

JAN 17 2012

Jan 7, 2012

N.S. Dept of Transportation
Office of Defect Invest. (NVS-210)
West Bldg
Washington, DC-20590

To Whom It May Concern:

Enclosed please find information
I filled out and sent to my attorney
General's office in Hauppauge, NY.

They do not handle this and
sent information to Dept of Motor
Vehicles (Albany) - They called me
and said they also don't handle
this and gave me your name
and address. I enclosed ex-
planation from my "repair shop"
(Repair order with no "charge" on it.)
the entire shop was faulty. I

believe this happened when ~~car~~
car was originally made.

The information on form T-SB-0296-08
at bottom is incorrect and cannot

ET
011712
TGW

be implemented (see my mechanics
repair order explanation on previous
page in group) This station is a
AAA Station & highly rated.

Thank you for your time and
I look forward to hearing
from you. -



Farmingdale, ny,



Very truly,
yours,
[Signature]



Barbara J. Fiala
Commissioner

New York State Department of Motor Vehicles

Bureau of Consumer and Facility Services, Division of Vehicle Safety, PO Box 2700-ESP, Albany, NY 12220-0700

(518) 474 - 8943 (8:30 a.m. - 4:15 p.m.)

December 27, 2011

[REDACTED]
Farmingdale NY [REDACTED]

Facility Name: Toyota Motor Sales Corp
Facility No:
Case No: 1 17698

WE ARE UNABLE TO TAKE FURTHER ACTION ON YOUR COMPLAINT BECAUSE:

- (x) The complaint does not come within the jurisdiction of the Motor Vehicle Repair Shop Act, Dealer or Inspection Station Regulations.
- () The Regulation provides that we may only process complaints regarding repairs which have been made within the prior 90 days or 3,000 miles, whichever occurs first.
- () You are unable to provide supporting documents to substantiate your allegations.
- (x) OTHER: ---The Department does not accept complaints about Toyota Motor Sales Corp including those concerning its manufacturer's warranty.
---I suggest that you contact the NYS Attorney General's office again for whatever help they can give you.
---The National Highway Traffic Safety Administration is the federal agency responsible for recalls and defect investigations. They can be reached at nhtsa.gov.

Sincerely,

Edward Eckersdorff

Edward Eckersdorff #048EE
Consumer Services Representative I



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ERIC T. SCHNEIDERMAN
ATTORNEY GENERAL

DIVISION OF REGIONAL OFFICES
SUFFOLK REGIONAL OFFICE

December 8, 2011

[REDACTED]
Farmingdale, NY [REDACTED]

add this letter 12/24/11

Re: Our File Number: 2011-994839
Subject: Toyota Motor Sales

Dear [REDACTED]

On behalf of Attorney General Eric T. Schneiderman, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for writing to our office. We will keep your correspondence on file for future reference.

Very truly yours,

Debra Siegler

Debra Siegler
Paralegal

Bureau of Consumer Frauds and Protection

Enclosure

cc: NYS Department of Motor Vehicles
Safety Division Consumer Service
Facility Post Box 2700
Albany, NY 12220
518-474-8943

*I called above (Att'y General)
12/27 - they will call me.*

*I called 12/27 - they w/call me soon
They called 12/27 - they do not handle this. Is
sending all info back to me.*

BRIEFLY DESCRIBE YOUR COMPLAINT

had car repaired after hearing noise when ^{turning} steering wheel. My son-in-law works in an auto parts store and felt this part should not have failed at 33,000 miles (my car mileage, bought in 2005) another mechanic we know felt the same way. My son-in-law had access to "Technical Service" information (enclosed) He made a copy for me. #0296-08 (dated 9/16/08) - I called Toyota and spoke to a Steve Gardner (supervision of Carl Love) He said no reimbursement to me because I didn't use a "dealer" ^{for repairs.} My mechanic said "part" could not be lubricated ^(as per bulletin) and function because it was the "universal joint" connected to "part" that "broke up" (this cannot be lubricated.) I feel something was wrong with part to "begin" with. (when car was manufactured)

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) → money back

WHO REFERRED YOU TO THIS OFFICE?

