

CL-10488581-2643

DEC 11 2012

December 6, 2012

Administrator National Hwy Traffic
Safety Administration
1200 New Jersey Ave SE
Washington, DC 20590

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

Sub: Complaint on Power Window Master Switch Assembly

I first read about the recall in the USA Today dated October 11, 2012. On October 12, 2012 the recall was aired on Bloomberg news (NV channel 326). On October 15, 2012; I called Gregory J Hanuscin at Henderson Findlay Toyota and spoke to him around 8:18am and was told I should receive my 1st letter within 2 weeks and then should receive the 2nd letter 2 weeks later and that I needed the letters before I could bring in my vehicle for the repairs.

I called Gregory back on October 29, 2012, and advised him that I have not received any type of letters and he told me to call back in 1 week.

On November 5, 2012; I had received no call back from Gregory or received the letters from Toyota, and feel I was getting the run around by Henderson Findlay Toyota and recall that before on another recall I did not need any letters to get my vehicle repaired and I received the notices after the repairs were completed.

I called Toyota in Redlands, California on November 5th, 2012 and asked about the PWMS problem and the gentleman Frank that I spoke with asked me a few questions and then asked me when I wanted to bring my vehicle in and did not need any letters before getting my vehicle repaired.

I received the notice on PWMS on November 30, 2012 no date, apartment number was wrong and yet when they send out any other type of mailers the apartment number is correct. I believe that recall notices that I receive is most important to have the correct address and information on the notice. I have enclosed a copy of the PWMS safety recall notice.

Sincerely; [REDACTED]

[REDACTED]
[REDACTED]
Henderson, Nv [REDACTED]

NH
12/12/12
JMD



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991



HENDERSON, NV

incorrect apt. #



URGENT SAFETY RECALL

This is an important Safety Recall.
The remedy will be performed at
NO CHARGE to you.

Certain 2007 Model Year Camry Vehicles Power Window Master Switch Assembly SAFETY RECALL NOTICE

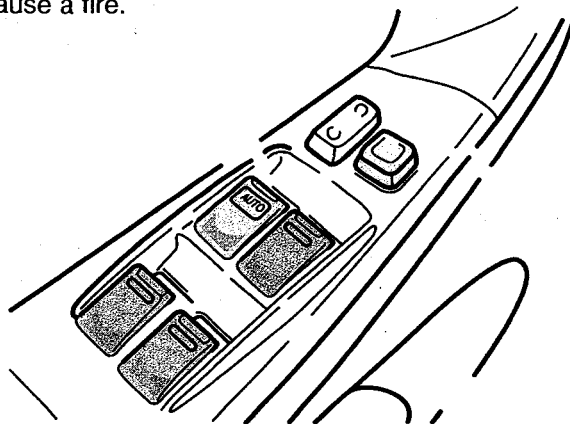
VIN: 4T1BK46K47U

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in some 2007 model year Camry vehicles.

What is the condition?

The Power Window Master Switch assembly ("PWMS assembly") which controls the windows for the driver and passengers is located in the driver's door. The switches that control the **passengers' windows** in this assembly may overheat and possibly cause a fire.



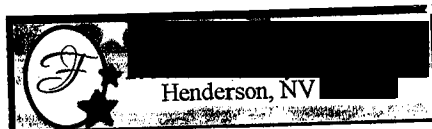
What will Toyota do?

Any authorized Toyota dealer will inspect the PWMS assembly and apply a specialized grease. In a limited number of instances, based upon the results of the inspection, the PWMS assembly circuit board may also be replaced. This inspection and repair will be performed at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer and make an appointment to have this remedy performed as soon as possible.



LAS VEGAS
NV 890

06 DEC 2012
PM 21



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U.S. POSTAGE
PAID
HENDERSON, NV
89014
DEC 06, 12
AMOUNT

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