

C1-10458353-5766

NVS-200

MAY - 1 2012

EXECUTIVE SECRETARIAT
2012 APR 30 A 10:00

RECEIVED - NHTSA

April 24, 2006

Customer Loyalty WC13
Toyota Motor Sales USA Inc
PO Box 2991
Torrance, CA 90509-9809

Dear Sir or Madam:

I have enclosed numerous enclosures that contain various correspondence to your office and Consumer Reports and copies of invoices from Kearny Mesa Toyota that show what was and wasn't done regarding my 2005 Camry transmission and driver side window. I am growing weary going back and forth with your office and Kearny Mesa Toyota giving me excuses why transmission slips and window clunks on opening.

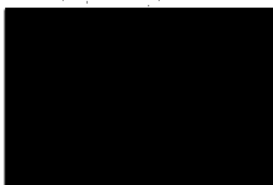
I remember bringing my Camry in for transmission trouble and was told that other 2005 Camry's in lot drive the same thus making it normal in my vehicle? Also that other Camry's in lot have clunking noise on driver side window when lowering it? Makes it sound anytime you have a problem and vehicles in lot have the same it is all right?

Then when I took my Camry in today for transmission issue and this time allowed to drive and technician went with me (other times I was not allowed to drive my car, only technician). Every time a technician drove my car, it drove fine according to technician. While test driving today the transmission did hesitate on acceleration and slipped a few times and technician said they would check it out. When we returned to garage, I overhead technician tell Service Advisor Mr. Chung that it did slip and hesitate on acceleration as I had mentioned. Conveniently, these remarks were left off my invoice (Encl 4) so I wrote them in so I wouldn't forget.

After waiting for my car about 45 minutes, Mr. Chung said my vehicle was ready and they could not find anything wrong. He said to try using 89 octane instead of 87 so engine would run cleaner? I asked what would that do with transmission slipping? He just reiterated octane level and said that is all they can do.

If you look at Enclosure (1), a transmission part was replaced on December 6, 2005. I understand there is a 12-month warranty on work done on vehicles at Kearney Mesa Toyota. I believe that because of this, another part should replace that one since slippage still continues.

All other enclosures are self-explanatory.



Enclosures (13)
CC: Kearny Mesa Toyota

NH
058412
TW

[REDACTED]

From: <Catoria.Claiborne@dot.gov>
To: [REDACTED]
Sent: Friday, March 30, 2007 4:18 AM
Attach: 10186844TSB.pdf
Subject: Response Letter

March 29, 2007

[REDACTED]

NVS-216et
Ref. # 10186844

Dear [REDACTED]

Thank you for your correspondence concerning the problems you encountered with your model year (MY) 1995 Toyota Camry vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on March 22, 2007.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns; however, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

A review of our database relative to the window regulator, power train, structure and suspension problems in MY 1995 Toyota Camry vehicles, revealed no reports similar to that which you encountered; therefore, there is insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. Additionally, NHTSA is aware of Toyota Motors Technical Service Bulletin, (Article No. 10016637), concerning the transmission solenoid in certain 1994-2001 Toyota Camry vehicles. A copy of the bulletin is enclosed for your information. We suggest you contact your local Toyota dealership for further determination of services required.

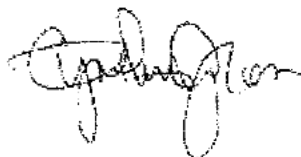
Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at

TOYOTA

4/4/2007

Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at

Sincerely,

A handwritten signature in black ink, appearing to read "Cynthia Glass". The signature is fluid and cursive, with a large initial "C" and a long, sweeping underline.

Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

4/4/2007

KEARNY MESA TOYOTA / SCION

4910 KEARNY MESA ROAD
SAN DIEGO, CALIFORNIA 92111

FAX: (858) 279-3820

CUSTOMER NO. 927015		ADVISOR RONALD JOHN WATZEK	784	TAG NO 186	INVOICE DATE 12/06/05	INVOICE NO. T0CS263557
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 3,140	COLOR MINERL GRN	STOCK NO 30872
SAN DIEGO, CA		YEAR / MAKE / MODEL 05 / TOYOTA / CAMRY / SD LE AT			DELIVERY DATE 07/09/05	DELIVERY MILES 110
[REDACTED]		VEHICLE ID NO. 4 T 1 B E 3 2 K 2 S U [REDACTED]			SELLER DEALER NO. 1172	PRODUCTION DATE
[REDACTED]		P.T.E. NO.			P.O. NO.	R.O. DATE 12/06/05
COMMENTS						REPRINT# 1
						MO: 3145