I also his explanation my "assembly" office in Hauppauge, NY regarding "part" (I called them and asked for your address)

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). DO NOT SEND ORIGINALS.

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature: _____

Date: _____

10/12/11

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to:

Office of the Attorney General
Bureau of Consumer Frauds and Protection
300 Motor Parkway, Suite 205
Hauppauge, NY 11788-5127



CONLON AUTOMOTIVE

1150 NORTH BROADWAY CORNER OF BOUNDARY AV.
NORTH MASSAPEQUA, NY 11758
(516) 293-0654 Fax (516) 293-0749 Reg # 1302141

Invoice

Invoice #	78168
Invoice Date	08/12/2011
Customer #	
RO #	79328

Customer

FARMINGDALE, NY

Home

Vehicle 2005 TOYOTA CAMRY LE

Plate #

Vin # 4T1BE30K15U

Mileage In 33,101

Mileage Out 33,103

Services

REFERENCE	DESCRIPTION	HOURS	TECH	PRICE
CUS	,,,CUSTOMER INSTRUCTIONS / CUSTOMER STATES,,, STEERING NOISE, OIL, COOLANT & TIRE SERVICES.		DLZ	
VA	VERBAL AUTHORIZATION BY: MRS. TIME: 3:20 PM MANNER AUTHORIZATION WAS GIVEN: PHONE		DLZ	
LOF	OIL CHANGE, LUBE ALL GREASE FITTINGS. CHANGE OIL & FILTER. ,,,,,,SAVE 5 OF THESE OIL CHANGE RECEIPTS & GET THE NEXT OIL CHANGE ___FREE___.		DLZ	34.95
LOFF	THIS IS YOUR FREE OIL CHANGE ! THANK YOU FOR ALLOWING ME TO BE YOUR FAMILY'S MECHANIC ! THANK YOU FOR YOUR TRUST !		DLZ	-34.95
RR	LOCATE NOISE. LUBE STEERING COLUMN & SHAFT. (INTERIOR) LABOR TO REMOVE & REPLACE LISTED PARTS. <u>ROAD TEST...VERIFY REPAIR.</u>	1.75	DLZ	190.75
ROT	ROTATE TIRES AND RESET AIR PRESSURE. WHEEL KEY IS IN THE BAG ON THE RIGHT FRONT SEAT.		DLZ	
WA4	FOUR WHEEL ALIGNMENT INCLUDES FOUR WHEEL COMPUTERIZED ALIGNMENT AND ADJUSTMENT OF WHEELS TO MANUFACTURER SPEC'S. CHECK SUSPENSION, TIRE WEAR AND AIR PRESSURE. <u>ROAD TESTED VEHICLE.</u>		DLZ	109.00
CSSF	COOLING SYSTEM "SUPER FLUSH" SERVICE. CLEAN & BACKFLUSH ENTIRE COOLING SYSTEM.		DLZ	89.95

Total spent on parts and repair \$424.83
steering shaft and labor

331 sw - 431 - 4331 (corporate Toyota)

Parts

REFERENCE	DESCRIPTION	QTY	PRICE	EXT PRICE
45220-33270	NEW INTERMEDIATE STEERING SHAFT ASSEMBLY	1.00	234.08	234.08

Sebastian

333 - 9748 - 3230 Westbury

Over 46 years for Toyota

last day

Lair - 631 - 189 - 2700

Amityville, NY - (Atlantic Toyota)

**CONLON AUTOMOTIVE**

1150 NORTH BROADWAY CORNER OF BOUNDARY AV.
NORTH MASSAPEQUA, NY 11758
(516) 293-0654 Fax (516) 293-0749 Reg # 1302141

Repair Order

Date In	10/11/2011
Date Due	10/11/2011
Customer #	
RO #	80250

Customer

Home

FARMINGDALE, NY

Vehicle 2005 TOYOTA CAMRY LE

Plate #

Vin # 4T1BE30K15U

Engine 2.4

Eng. Vin K

Last Mileage 0 Current Mileage 0 Miles Driven 0

First In 1/11/2006 Last Active 9/7/2011 Time In 1:57pm Status

Services

REFERENCE	DESCRIPTION	HOURS	TECH	PRICE
LABOR	<u>THE INTERMEDIATE STEERING SHAFT WAS FAULTY.</u> <u>THE SLIP JOINT (WHICH IS SERVICABLE) WAS NOT THE FAULTY</u> <u>PART OF THE ASSEMBLY.....THE FAULT IS WITH THE</u> <u>"UNIVERSAL JOINT & HOUSING, WHICH IS NOT GREASABLE OR</u> <u>SERVICABLE & REQUIRED REPLACEMENT OF THE ENTIRE</u> <u>ASSEMBLY.</u>		JFC	

