's Office of Defects Investigation. Please email me the information that you would like to revise on your Vehicle Owner's Questionnaire. I will update your information upon receipt of your email response.

Sincerely

Randy Reid Chief
 Correspondence Research Division

6/1/2009