

NEF-010

CELL.#

CL-10326324-3291

LITHONIA, GA

OCT. 16, 2016

To,

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
1200, NEW JERSEY AVENUE SE  
WASHINGTON, DC# 20590

OCT 26 2016

Dear Sir/Madam

RE: TOYOTA CAMRY LE (2007)  
VIN. 4T1BE46K77 U

This letter is in regard to my car, which  
I bought it new from CONYERS TOYOTA, CONYERS, GA  
ON JAN 31, 2007.

This car engine was burning engine oil from  
beginning but Toyota dealer never ever admit it.

I received a letter from TOYOTA HEADQUARTER  
stating for recall for excessive engine oil problem.  
I took my car to NALLEY TOYOTA, STONECREST LITHONIA,  
GA on sept 2, 16. They took my car to their shop &  
gave me a repair bill for amount of \$1762.63.

Also, NALLEY TOYOTA, LITHONIA GA were  
trying to sell me a new Camry SE for \$23000.00  
I do not want to buy another TOYOTA PRODUCT IN my life,  
because this company is not trustworthy.

Now my car is running good. This modification  
of engine should have been done free instead of charging  
me \$1762.63

(contd next)  
Page

[REDACTED]  
LITHONIA, GA# [REDACTED]

It was fault of TOYOTA COMPANY, They sold me a ~~A~~ new car with a engine excessive oil consumption, I trusted this company when I bought my new car in JAN 2007.

TOYOTA HAD A LOT OF BAD CONSUMER complaints in past regarding different problems and they were sue for those problems in FEDERAL Court, fine \$20 BILLIONS DOLLARS.

This is a fraud and cheating with customer like me, where they sold a new car to customer with a bad engine.

May I request you to take an appropriate action against TOYOTA COMPANY for my aforesaid problem. I will appreciate your help in this matter

THANK YOU.

Sincerely Yours

[REDACTED]  
( [REDACTED]  
OCT. 16, 2016  
  
[REDACTED]

# Repair Estimate

## Service Advisor

TaChari Steele (980889)  
TSteele@nalleycars.com

PREPARED FOR

Date 9/2/2016 1:36 PM

2007 TOYOTA CAMRY

VIN 4T1BE46K77U

Mileage 194,712

RO#

| Service Name                                                                                | Price  |
|---------------------------------------------------------------------------------------------|--------|
| [Primary]: BR001 - OIL CONSUMPTION TEST PART ONE (I)                                        | 0.00   |
| [Primary]: DP6 - Complimentary Oil Change (I)                                               | 11.00  |
| [Primary]: EN001 - CUSTOMER STATES THAT 500 MILES HE IS CONSUMING OIL CHECK AND ADVISE. (I) | 0.00   |
| Valve Cover Gasket Replacement                                                              | 298.31 |
| Oil Pan: reseal                                                                             | 355.58 |
| Water Pump Replacement                                                                      | 566.03 |
| Brake Job - Rear (Replace Pads/Resurface Rotors)                                            | 192.99 |
| PCV Valve Replacement                                                                       | 64.04  |
| Motor Mount: dog bone mount                                                                 | 203.03 |
| Printed on September 02, 2016                                                               |        |
| Quote expires on October 02, 2016                                                           |        |

|              |                |
|--------------|----------------|
| Subtotal     | 1690.98        |
| Shop Charges | 35.00          |
| Tax          | 36.65          |
| <b>Total</b> | <b>1762.63</b> |

**NALLEY**

Nalley Stonecrest Toyota  
7969 Mall Parkway,  
Lithonia GA

(678) 708-4800

# IT HAS TO BE NALEY TOYOTA STONECREST

THE CAR YOU WANT, THE NAME YOU TRUST

Date: 09/02/2016  
Salesperson: Jamel Talbert  
Manager: Gregory Webster

## FOR INTERNAL USE ONLY

|          |                         |             |            |
|----------|-------------------------|-------------|------------|
| CUSTOMER | [REDACTED]              | Home Phone: | [REDACTED] |
| Address: | LITHONIA, GA [REDACTED] | Work Phone: | [REDACTED] |
| E-Mail:  | [REDACTED]              | Cell Phone: | [REDACTED] |