WAIVER OF ADVANCE ESTIMATE

I voluntarily request that repairs be performed on my vehicle without advance estimate of their cost. By signing this form, I authorize reasonable and necessary costs to remedy the problems complained of up to a maximum of \$ _____

Identification of vehicle 2005 TOYOTA CAMRY

Year Make Model
(I/R) (I/R) (I/R)

Date _____ Vin 4T1BE30K15U

Time _____ (I/R)

Customer's

Signature _____

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

Sub-Total 0.00

TOTAL 0.00

REVISED ESTIMATE / ADDITIONAL WORK

Parts	Labor	Total
Authorized By	In Person By Phone	
Date	Time	Called By Phone No.

Authorized Signature X

Steering Intermediate Shaft Noise

Service
Category Steering

Section Steering Gear/Linkage

Market USA

Toyota Supports
ASE Certification



Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2006	Highlander HV	
2004 – 2005	Highlander	
2004 – 2006	Solara	
2005 – 2006	Avalon	
2003 – 2006	Camry	

TSB SUPERSESION NOTICE

The information contained in this TSB supersedes TSB No. ST001-06.

- Applicability has been updated to include 2005 – 2006 model year Avalon and 2006 model year Highlander HV.
- Production Change information has been removed.
- The Introduction, Warranty Information, Parts Information, and Repair Procedure sections have been updated to reflect removal, lubrication, and reinstallation of the steering intermediate shaft instead of replacement.

TSB No. ST001-06 is Obsolete and any printed versions should be discarded. Be sure to review the entire content of this service bulletin before proceeding.

Introduction

Some customers may hear a clunk, pop, or knock type noise when turning the steering wheel left or right. Use the following procedure to lubricate the intermediate shaft and address customer concerns.

Steering Intermediate Shaft Noise

Warranty Information

OP CODE	MODEL	DESCRIPTION	TIME	OFF	T1	T2
ST8005	Avalon	Remove, Lubricate, and Reinstall Intermediate Shaft	1.1	45220-####	91	19
	Camry		1.3			
	Highlander, Highlander HV		1.1			
	Solara		1.1			

APPLICABLE WARRANTY

- This repair is covered under the Toyota Comprehensive Warranty. This warranty is in effect for 36 months or 36,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to correction of a problem based upon a customer's specific complaint.

Parts Information

MODEL	PART NUMBER	PART NAME	QUANTITY NEEDED
Avalon	04007-76133	Grease Kit	2 Cylinders (4 g)
Camry			
Solara			
Highlander	04007-76248		5 Cylinders (10 g)
Highlander HV			



ATTORNEY GENERAL ERIC T. SCHNEIDERMAN
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
300 Motor Parkway, Suite 205
Hauppauge, NY 11788-5127 *
Tel. (631) 231-2401 Fax (631) 435-0745

COMPLAINT FORM

Consumer Hotline For Hearing Impaired
1-800-735-7771 TDD 1-800-788-9898
OFFICE OF THE ATTORNEY GENERAL

