

DEC 03 2013

NVS-200

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November 26, 2013

EXECUTIVE SECRETARIAT

2013 DEC -2 P 3:21

RECEIVED - NHTSA

David Strickland, Administrator
United States Department of Transportation
National Highway Traffic Safety
Administration
Office of Defect Investigation (NVS210)
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

Dear Mr. Strickland:

Enclosed is a copy of the letter I have written to the President of Toyota in Japan, and the Chief Executive Officer for Toyota's North American Region in California. As explained in the letter, I am asking Toyota to pay the cost (nearly \$ 6300) for a new engine for my 2007 Toyota Camry.

Due to excessive oil consumption, in my 2007 Camry, Toyota of Waldorf in Waldorf, Maryland informed me on September 20, 2013 that I need a new engine or I can put a quart and half of oil in my car every week. Although I have complied with its maintenance standards, Toyota is ignoring what is seemingly a manufacturing defect in the 2007 Camry. The web site of the National Highway Traffic Safety Administration (NHTSA) contains numerous complaints about engine problems as a result of the excessive oil consumption in the 2007 Camry. No such complaints about the 2006 Camry are found on the NHTSA web site. Similarly, there were only a few such complaints about the 2008 Camry on the NHTSA web site.

In view of this history of the 2007 Camry, Toyota must be held accountable and must live up to its commitment to its customers. I respectfully request that you intervene on my behalf and on behalf of other 2007 Camry owners who are encountering this situation. I have maintained my car in accordance with Toyota's standards, have made no modifications to my car, and I have tried diligently to work out this situation with Toyota. Toyota's offer of \$ 1500 towards a nearly \$ 6300 new engine is unacceptable. Likewise Toyota's offer of \$ 1000 or \$1500 towards the purchase of a new car is also unacceptable.

Toyota's response to me about warranty and mileage makes no sense in this situation since the malfunction has occurred through no fault of mine. Evidently, the malfunction was subsequently corrected since there are so few complaints about it for the 2008 Camry. As evidenced by the NHTSA web site, this is apparently a known defect in the 2007 Camry, but Toyota for whatever reason appears to be abdicating its obligations to its customers. I genuinely hope that you will utilize the authority vested in your office to resolve this matter which to me is a betrayal of customers.

Thanks for your assistance.

Sincerely,

Brandywine, Maryland

Telephone:

NM
12413
SMD

November 26, 2013

Akio Toyoda, President & Representative Director
Toyota Motor Corporation
1 Toyota – Cho
Toyota City
Aichi Prefecture 471-8571, Japan

James Lentz, Chief Executive Officer
North American Region
Toyota Motor Corporation
19001 South Western Avenue
Torrance, CA 90501

Reference: Case Number 1309201315

Dear Mr. Toyoda and Mr. Lentz:

I am writing to enlist your support in having Toyota assume the cost for the installation of a new engine in my 2007 Camry. This is my first Toyota, and I must say I am extremely disappointed with the car. I am also extremely disappointed with the corporate Customer Service Department.

I purchased my Camry in August 2007. On September 20, 2013, Toyota of Waldorf in Waldorf, Maryland informed me that I could put a quart and half of oil in my car every week or put in a new engine due to the excessive oil consumption of my Camry: "vehicle is burning oil internally, need to replace engine". The cost of a new engine is nearly \$ 6300. I have enclosed a copy of the dealer's Repair Estimate. I have maintained my car in accordance with Toyota's standards. Apparently, there is a manufacturing defect in the 2007 Camry.

My excessive oil consumption problem dates back to at least April 2013. At that time when the oil pan light came on, the Waldorf service advisor and I just assumed that it was on because the Maintenance Required light subsequently illuminated. The oil pan light began to illuminate again in June 2013. On June 6, 2013 Toyota of Waldorf began an oil consumption test. On August 6, 2013, the oil pan light came on and Toyota of Waldorf put in two quarts of oil. On September 4, 2013, I had my regular 5,000 service. On September 20, 2013, I checked the oil and found it to be low. It was during this visit that I was informed of the need for a new engine.

