



STATE OF NEW YORK  
OFFICE OF THE ATTORNEY GENERAL

CL-10522312-3811

AUG 28 2013

ERIC T. SCHNEIDERMAN  
ATTORNEY GENERAL

DIVISION OF REGIONAL OFFICES  
SUFFOLK REGIONAL OFFICE

August 22, 2013

[REDACTED]  
Port Washington, NY [REDACTED]

Re: Our File Number: 2013-1129921  
Subject: Toyota

Dear [REDACTED]

On behalf of Attorney General Eric T. Schneiderman, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for writing to our office. We will keep your correspondence on file for future reference.

Very truly yours,

*Debra Siegler*

Debra Siegler  
Paralegal  
Bureau of Consumer Frauds and Protection

Enclosure

cc: National Highway Traffic Safety Administration ✓  
Office of Defects Investigation  
1200 New Jersey Avenue SE West Bldg.  
Washington, DC 20590

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STATE OF NEW YORK  
OFFICE OF THE ATTORNEY GENERAL

ERIC T. SCHNEIDERMAN  
ATTORNEY GENERAL

August 22, 2013

DIVISION OF REGIONAL OFFICES  
SUFFOLK REGIONAL OFFICE

Honorable Steve Israel  
Member of Congress-House of Representatives  
534 Broadhollow Road Suite 302  
Melville, NY 11747

Re: Our File Number: 2013-1129921  
Constituent: [REDACTED]  
Subject: Toyota

Dear Honorable Steve Israel:

I am writing to acknowledge receipt of the complaint you recently forwarded on behalf of your constituent to Attorney General Eric T. Schneiderman.

I enclose a copy of the letter we have sent to your constituent regarding the matter.

Thank you for bringing this situation to our attention.

Very truly yours,

Debra Siegler  
Paralegal  
Bureau of Consumer Frauds and Protection

Enclosure

cc:

[REDACTED]  
Port Washington, NY [REDACTED]

DISTRICT OFFICE:

534 BROADHOLLOW ROAD, SUITE 302

MELVILLE, NY 11747

PHONE: (631) 777-7391

PHONE: (516) 505-1448

PHONE: (718) 875-1675

FAX: (631) 777-7610



Congress of the United States  
House of Representatives

**STEVE ISRAEL**

Third District, New York

WASHINGTON OFFICE:

2457 RAYBURN HOUSE OFFICE BUILDING

WASHINGTON, DC 20515

PHONE: (202) 225-3335

FAX: (202) 225-4669

www.house.gov/israel

Twitter: @RepSteveIsrael

RECEIVED

NYS OFFICE OF THE ATTORNEY GENERAL

AUG 08 2013

SUFFOLK OFFICE

August 7, 2013

Hon. Eric Schneiderman  
New York State Attorney General  
New York State Attorney General's Office  
300 Motor Parkway  
Suite 230  
Hauppauge, NY 11788

Dear Hon. Schneiderman,

Enclosed please find correspondence I have received from [REDACTED] concerning a consumer issue with Toyota. Since this falls under your jurisdiction, I have referred them to your office. Please see the enclosed documents.

If you have any questions please do not hesitate to contact my district office at (631)-777-7391.

Sincerely,

STEVE ISRAEL  
Member of Congress

SI:JS

RECEIVED  
NYS OFFICE OF THE ATTORNEY GENERAL

AUG 08 2013

The Honorable Steve Israel  
534 Broadhollow Road, Suite 302  
Melville, NY 11747

SUFFOLK OFFICE

Re: Toyota / Defective hose / engine damage

7/29/2013

Dear Representative Israel:

I am writing to you seeking your help against multi-national car maker Toyota as we have been unsuccessful in getting them to do the right thing in regards to a defective part which has caused serious engine damage to our 2007 Toyota Camry. As you know with the previous Toyota braking scandal, Toyota has fought fiercely to mitigate their financial and legal liability to the detriment of their customers and the United States public. Toyota seems to be up to their old tricks again as they stonewall us and many other consumers in spite of all common sense and fair business practices.

