



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: nmvb@nmvb.ca.gov Mediation E-mail: nmvbmediation@nmvb.ca.gov

Website: www.nmvb.ca.gov

Edmund G. Brown Jr., Governor
State of California

Brian P. Kelly, Acting Secretary
Business, Transportation & Housing Agency

Ramon Alvarez C., President • Bismarck Obando, Vice President

Ryan L. Brooks • Robert T. (Tom) Flesh • Peter Hoffman • David C. Lizárraga • Victoria Rusnak • Glenn E. Stevens • David W. Wilson

June 13, 2012

CI-10462657-1964

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

JUN 14 2012

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Case # C-0288-2012

Enclosed please find a copy of the complaint I received from [REDACTED] concerning their 2007 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

MC
86212
TW

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

Business, Transportation and Housing Agency *Brian P. Kelly*, Acting
Secretary

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: Cupertino	State: CA	Zip Code: [REDACTED]
Phone: [REDACTED] (Best number to contact you between 8:00 AM and 5:00 PM.)		
Email: [REDACTED]		
How you heard about us: Internet Link		
Please fill out all sections completely.		
Selling Dealer	Servicing Dealer	Manufacturer/Distributor
Name: Toyota	Name: Toyota	Name: Toyota
Address: 1090 Concord Avenue	Address: 4202 Stevens Creek Blvd	Address:
City: Concord	City: San Jose	City:
State: CA Zip: 94520	State: CA Zip: 9512	State: Zip:

	9	
Telephone:	Telephone:	Telephone:
Vehicle(make): Toyota	Model: Camry	Year: 2007
Date of Purchase/Lease: 12/24/2006	Vehicle License#: [REDACTED]	Current Mileage: 29500
This was a: Purchase	Mileage at Purchase/Lease:	Vehicle I.D. NO.: 4T1BE46K97U [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		
On Jun 08, 2012, I took my car for regular maintenance (via my 4 yr/55K maintenance contract through Toyota) & the technician told me that the front struts is completely leaking & must be replaced & that since I'm out of warranty, I've to pay ~\$1100 for this repair along with the alignment of struts. At that point, I realized that Toyota is a fraud		

company & was playing games with me from last 4 years. I complained them many times in the past during my regular maintenance (every 6 months) that the breaks give squeezing noise all the time, ride is bumpy but Toyota neglected these & told me that they fixed the break & it won't give the noise. In reality, Toyota knew the problem with Suspension leak & they were waiting for 3 yr warranty period to be over so that they can tell me later at the end of my maintenance contract that struts are leaking & need to be replaced. Has any one ever heard of suspension struts leak on only 29,200 mileage??? Usually, struts start leaking or gives problem after 80K & these fraud people were just waiting for the warranty period to expire. I also did the research online & found that Toyota Camry 2007 model has this issue with suspension & many people reported the same. I'll appreciate if some one can look into this matter & ask Toyota to take care & replace all suspension struts without any charges.