

4

Subject: Problems with Toyota Camry

CL-10474785-7039

From: [REDACTED]

To: Atsushi_Niimi@toyota.com; Dave_Zellers@toyota.com; Tetsuo_Agata@toyota.com; Steve_St.Angelo@toyota.com; Yoshi_Inaba@toyota.com;

Date: Tuesday, August 21, 2012 10:02 AM

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

August 22, 2012

Atsushi Niimi

Chairman & CEO

Toyota Motor Engineering & Manufacturing North America Inc.

25 Atlantic Ave.

Erlanger, KY - 41018

Atsushi_Niimi@toyota.com

Toyota Customer Assistance Center

19001 S. Western Ave.

Torrance, CA 90509-2991

NHTSA Headquarters

1200 New Jersey Avenue, SE

West Building

Washington, DC 20590

Dear Mr. Niimi,

I am taking this opportunity to file a formal complaint against Toyota. I bought a 2007 Toyota Camry in June of 2010. I honestly cannot tell you that I am happier with the Toyota over my old Ford.

There is a light that says "check engine". It appeared at approximately 40,000 miles. I took it to Germain Toyota in Columbus, Ohio. The diagnostic test showed it was the charcoal canister (copy attached) at a cost of \$607.90. The tech that worked on my car said that I shouldn't worry too much about it.. He also said that maybe at some point I would hit a bump and it would go off.

Not accepting the tech's advice, I called Toyota Customer Service in California. The woman that I spoke to said she admitted she didn't know what to tell me and forwarded me to a technician. Maybe the tech was on break or he just simply didn't want to be bothered, so he told her to tell me that he didn't know anything about it. Maybe this tech needs a little more training?

The tech at Germain Toyota said, and I quote "they never had a problem with this canister". Well Toyota has a problem now!!

The check engine light is still on at 42,500. What happens if it is not replaced at 50,000 -

MC

083112

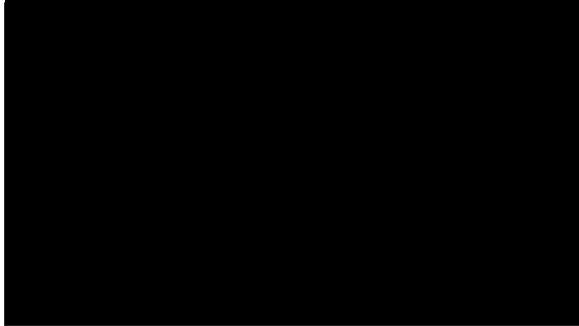
TGW

60,000? Will my car blow up? Seriously, what is going to happen if it is left unattended. No one in Columbus or California has an answer... so my question to you... who DOES know the answer?

I don't believe that it should be bad at 40,000 miles and I firmly believe that Toyota should replace this part at their expense.

I would appreciate a response to my complaint as soon as possible.

Sincerely,



GERMAIN



5777 Scarborough Blvd. Columbus, Ohio 43232
Sales: (614) 888-0300 Parts & Service (614) 759-3026
www.germaintoyotacolumbus.com

CUSTOMER NO. 39404	ADVISOR JIMMY R MCCLARREN	TAG NO. 64	1993	INVOICE DATE 05/31/12	INVOICE NO. TOCS151571
[REDACTED] GROVEPORT, OH [REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 40,401	COLOR GRAY/	STOCK NO. P-6506
	YEAR/MAKE/MODEL 07/TOYOTA/CAMRY/			DELIVERY DATE 08/18/07	DELIVERY MILES 19,578
	VEHICLE I.D. NO. 4 T 1 B K 4 6 K 5 7 U			SELLING DEALER NO. 34041	PRODUCTION DATE 06/06/07
	F.T.E. NO.			P.O. NO.	R.O. DATE 05/31/12
R. [REDACTED]	BUSINESS PHONE	COMMENTS E# ZGR			