We purchased this car from Toyota in 2006; it currently has 40,000 miles on it. One day in June we noticed abnormal noises coming out of the engine and brought the car to our local mechanic. Upon their inspection they determined that due to a defect in the oil hose, a leak developed in this hose and almost all of the oil leaked out of the engine. We spent \$400 with them as they diagnosed and tried to fix the problem. Unfortunately after spending this money they are unable to get the car to start. It is very likely the car has suffered substantial engine damage and any future diagnosis and repairs could result in thousands of dollars or repairs. This defect has resulted in catastrophic failure to the engine of our car. Presently our car is inoperable and sitting in our parking lot.

Hopeful that Toyota would do the right thing and assess and fix our car at no cost to us, we called Toyota USA. They told us to call our local dealer. We called the dealership where we bought the car and they told us they were not in a position to help us and we should call Toyota USA. We called Toyota USA again and they told us that since there was no official recall and our car is out of warranty that they would not do anything without us paying them. In spite of our objections and what we felt was a strongly made case, they refused our request to have them tow the car to a Toyota dealership, assess and fix the damaged engine at no cost to us.

We then wrote a letter to the President of Toyota USA. I heard back from someone in their office and spoke to them on the phone. They told me they would do some research and get back to me. At this point I was hopeful they would do the right thing. After a week they called me back and told me they would not fix our car without us paying but they did offer us \$750 off the purchase price of another Toyota! I was astounded that Toyota refused to do anything and had the gall to offer me a discount if I purchased another car from them.

Toyota is also censoring us. We posted information on their Facebook page trying to spread the word about this issue to other consumers. At first Toyota responded to our posts telling us to contact their

customer service. As we continued to post, Toyota started deleting our posts and stopped us from posting on their wall in attempt to silence us and keep this hidden from the consumers.

When this problem first happened to us, in doing extensive research on the Internet, we found out this is a known defect with this oil hose. Do a search on-line for "VVT-i defect"; there is a lot of information on this. Also, check out the following web site: <https://sites.google.com/site/toyotav6oilinescandal/> for a lot of valuable information on this issue.

From our research the following really stands out:

- It is our belief that Toyota knew about this problem but failed to contact all owners who could potentially have this problem. This defect was unbeknownst to us and we were never contacted about this problem. Worse yet, we had been bringing our car to the dealership for regular service and were never told about this problem and it was never fixed before our car suffered substantial engine damage.
- This problem impacts more cars then Toyota has admitted to. Our car wasn't on their list of affected cars but clearly has the same problem Toyota has admitted to. They either have faulty record keeping or are not admitting to the extent of this problem.
- In an attempt to limit legal and financial liability, they called this a "Limited Service Campaign", not a recall.

Not only do we have a car that no longer functions, but this is a very serious safety issue. What if the engine failed as we were driving on a crowded Long Island Expressway? Stranded in the middle of a dangerous highway could have resulted in a deadly situation for us and others. What if our car broke down somewhere and we were stranded in dangerous weather conditions?

We are asking you to please act on our behalf and other consumers to get Toyota to do the right thing. All we want for them to do is tow the car to the dealership, assess the damage to the engine and fix it. That would be the right thing to do for Toyota. In situations like this where it is the little guy against a multi-billion dollar corporation, our esteemed elected officials like yourself can fight for the rights of the people and use the power of the United States government to make sure Toyota acts like a responsible corporate citizen. Alone, we stand no chance fighting against them as they continue to stonewall us. Thank you for your service to our country and thank you for anything you can do to help us.

We can be contacted at [REDACTED]

Regards,  
[REDACTED]

Port Washington, New York [REDACTED]

U.S. HOUSE OF REPRESENTATIVES

WASHINGTON, DC 20515-3202

**PUBLIC DOCUMENT**

OFFICIAL BUSINESS

*Steve F. ...* M.C.



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