

CV-10392654-4366

**NEW MOTOR VEHICLE BOARD**1507 21ST Street, Suite 330, Sacramento, California 95811

Telephone: (916) 445-1888 Legal Fax: (916) 323-1632 Mediation Fax: (916) 323-1631

Legal E-mail: nmnb@nmvb.ca.gov Mediation E-mail: nmnbmediation@nmvb.ca.govWebsite: www.nmnb.ca.govEdmund G. Brown Jr., Governor
State of CaliforniaTraci Stevens, Acting Undersecretary
Business, Transportation & Housing Agency

Ramon Alvarez C., President • Glenn E. Stevens, Vice President

Ryan L. Brooks • Robert T. (Tom) Flesh • Peter Hoffman • David C. Lizárraga • Bismarck Obando • Victoria R. Pearson • David W. Wilson

March 25, 2011

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-0266-2011

Enclosed please find a copy of the complaint I received from [REDACTED] concerning his 2009 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

MAR 28 2011

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State of California *Edmund G. Brown Jr.*,
Governor

Business, Transportation and Housing Agency *Traci Stevens*, Acting
Undersecretary

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: Chula Vista	State: CA	Zip Code: [REDACTED]
Phone: [REDACTED] (Best number to contact you between 8:00 AM and 5:00 PM.)		
Email: [REDACTED]		
Please fill out all sections completely.		
Selling Dealer	Servicing Dealer	Manufacturer/Distributor
Name: Frank Toyota	Name: Frank Toyota	Name: Toyota Motor Sales, U.S.A., Inc.
Address: 2400 National City Blvd	Address: 2400 National City Blvd	Address: 19001 South Western Ave
City: National City	City: National City	City: Torrance
State: CA Zip: 91950	State: CA Zip: 91950	State: CA Zip: 90501

Telephone: 619-474-5573	Telephone: 619-474-5573	Telephone: 1-800-874-8822
Vehicle(make): Toyota	Model: Camary	Year: 2009
Date of Purchase/Lease: 02/2009	Vehicle License#: [REDACTED]	Current Mileage: 34000
This was a: Purchase	Mileage at Purchase/Lease:	Vehicle I.D. NO.: 4T1BE46K79U [REDACTED]
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 Explain your complaint. Left Rear Strut is leaking fluid. The car was taken to the Dealer on 3/21/2011 to have the strut inspected. The dealer stated that this was normal and that there is no issue. However, in speaking to third party mechanics Struts are sealed and there should be no leakage of any fluids. Leakage of fluids is a sign the Strut is defective.		