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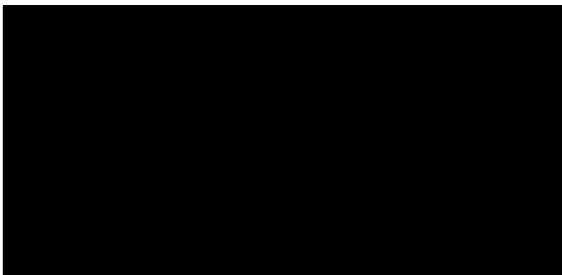
February 21, 2010

I am writing to comment on a February 9 Associated Press article "TOYOTAS DEEMED SAFE TO DRIVE." I had intended to send this to the attention of Ray LaHood, but I do not see the Secretary's contact information on your website. Perhaps you are indeed the correct recipient of such messages, or would be kind enough to direct it appropriately.

Enclosed is a copy of a letter I wrote to Toyota in January of 2008. Please pay particular attention to the highlighted portion. I received no reply. Upon re-contacting our local agency, I was given an 800 number to call but that was a dead end, as I was never able to connect to a live person.

I assure you no mat caused this particular problem. Immediately following the recall work, we drove to the used car division of Kendall Toyota, where we bought the car, and sold it back to them, at a great loss of course. We no longer have faith in any newer Toyotas at all.

I realize this letter will have no importance in this issue, and we were fortunate that our particular problem wasn't one that resulted in an accident, however I felt it imperative to share the fact that the people at our local Toyota acknowledged the problem and felt their hands were tied to remedy it because of corporate policy.

  
Springfield, OR 

MAR 21 2011

Encl.

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January 21, 2008

Toyota Motor Sales  
19001 South Western Avenue  
Dept. WC11  
Torrance, California 90501

Re: New Camry performance

Dear Sir or Madam:

It is difficult to know where to send this letter, so I ask your assistance in directing it appropriately.

After years of driving many pre-owned Toyotas, last year we purchased a new 2007 four-cylinder Camry. While it has many enjoyable features, we were very disappointed to realize that it has a disturbing hesitation when accelerating from a stop or at about 18-20 miles per hour. While the car will start/continue to roll, there can be a three to four second delay before it 'kicks in.' If you 'floor' it, you still get this delay, followed by a somewhat alarming 'surge.' I spoke to our local service department about this (we have had to take the car in for a few other issues) and were told they have received *many* such complaints about this model and there is nothing they could do about it unless Toyota acknowledges and deals with the problem from the corporate level.

Over the past 40+ years we have owned a Corona, Cressida, Tercel, multiple Corollas and Camrys (four and six cylinder), as well as pickup trucks, and have never encountered this problem before. I believe you can well understand our surprise and disappointment to find that all these pre-owned vehicles performed better in this department than our brand-new Camry.

We have always endorsed and recommended Toyotas to everyone, but could not say the same for this year and model. In fact I was asked just today how we like it and had to say don't buy one. We are not the kind of people to react irrationally over something unimportant. I would be most interested to hear your views on this issue and what possible remedy you suggest.

Yours sincerely,

  
Springfield, Oregon 