LABOR & PARTS # 1 30TOZ AUTO TRANSMISSION TECH(S):1003 574 CUSTOMER REPORTS THE VEHICLE IS NOT SHIFTING PROPERLY, PARTS HAVE BEEN ORDERED AND ARE IN HARSH SHIFTING STICKING SOLENOID 369401, T-1=26, T-2=88 R&R AUTO TRANS PAN AND REPLACED SLT SOLENOID AND PAN GASKET. AS PER TSB TC013-05. DONE				WARRANTY	
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE----- JOB # 1 1 35290-45010 SOLENOID ASSY. LI JOB # 1 1 35168-21020 GASKET, TRANSAXLE JOB # 1 4 00279-000T4-01 ATF T-IV QUART JOB # 1 1 90430-18008 GASKET JOB # 1 2 00289-2BC00 NON-CHLOR BRAKE C				WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY 0.00	
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	
# 2 04TOZWRC WARRANTY RENTAL TECH(S):1003 WARRANTY RENTAL PROVIDED FOR YOU AT NO CHARGE BY KEARNY MESA TOYOTA. RETURN CAR WITHIN 24 HRS. UNLESS EXTENDED BY SERVICE A DVISOR. A LATE CHARGE WILL APPLY AT DAILY RENTAL RATE. CUSTOMER IS RESPONSIBLE FOR FUEL AND DAMAGE WAIVER FEES LOANER				WARRANTY	
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE----- JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	
MISC-----CODE-----DESCRIPTION-----CONTROL NO----- JOB # 2 WRC WARRANTY RENTAL CAR				WARRANTY 0.00	
ESTIMATE----- CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)					
COMMENTS----- RA# 73698 (1 DAY WRC)					

FOR YOUR CONVENIENCE TOYOTA - SCION SERVICE & PARTS DEPT. HOURS: MON - FRI 7:00 AM - 7:00 PM SAT 7:00 AM - 5:00 PM Please remove all valuables from vehicle. Kearny Mesa Toyota/Scion assumes no responsibility for lost or stolen articles. By law, you may choose another facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.	
ORIGINAL ESTIMATE _____ +TAX REVISED ESTIMATE _____ +TAX AUTHORIZED BY _____ IN PERSON [] TEL _____ DATE _____ TIME _____ I ACKNOWLEDGE RECEIPT OF THE ORIGINAL ESTIMATE AND ORAL APPROVAL OF AN INCREASE IN THE ESTIMATE IF DISCLOSED ABOVE. I HEREBY ACKNOWLEDGE RECEIPT OF VEHICLE AND APPROVE ALL REPAIRS AS ITEMIZED BELOW.	
CUSTOMER SIGNATURE _____	
METHOD OF PAYMENT TERMS: STRICTLY CASH LOCAL CHECKS ACCEPTED WITH PRIOR APPROVAL CREDIT CARDS ACCEPTED: VISA - MASTERCARD AMERICAN EXPRESS - DISCOVER	
BAR # AC011542 E.P.A. CAD-050747989 ENCL (1)	

KEARNY MESA TOYOTA / SCION

4910 KEARNY MESA ROAD
SAN DIEGO, CALIFORNIA 92111

FAX: (858) 279-3820

CUSTOMER NO.	927015	ADVISOR	RONALD JOHN WATZEK	TAG NO.	784 193	INVOICE DATE	02/15/06	INVOICE NO.	TOCS274574
		LABOR RATE		LICENSE NO.		MILEAGE	4,434	COLOR	MINERL GRN
		YEAR / MAKE / MODEL	05 / TOYOTA / CAMRY / SD LE AT			DELIVERY DATE	07/09/05	STOCK NO.	30872
		VEHICLE ID NO.	4 T 1 B E 3 2 K 2 5 U 5			SELLING DEALER NO.	1172	DELIVERY MILES	110
		P.T.E. NO.		P.O. NO.		P.O. DATE	02/15/06	PRODUCT DATE	
COMMENTS						MO: 4454			

LABOR & PARTS
1 3070206

AUTO TRANS SLIPS UNITS: TECH(S):1003 407
CUSTOMER STATES TRANSMISSION SLIPS
TEST DRIVE AND ADVISE
UNABLE TO DUPLICATE OWNER CONCERN
ROAD TESTED WITH OWNER AND ALONE FOR 20 MILES, MOSTLY
STREET SPEED STOP & GO, UPHILL AND HARD ACCELERATION TO
ACCESS HIGHWAY, NO SLIPPAGE FELT, SHIFT WAS NORMAL WITH
THROTTLE PRESSURE. TESTED WITH OBD, NO CODES STORED.

JOB # 1 TOTAL LABOR & PARTS

0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
CUSTOMER IS WAITING

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

FOR YOUR CONVENIENCE
TOYOTA - SCION
SERVICE & PARTS DEPT. HOURS:

MON - FRI 7:00 AM - 7:00 PM
SAT 7:00 AM - 5:00 PM

Please remove all valuables from
vehicle. Kearny Mesa Toyota/Scion
assumes no responsibility for
lost or stolen articles.

By law, you may choose another
facility to perform any needed
repairs or adjustments which the
Smog Check test indicates are
necessary.

ORIGINAL ESTIMATE _____ +TAX

REVISED ESTIMATE _____ +TAX

AUTHORIZED BY _____

IN PERSON [] TEL _____

DATE _____

TIME _____
I ACKNOWLEDGE RECEIPT OF THE ORIGINAL
ESTIMATE AND ORAL APPROVAL OF AN
INCREASE IN THE ESTIMATE IF DISCLOSED
ABOVE. I HEREBY ACKNOWLEDGE RECEIPT
OF VEHICLE AND APPROVE ALL REPAIRS AS
ITEMIZED BELOW.