OCT 14 2011

1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

SUFFOLK OFFICE

CONSUMER		
YOUR NAME [REDACTED]		HOME TELEPHONE NUMBER [REDACTED]
STREET ADDRESS [REDACTED]		BUSINESS TELEPHONE NUMBER [REDACTED]
CITY/TOWN FARMINGDALE	COUNTY NASSAU	STATE N.Y.
COMPLAINT		
NAME OF SELLER OR PROVIDER OF SERVICES TOYOTA MOTOR SALE U.S.A.		NAME OF OTHER SELLER OR PROVIDER OF SERVICES
STREET ADDRESS 19001 S. Western AVE-DEPTWCH		STREET ADDRESS
CITY/TOWN TORRANCE	STATE CA	ZIP 90501
TELEPHONE NUMBER 800-331-4331		TELEPHONE NUMBER
DATE OF TRANSACTION 8/12/2011	COST OF PRODUCT OR SERVICE \$ 424.83	HOW PAID (Check those which apply) ☐ Cash ☐ Check ☒ Credit Card ☐ Other
DID YOU SIGN A CONTRACT? ☐ Yes ☒ No	WHERE DID YOU SIGN THE CONTRACT?	DATE SIGNED
WAS PRODUCT OR SERVICE ADVERTISED? ☐ Yes ☒ No	WHERE WAS IT ADVERTISED?	DATE ADVERTISED
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) CAR REPAIR		
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL 8/09/11	PERSON CONTACTED STEVE GARDNER	JOB TITLE SUPERVISOR
NATURE OF RESPONSE NEGATIVE (NO MONEY BACK TO ME)		DATE OF RESPONSE 9/11
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) ☒ Yes ☐ No FEDERAL TRADE COMMISSION - 877-382-4357		
IS COURT ACTION PENDING? (Please describe as necessary) ☐ Yes ☒ No		
ADDITIONAL INFORMATION		
MANUFACTURER OF PRODUCT TOYOTA		PRODUCT MODEL OR SERIAL NUMBER CAMRY-4000R
ADDRESS [REDACTED]		WARRANTY EXPIRATION DATE 6/2008
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) ☐ Yes ☐ No		

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ERIC T. SCHNEIDERMAN
ATTORNEY GENERAL

DIVISION OF REGIONAL OFFICES
SUFFOLK REGIONAL OFFICE

December 8, 2011

[REDACTED]
Farmingdale, NY [REDACTED]

MOTOR VEHICLE

DEC 16 2011

DIVISION OF VEHICLE SAFETY

Re: Our File Number: 2011-994839
Subject: Toyota Motor Sales

Dear [REDACTED]

On behalf of Attorney General Eric T. Schneiderman, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for writing to our office. We will keep your correspondence on file for future reference.

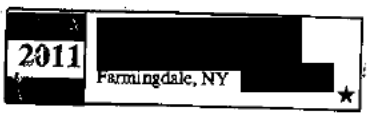
Very truly yours,

Debra Siegler

Debra Siegler
Paralegal
Bureau of Consumer Frauds and Protection

Enclosure

cc: NYS Department of Motor Vehicles ✓
Safety Division Consumer Service
Facility Post Box 2700
Albany, NY 12220



MID-ISLAND NY 117

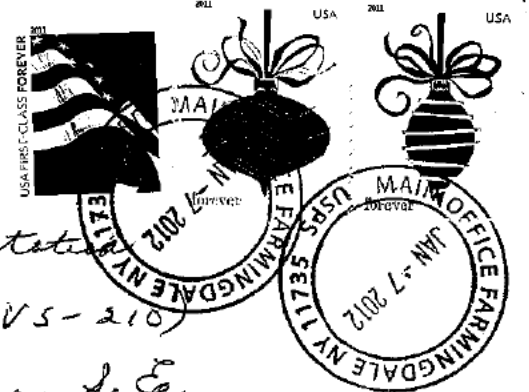
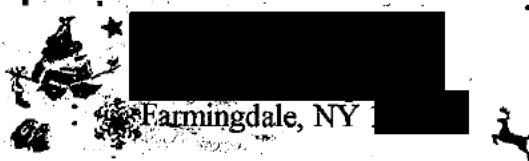
13 OCT 2011 PM 3 L



Attorney General Eric J. Schneiderman
State of New York
Office of the Attorney General
Bureau of Consumer Frauds and Protection
300 Motor Pkwy - Suite 205
Hempstead, Ny. 11788-5129

11788512755





Nat'l Safety Dept of Transportation
office of Defect Investigation (NVS-210)
1200 New Jersey Avenue S.E.
West Bldg
Washington, D.C. 20590