## VEHICLE

Stock #: [REDACTED] New / Used: **New** VIN: 4T1BF1FK1HU [REDACTED] Mileage: 2  
Vehicle: **2017 Toyota Camry** Color:  
Type: **SE 4dr Sedan** 2546

## TRADE IN

Payoff: VIN: 4T1BE46K77U [REDACTED] Mileage: 194,712  
Vehicle: **2007 Toyota Camry** Color:  
Type:

|                          |           |
|--------------------------|-----------|
| Selling Price            | 24,730.00 |
| Discount                 | 5,350.00  |
| Adjusted Price           | 19,380.00 |
| Floor Mats               | 349.00    |
| Wheel Locks              | 125.00    |
| Touch up Paint           | 59.00     |
| Nitro                    | 225.00    |
| Window Tint              | 399.00    |
| Total Purchase           | 20,537.00 |
| Taxable Fees (Estimated) | 98.00     |
| Trade Allowance          | 1,000.00  |
| Trade Difference         | 19,537.00 |
| Dealer Service Charge    | 599.00    |
| Tax                      | 1,477.00  |
| Non Tax Fees             | 41.00     |
| Net Price                | 21,752.00 |
| Trade Payoff             |           |
| Cash Deposit             | .00       |
| Balance                  | 21,752.00 |

- \$17,000

Customer Approval: [REDACTED]

Management Approval: \_\_\_\_\_



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, CA 90509-2991

23



LITHONIA, GA



## WARRANTY ENHANCEMENT NOTIFICATION – ZE7

VIN 4T1BE46K77U

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. You previously received notice regarding an extension to portions of your Toyota New Vehicle Limited Warranty to address concerns of excessive engine oil consumption. Toyota has completed parts preparations for vehicles that qualify for parts replacement based upon the results of a confirmed engine oil consumption test.

### Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for replacement of parts related to Excessive Engine Oil Consumption. If the condition is verified, warranty work will be performed in accordance with the applicable Technical Service Bulletin under the terms of this Warranty Enhancement Program\*.

- The **Primary Coverage** offers warranty enhancement until October 31, 2016, regardless of mileage.
- After the Primary Coverage period ends, the **Secondary Coverage** is applicable for 10 years from the date of first use or 150,000 miles, whichever occurs first.

\*Please see your local Toyota dealer for additional details

Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.

### What should you do?

If your authorized Toyota dealership has determined your vehicle is eligible for parts replacement based upon the results of the engine oil consumption test, you can now contact your local authorized Toyota dealership to schedule an appointment to have parts replacement performed. Toyota has been preparing parts, but due to limited production capacity, the required time for parts replacement, and limited shop space availability you may need to wait additional time before the dealer can obtain the necessary parts and/or schedule the repair for your vehicle. We ask that you work with your local Toyota dealer to determine the best time for part replacement scheduling. We apologize for any inconvenience this may cause and thank you for your patience. If you have not had an engine oil consumption test performed but believe your vehicle has an excessive engine oil consumption concern please contact your local authorized Toyota dealership to have the oil consumption test performed.

*If you have not experienced the condition described, there is no action necessary at this time.*

If you would like to update your vehicle ownership or contact information, please go to [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you have previously paid for repair to address an excessive oil consumption condition, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.  
Toyota Customer Experience WC10  
19001 South Western Avenue  
Torrance, CA 90509

Please read the Customer Frequently Asked Questionnaire included with this letter to help answer any additional question you may have.

We have sent this notice in the interest of your continued satisfaction with our products.

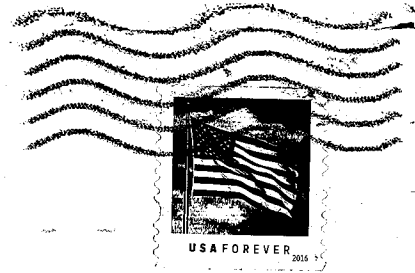
Sincerely,

Toyota Motor Sales, U.S.A., Inc.

[REDACTED]  
LITHONIA, GA # [REDACTED]

ATLANTA METRO 300

17 OCT 2016 PM 7 L



To,

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
1200, NEW JERSEY AVENUE SE  
WASHINGTON, DC # 20590

20590-