CUSTOMER SIGNATURE

METHOD OF PAYMENT
TERMS:
STRICTLY CASH
LOCAL CHECKS ACCEPTED WITH
PRIOR APPROVAL
CREDIT CARDS ACCEPTED:
VISA / MASTERCARD /
AMERICAN EXPRESS / DISCOVER
AUTOMATICALLY WITHDRAWN

BAR # AC011542

E.P.A. CAD-050747989

ENCL (2)

KEARNY MESA TOYOTA / SCION

4910 KEARNY MESA ROAD
SAN DIEGO, CALIFORNIA 92111

PHONE: (858) 279-8151

FAX: (858) 279-3820

www.kmtoyota.com



CUSTOMER NO.	927015	ADVISOR	DERRICK CHUNG	968	TAG NO.	787A	INVOICE DATE	04/24/06	INVOICE NO.	TOCS285490
		LABOR RATE			MILEAGE	5,819	COLOR	MINERL GRN	STOCK NO.	30872
		YEAR / MAKE / MODEL	05/TOYOTA/CAMRY/SD LE AT				DELIVERY DATE	07/09/05	DELIVERY MILES	110
		VEHICLE I.D. NO.	4 T 1 B E 3 2 K 2 5 U				SELLING DEALER NO.	04576	PRODUCTION DATE	02/01/05
		F.T.E. NO.			P.O. NO.		R.O. DATE	04/24/06		
		COMMENTS	E# 2A28147643							MO: 5820

LABOR & PARTS
J# 1 10T0Z01 DRIVEABILITY CONCERN UNITS: TECH(\$):165 0.00
CUST REPORTS VEH HESITATES WHEN ACCEL. INTERMITTENT. CK &
ADVISE
NO CODE STORE IN ECU, CHECK TSB AND TRAN FLUID IS OK
NO PROBLEM FOUND AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
WAITER

TOTALS

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
*	TOTAL SUBLET....	0.00
*	TOTAL G.O.G....	0.00
*	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
*	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

TECHNICIAN (JOHN) RODE ALONG
TEST DRIVE. HE TOLD DERRICK
CHUNG THAT CAR DID HESITATE
ON ACCELERATION & TRANSMISSION
SLIPPED A FEW TIMES.

* I ADDED THIS NOTE SINCE SERVICE
ADVISOR DID NOT INCLUDE TECHNICIAN'S
COMMENTS JMM+ML

PAGE 1 OF 1

CUSTOMER COPY END OF INVOICE | 11:37am

FOR YOUR CONVENIENCE
TOYOTA - SCION
SERVICE & PARTS DEPT. HOURS:

MON - FRI 7:00 AM - 7:00 PM
SAT 7:00 AM - 5:00 PM

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vehicle. Kearny Mesa Toyota/Scion
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By law, you may choose another
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necessary.

ORIGINAL ESTIMATE _____ +TAX

REVISED ESTIMATE _____ +TAX

AUTHORIZED BY _____

IN PERSON ☐ TEL _____

DATE _____

TIME _____
I ACKNOWLEDGE RECEIPT OF THE ORIGINAL
ESTIMATE AND ORAL APPROVAL OF AN
INCREASE IN THE ESTIMATE IF DISCLOSED
ABOVE. I HEREBY ACKNOWLEDGE RECEIPT
OF VEHICLE AND APPROVE ALL REPAIRS AS
ITEMIZED BELOW.

CUSTOMER SIGNATURE

METHOD OF PAYMENT
TERMS:
STRICTLY CASH
LOCAL CHECKS ACCEPTED WITH
PRIOR APPROVAL
CREDIT CARDS ACCEPTED:
VISA • MASTERCARD
AMERICAN EXPRESS • DISCOVER
AUTOMATIC DEBIT CARDS

BAR # AC011542

E.P.A. CAD-050747989

ENCL(4)



[REDACTED]
San Diego, CA [REDACTED]



April 2, 2012

NHTSA Headquarters
1200 New Jersey Ave., SE
West Bldg.
Washington, DC 20590

Dear Sir/Madam:

I am enclosing a few documents regarding my 2005 Toyota Camry that had transmission issues a few years ago. It still occasionally does slip but Toyota did replace a solenoid that did help. After that repair they have not been too helpful. If you are still conducting an investigation into transmissions accelerating on their own and causing death and injury I can provide you with about 1/2" thick of correspondence between Toyota headquarters and myself as well as the local Toyota dealership.

The reason I am late in providing these documents, I just ran across them while cleaning out my cabinets.

Let me know if you would like to see the rest of the documents I have, since I will have to have them copied locally.



Enclosures (6)



San Diego CA

SAN DIEGO CA 921

NO POSTAGE - PM 11 F



NHTSA HEADQUARTERS
ATTN: DAVID L. STRICKLAND
1200 NEW JERSEY AVE, SE
WEST BLDG
WASHINGTON, DC 20590

