

NOV 20 2010

November 17, 2010

Toyota Puerto Rico
P.O. Box 195467
San Juan, PR 00919-5467

Attention: Claims and Customer Service

Reference; Disintegrating Dash Board
Camry 2007, BIN: 4T1BK46K47U [REDACTED]
Car initially registered to: Popular Auto Inc.

To whom it might concern:

Recently I called your customer service department to inform that the dash board that contains and hold all instruments panels is disintegrating or melting. The top of the dash is very sticky and when trying to clean it liberates particles. The answer to my request was that it will not be replaced because the vehicle is above the 36,000 miles warranty. I asked is this was observed before with other units and the answer was that it has been sporadically seen.

We are very concern with this issue because the dash holds all the instrument, gauges, sensors, and many others underneath that might fall out of the polymeric material that could create a short circuit and other safety issues that might put in risk all passengers. In addition, while this polymeric organic material is melting, it could be generating vapors that are being inhaled and absorbed through the skin by the passengers. These fumes might be poison where being organic material could result in skin infections and lungs damage among others. When plastics are heated they liberate human carcinogens like Dioxins that are extremely toxic for humans.

Hereby, I am requesting you to correct this issue by replacing the dash board, since this a manufacturing deficiency when selecting and testing materials that could represent and safety and health issue. This is a three years old car where you don't expect this to happen. Selling this unit to someone else is not an option since it might put at risk the new owner.

A prompt response is expected and appreciated.

[REDACTED]

Manatí, PR [REDACTED]
[REDACTED]

Copies:

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Toyota Customer Assistance Center, 19001 S. Western Ave. Torrance, CA 90509-2991
Departamento de Asuntos del Consumidor, DACO, Apartado 41059 Minillas Stat, Santurce, PR 00940

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