MO: 40401

JOB# 1 CHARGES

LABOR

J# 1 01TOZ:DIAG DIAGNOSTIC TECH(S):4085 69.00
C/S: CHECK ENGINE LIGHT ON, ADVISE.
PERFORMED COMPUTER TEST, SEVERAL CODES, P043E, 043F,2401
.2402 AND 2419. NEED CANNISTER PER COMPUTER TEST
SWITCHING VALVES STUCK. COST OF PARTS AND LABOR WITH TAX
607.90. CUSTOMER DECLINED AT THIS TIME

JOB# 1 TOTALS

LABOR 69.00

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 69.00

JOB# 2 CHARGES

LABOR

J# 2 00TOZ001FDCI FDCI INSPECTION TECH(S):4085 0.00
FREE DEALERSHIP COURTESY INSPECTION
PREVENTATIVE COMPLIMENTARY MAINTENANCE
COMPLETED FREE DEALERSHIP COURTESY INSPECTION

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A		SS. SHOP SUPPLIES	
			TOTAL - MISC 5.52

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$79.00 (+TAX)

COMMENTS

CREATED 2012-05-23 10:17:00AM TAKEN BY JIM MCCLARREN

TOTALS

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

TOTAL LABOR....	69.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	5.52
TOTAL MISC DISC	0.00
TOTAL TAX.....	5.03

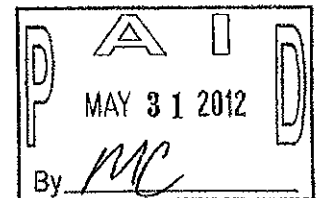
TOTAL INVOICE \$ 79.55

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

THIS DEALERSHIP WARRANTS ALL FACTORY PARTS & LABOR PERFORMED IN CONJUNCTION WITH THIS REPAIR FOR TWELVE (12) MONTHS OR TWELVE THOUSAND (12,000) MILES, WHICHEVER COMES FIRST. IF ANY FACTORY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THAT PERIOD, THE DEALERSHIP WILL REPLACE THE DEFECTIVE PARTS OR REPAIR ANY DEFECT IN WORKMANSHIP. ANY WARRANTY ON PARTS OR ACCESSORIES WHICH ARE NOT NEW FACTORY PARTS ARE MADE SOLELY BY THE MANUFACTURER OR SUPPLIER OF SUCH PARTS. THIS DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, & NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS & ACCESSORIES. THIS DEALERSHIP SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSS ARISING OUT OF PURCHASE.

X
CUSTOMER'S SIGNATURE



Vehicle Diagnostic Report

2007 Camry 2GR-FE

4T1BK46K57U0

Germain Toy of Columbus
5777 Scarborough Blvd
Columbus, OH 43232

Printed By: Default User(1)

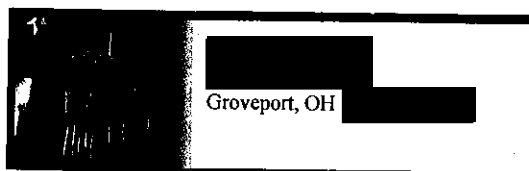
5/31/2012 7:26:30 AM

Diagnostic Trouble Code Report Engine(1 of 1)

DTC Monitors are Complete.

MIL: ON

X	P043E	Evaporative Emission System Leak Detection Reference Orifice Low Flow	X	X	X		Icon B	N
X	P043F	Evaporative Emission System Leak Detection Reference Orifice High Flow	X	X	X		Icon B	N
X	P2401	Evaporative Emission Leak Detection Pump Stuck OFF	X	X	X		Icon B	Y
X	P2402	Evaporative Emission Leak Detection Pump Stuck ON	X	X	X		Icon B	N
X	P2419	Evaporative Emission Pressure Switching Valve Stuck ON	X	X	X		Icon B	N



POSTAGE WILL BE PAID BY ADDRESSEE

25 AUG 2012 PM 4:1



The National Highway Traffic
Safety Administration
400 Seventh St. SW
Washington, D.C. 20590

20590

