

CL-10348793-4106

AUG - 9 2010

*New Jersey Office of the Attorney General
Division of Consumer Affairs
Office of Consumer Protection*



Date Reviewed: _____
From: _____

Log # 04-27-10G0000050711

Referred. To National Highway Traffic Safety Administration US Dept of Transportation
Office of Defects Investigation (NVS-210)

Complaint Status: **CLOSED**

Complainant: [REDACTED] Vs: TOYOTA

Nature of Complaint

IMPROPER PROCEDURE

Product/Service Code

655 - MV REPAIRS/NEW CAR DEALER

Comments:

NH
08/10/10
TW



CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center - Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102

July 30, 2010



PAULA T. DOW
Attorney General

THOMAS R. CALCAGNI
Acting Director

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

[REDACTED]
[REDACTED]
BELMAR NJ [REDACTED]

Re: TOYOTA
File Number: 04-27-10G0000050711

Dear [REDACTED]

Thank you for contacting the New Jersey Division of Consumer Affairs. Because the allegations you made in your letter are not within the Division's jurisdiction, we are referring this matter to:

*NHTSA Headquarters
1200 New Jersey Avenue SE
West Building
Washington, DC 20590*

All future correspondence, including inquiries and copies of additional documents, should be addressed to them.

Sincerely,

Patricia D. Pate
Supervisor
Consumer Service Center

Buck Slip
04-27-10G0000050711

Receive Date..... 3/4/2010
Acknowledge Date..... 4/27/2010
Correspondence Source.... E-mail

Disposition..... **REFER TO OCP**
Ref. To..... LLU
Explanation.....
Complaint Status..... **PENDING**

Complainant

BELMAR NJ

Phone...

Fax.....

E-mail..

Subject

TOYOTA
UNKNOWN

Subject Contact

Phone...

Fax.....

E-mail..

Phone...

E-mail..

Case/Order Number

Nature of Complaint

IMPROPER PROCEDURE

Product/Service

655 - MV REPAIRS/NEW CAR DEALER

Comments

Doc. Status

INPUT

Name

OHK, KENNY - OCP

Date Processed Forward To

4/27/2010

OCP

APPLEGATE, TODD

Not Lemon Law
1989 Toyota w/ 177k miles

ReRoute

Change in system
refer to NHTSA
Todd

From: [REDACTED]
To: <ocpcom@dca.lps.state.nj.us>
Date: 3/4/2010 11:41 AM
Subject: OCP Complaint Form

Below is the result of your feedback form. It was submitted by
[REDACTED] on Thursday, March 4, 2010 at 11:36:17

PrintNow:: PLEASE PRINT THIS COMPLAINT CONFIRMATION FOR YOUR RECORDS

ConsumerLastName: [REDACTED]

ConsumerFirstName: [REDACTED]

Consumer Street: [REDACTED]

Consumer City: belmar

Consumer State: nj

Consumer ZIP: [REDACTED]

Consumerdaytimephone: [REDACTED]

Consumer Age Group: 30 - 44

Business Name: toyota

natureofcomplaint: automotive

nature of complaint: Automotive Repairs

2a New or Used?: Used

2b. Leased or purchased?: Purchased

2c. purchase price: \$3,300

2d. current mileage: 177,777

2e. date of purchase: april 2007

2e. warranty, service contractor as is: As is

2f. make: toyota truck

2f. model: sr5

2f. year: 1989

3. name of company with which you dealt: toyota

5. Complaint related docs: Yes

6. Complaint Description: to whom it may concern...i have an 89 toyota sr5 extra cab, 4 by 4, v6. i bought the

50711

BUCK SLIP

Area OCF Complaint # _____
Date rec'd 3/4 How rec'd EM
Investigator # Aggph Status # Aggph
Product Service 655 Rebldg
Nature of Complaint 331
Disposition UAC 3/7/10
Explanation _____
Is there a CALA? Yes _____ No X
Date read 4/4 By TP
Date of Data Entry _____ By _____
Add'l Remarks _____

(7/99)

TOYOTA

truck just over 3 years ago with 165k and blew the head gasket within 200 miles.i found out that the toyota company had a recall on the original gasket and the truck was fixed with 90k by the previous owner(i have all the receipts).i also found out that there was another recall on the new head gasket(which is the one the i blew).i called the toyota company and gave them the vin number(jt4vn13g2k5[REDACTED]) and they told me that my truck didnt qualify for the recalled head gasket.now with the major recalls that toyota company has been having,i dont trust the company and would like more information to find out if toyota isn't telling me the truth.i spent over 1700 to have it fixed out of my own pocket.i was hoping that consumer affairs can give me some info or point me in the right direction to find out if toyota is not being honest with their consumers.thanks for your time a!
nd have a good day! [REDACTED]

7lossamount: \$1700

submit: Submit Complaint

REMOTE_HOST: 24.187.170.54

HTTP_USER_AGENT: Mozilla/4.0 (compatible; MSIE 7.0; Windows NT 5.1; .NET CLR 1.1.4322; .NET CLR 2.0.50727; .NET CLR 3.0.4506.2152; .NET CLR 3.5.30729; Creative ZENcast v1.03.13)

REMOTE_ADDR: 24.187.170.54