

CL-10520310-1514
JUN 14 2013

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

6/8/2013

Sirs:

I've been a rabid owner of Toyota Camry's for ages, owning a '97, '01, '07, '11 (Hybrid) and, now, a '13 Avalon Hybrid. I've had one consistent complaint. To wit, the speedometers on the 07, 11 and, now, the '13 all lied to me.

I had the dealers check all of those meters and, after checking, was told they were 2-3mph fast which, they tell me, Toyota says is "acceptable"! Not to me, it's not!

It didn't take me long to figure out I was going to be short changed on my warranty mileage. After all, if I travel continuously at an indicated 60, I'm actually doing 58. Doing the math:

$$\begin{array}{r} 60 \qquad \qquad 58 \\ \text{----} \quad = \quad \text{-----} \\ 36,000 \qquad X \end{array}$$

$$\begin{array}{l} 60X = \qquad 2088000 \\ \text{then } X = \quad 34,800 \text{ miles} \end{array}$$

This is all well and good if I reach 3 years, before I reach 36,000 miles.

BUT, I'm retired and no longer drive that much, so I'm bound to hit 3 years, before I hit that "done-for" mile! But what about the commute drivers? Thousands of commuters in their Camry's, losing 1200 miles each can mount to be a major win for the company and loss for the driver.

I swore, after discovering the '11 mileage was wrong, I'd never buy another Camry--so I checked the Avalon. The dealer assured me the speedometers were "digital", so were accurate.

Umm, the first radar sign along the roadside that tells you how fast you're going, taught me either he was kidding me, or just didn't know what he was talking about! To make matters worse, I was told the computer "computes" the speed. Of course, and if it did--it WOULD be accurate, assuming the sensors worked well.

I relate all of this to you because I wrote to Consumers

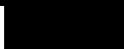
NM
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Reports with my complaints and was advised to write to you, also. (Just as an aside, I rented a '13 Dodge 1500 and the speedo was right on the money, so it certainly CAN be done.)

Apparently the lies of our government are now infesting our autos. Who'd of thunk it?
Either that, or I'm so old, I'm seeing things!

Sincerely,

A large black rectangular redaction box covering the signature area.

Rio Vista, CA. 



Rio Vista, CA

OAKLAND CA 946

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