

May 2, 2011

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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CL-10403093-4572

MAY 13 2011

US Department of Transportation
National Highway Traffic Safety Administration
Office of Investigation
New Jersey Ave SE
West BDG
Washington, DC

Dear Sir:

Enclosed please find my reply to Toyota letter of August 10, 2010 (copy included). I cannot understand how your agency could give a clean bill of health to Toyota in this matter. Obviously if you checked my car, you would have changed your mind.

I would appreciate your contacting Toyota to resolve this problem. A reply and advice will be welcome.

[REDACTED]
New Hartford, NY
[REDACTED]

NAH
05/11
RW

May 2, 2011

Cassandra Scott
Toyota Motors USA Inc
19001 South Western Ave
Torrance, California 10501

RE: December 28, 2009
2007 Toyota Camry
VIN# 4T1BE46K07U [REDACTED]

Dear Ms Scott

This is in reply to your letter of August 2010. The reason for the delay in responding to your letter is because I had hoped that with the recall operation this vehicle would have been rebuilt and also wanted to tract the mileage efficiency of the vehicle this winter.

I burned several tanks of gas to see if there was better mileage after it was returned from the dealer. Unfortunately, no luck. The engine still rolls like an old air plane, idles very high, and I still get about 20 miles per gallon on the highway! This winter I averaged 17 miles per gallon..city and highway combined! Note copy of sticker which promised 24 city, 33 highway and 28 to 38! What a contrast to my other Toyota which gets more than promised.

In addition to the poor mileage and acceleration this vehicle has a mind of its own. You never know when it will take off on you! It runs high when idling and I always must have my foot close to the break to avoid early acceleration.

At any rate, I knew that you would have a standard reply for me. This is why after the accident; I never brought the car in for review. Unfortunately, while I only drive this vehicle when absolutely necessary, (I have less than 20000 miles in over four years) my wife refuses to ride in it after being struck by it once! Recently, I nearly hit another vehicle while making a turn because the car unexpectedly accelerated. I was lucky that time because the other driver (who probably noticed a Toyota coming his way!) drove to the sidewalk thus avoiding a collision. I also had an earlier episode a few months after I purchased this car when I almost went through a wall, but was stopped by a guard rail and my diligence in maneuvering. At the time I didn't pay much attention. Over the years I have brought this car to the dealer twice because the car was running hot and had poor mileage.

When I brought the car in for the inspection, you refer to, I did it just to see if anything would happen in the future should you can say that I didn't cooperate. When the man told me that the vehicle was recalled, I allowed him to do the recall. There is no change. I still get 20 miles a gallon at best and I'm still getting way too many close calls. My 2005 Toyota Camry gives me a minimum of 26 to 30 miles...always.

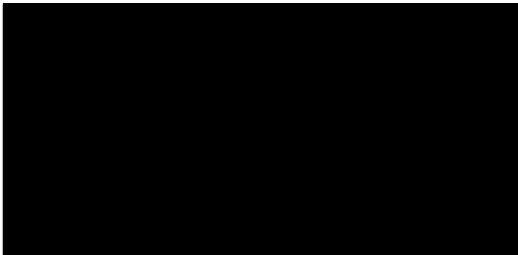
Interestingly recently I received a letter from a local Honda Dealer offering me close to \$12000 for my 2005Camry LE toward a new Honda. Just for kicks, I called a salesperson and told him I had a 2007 Camry that I probably would like to trade. He didn't seem too enthusiastic. He said they don't sell well,

have many problems and they don't really want to take them in, etc, etc, but the manager probably could something for me.

I would like further to advise you and Toyota that I am a healthy, well balanced older person. I have not had any accidents or received a traffic ticket for the past 60+ years. I believe that this Toyota is fundamentally faulted. It may not act up all the time, but it sure has its moments. It would be advisable for Toyota to act responsibly and do what is right for the people like me that have trusted Toyota for decades. (This was my 5th Toyota and probably my last!)

Meantime, I am stuck with a vehicle that is a glutton for gas, AND, not safe to drive. I cannot be comfortable riding in it and never knowing when it is going to explode on me again. Nice deal for my \$20000 + price tag.

It is your duty to fix this problem!!!



New Hartford,NY

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Limited Warranty provides 36-month/36,000-mile comprehensive coverage, 5-year/60,000-mile powertrain coverage, plus 5-year body panel
tion warranty. See Owner's Warranty Information booklet for details. An extended service contract may be available for the vehicle.
suggested retail price includes manufacturer's recommended pre-delivery service. Gasoline, license and title fees, applicable federal,
taxes and dealer and distributor installed options and accessories are not included in the manufacturer's suggested retail price.

See this vehicle to others in the **FREE FUEL ECONOMY GUIDE** available at the dealer.

CITY MPG

24



HIGHWAY MPG

33

Mileage will vary with
driving conditions,
habits and vehicle's
load. Results reported to
indicate that the majority
of vehicles with these estimates
fall between

and 28 mpg in the city
and between
and 38 mpg on the
highway.

2007 CAMRY
2.4 LITER DISP., 4-CYL.
16V DOHC, VVT-I, SPI ENG.
5-SPEED ECT-I AUTOMATIC
TRANSMISSION.

Estimated Annual Fuel Cost:

\$1,471

For Comparison Shopping,
all vehicles classified as

MID-SIZE

have been issued
mileage ratings
ranging from

10 to 60 mpg city
and
16 to 51 mpg
highway.

see www.fueleconomy.gov

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