



NEW MOTOR VEHICLE BOARD

AUG 10 2010

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Arnold Schwarzenegger, Governor
State of California

Dale E. Bonner, Secretary
Business, Transportation & Housing Agency

Robert T. (Tom) Flesh, President • Ramon Alvarez C., Vice President

Ryan L. Brooks • Peter Hoffman • David C. Lizárraga • Haig Papaian • Victoria R. Pearson • Glenn E. Stevens • David W. Wilson

August 9, 2010

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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

Case # C-0042-2011

Enclosed please find a copy of the complaint I received from [REDACTED] concerning his 2007 Toyota Camry.

I'm referring the complaint to you since the facts appear to raise a matter within your jurisdiction. I'm continuing my mediation efforts on behalf of the complainant and have suggested that the complainant contact you for additional assistance.

Sincerely,

Jackie Grassinger
Mediator

Enclosure

NM

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TGW

State of California *Arnold Schwarzenegger*,
Governor

Business, Transportation and Housing Agency *Dale E. Bonner*,
Secretary

NEW MOTOR VEHICLE BOARD

Consumer Mediation Services Program

1507 21st Street, Suite 330

Sacramento, California 95811

Office: (916)445-1888, Fax:323-1631

nmvbmediation@nmvb.ca.gov

<http://www.nmvb.ca.gov>

Mediation Request Form

Case #:

Assigned To:

First Name: [REDACTED]	MI: [REDACTED]	Last Name: [REDACTED]
Address: [REDACTED]		
City: Diamond Bar	State: CA	Zip Code: [REDACTED]
Phone: [REDACTED] (Best number to contact you between 8:00 AM and 5:00 PM.)		
Email: [REDACTED] [REDACTED]		
Please fill out all sections completely.		
Selling Dealer	Servicing Dealer	Manufacturer/Distributor
Name: Puente Hills Toyota Scion		
Address: 17070 Gale Avenue		
City: City of Industry		
State: CA Zip: 91745		
Name: Puente Hills Toyota Scion		
Address: 17070 Gale Avenue		
City: City of Industry		
State: CA Zip: 91756		
Name:		
Address:		
City:		
State: Zip:		

Telephone: (877)675-5410	Telephone: (877)675-5410	Telephone:
Vehicle(make): Toyota	Model: Camry	Year: 2007
Date of Purchase/Lease:	Vehicle License#: [REDACTED]	Current Mileage: 35420
This was a: Purchase	Mileage at Purchase/Lease:	Vehicle I.D. NO.:
The vehicle was: New	Type of Warranty on Vehicle: Manufacturer	
Have you given written notice of defects to manufacturer? No Has manufacturer (or designated agent) attempted repairs? No If yes, list repair dates:		
IMPORTANT NOTICE: I voluntarily consent to the New Motor Vehicle Board's release of personal information contained in this form to the dealer(s), manufacturer, distributor, or other parties named herein for the purposes of mediating this dispute and until such time as the complaint is resolved or I withdraw my consent. Section 20 and 3000 of the California Vehicle Code make it unlawful to use a false or fictitious name or knowingly make false statements or knowingly conceal any material fact in any document filed with the New Motor Vehicle Board.		
Basis Of Complaint		
Suspension System		
Details Of Complaint At around 28,000 miles, and a few months before warranty was about to expire. I brought in my Camry for a check engine light issue and I also notified the service adviser there was slight leakage on the struts (When I went to a independent shop the mechanic notified me while doing alignment and tire rotation). The service adviser told me "Slight leaking is normal, and will not be replaced, however we will continue to monitor your struts every 5000 miles." Here is the problem, I was unable to put 5000 miles in time		

before the warranty ran out, and when I finally did I called back they told me they were very strict on their warranty policy and denied me of any possible repairs of the faulty leaking struts and if I wanted to have it fixed it would cost around \$1700 including parts labor and tax. I decided to take my Camry to an independent mechanic and get all 4 struts replaced since the ride quality was complete crap, especially going over bumps. After I got new KB struts in, the ride quality was back to when it was new. Brought the struts that were taken out the Camry and explained to my service adviser that the struts began to leak at 28K miles, and they are now leaking past the lower spring seat. I asked politely if reimbursement was possible since this is a known problem for the 2007+ Camry and that the problem occurred while the warranty was still active and a leak this severe does not occur just over night. For a leak to be this severe the struts were faulty and began leaking early on while the vehicle was under warranty. A. I want them to reimburse me for my repairs at the independent shop which cost around \$580 (I showed them the invoice). If their excuse is that they cannot reimburse me because a repair was not done by authorized technician/mechanic then my answer is go to solution B. B. Take out the newly installed struts give them back to me for me to return to the independent mechanic, and have the dealership install 4 brand new struts and whatever parts needed and they can have the 4 defected struts. FOR ALL 4 STRUTS TO START LEAKING ON A TOYOTA AT 28,000 MILES IS NOT NORMAL, FOR ALL 4 STRUTS TO LEAK PASS THE LOWER SPRING SEAT AT 35,000 MILES IS NOT NORMAL. THIS IS A FACTORY DEFECT THAT TOYOTA REFUSES TO ACCEPT.