I first contacted corporate Customer Service on September 20, 2013 while I was at Toyota of Waldorf. Robin (last name unknown) said she would do a "little more research" to see what could be done to assist me financially. She also asked if I wanted to buy a new car and if so, Toyota would give me \$ 1,000 towards purchase of a new car. I informed Robin that my expectation is that Toyota would assume the cost of the new engine for a car that developed problems when it was little more than five years old. Robin informed me she would discuss my case with Toyota of Waldorf's service manager as well as her supervisor. Robin said she would be in touch with me within two business days.

On September 25, 2013, I called and again spoke with Robin who informed me that the dealership was trying to reduce the retail cost. Robin said her supervisor was still working on my case. Robin wanted to know if I could pay for the new engine and Toyota would reimburse me. I informed her that would be a hardship. I again reminded her that my expectation is that Toyota would pay for my new engine.

On September 27, 2013, Robin left me a voice mail asking that I call her and that her supervisor had reached a conclusion regarding financial assistance for me regarding the engine. I returned Robin's call, but she was unavailable so the caller, Matt (last name unknown), informed me that Toyota would give me "out of warranty" assistance in the amount of \$ 1,500. He instructed me to FAX Robin the repair order, the complaint, the cause, the remedy, proof of payment, proof of ownership, and after receipt of this information, I would receive the \$ 1,500 reimbursement in approximately eight weeks. I asked Matt to give Robin a message to call me and let her know this is unacceptable.

On October 7, 2013, I received Robin's voice mail of October 4, 2013 to call her regarding financial assistance.

On October 8, 2013, I returned Robin's call. Call-taker, Michael (last name unknown), said Robin was sick. He informed me that Robin's supervisor said Robin was due to work on Wednesday, October 9, 2013. He suggested if I did not hear from Robin by Thursday that I should call again. He said he was leaving note for Robin to call me within one business day.

On October 11, 2013, when I had not heard from Robin, I called her. Robin wanted to know what I am willing to pay "out of pocket" for the new engine. I again informed her I have honored my part of agreement, but Toyota at this point not doing the same. I reminded her that my expectation is that Toyota will pay for my new engine. Robin said she or her supervisor, Autumn (last name unknown) would look at my case again and either she or the supervisor would call me in one to two business days.

Also, I checked with Toyota of Waldorf on October 11, 2013, and at that time, corporate Customer Service had not contacted them. I was informed by my service advisor at Toyota of Waldorf that it is unlikely that Toyota would contact them until Toyota and I reached an agreement. This clearly contradicts what I was told by Robin on September 25, 2013.

On October 29, 2013, when I had not heard from Robin nor Autumn, I called to speak with Robin. The call-taker, Anise (last name unknown), informed me Robin was unavailable but said Robin was still "researching the matter."

On November 12, 2013, I called Robin. I was informed by call-taker Shawwna (last name unknown) that Robin was on the phone and would contact me when she finished with that customer.

On November 15, 2013, when I had not heard from Robin, I called her. Call-taker Tammy took my case number, put me on hold, and when she resumed the call, I was informed that Robin was unavailable, but she would send Robin a message to call me. When Robin called later in the day, she informed me the offer was \$ 1500 which as she already knew was unacceptable. She also informed me that when I had informed her that my paying for the new engine and Toyota reimbursing me would be a hardship, that that offer was also \$ 1500, not the full amount of nearly \$ 6,300. I believe this to be another contradiction on the part of Robin. Quite frankly, this contradiction only confirmed my initial reluctance to engage in any financial transaction with Toyota on a reimbursement basis. She informed me her supervisor would call me. I told Robin I would gladly speak with her supervisor, but it would be pointless if the offer remained \$ 1,500.

On November 18, 2013, I received a call from Diaema (last name unknown) who said she was a supervisor and was calling me in response to my request to Robin to have a supervisor call me. First, I informed Diaema that I did not request that a supervisor call me, rather, it was Robin's decision to have her supervisor call me, and I was of the impression that Autumn was Robin's supervisor. Diaema informed me that Autumn had moved to another job at Toyota. Diaema said Toyota would pay \$ 1,500 toward the repair of my engine or \$ 1,500 could be applied to the purchase of a new car. She informed me that the reason for \$ 1,500 was because my car was beyond five year warranty and I had more than double the warranty allowable mileage. I informed Diaema that my car had been maintained according to Toyota's standards which she acknowledged to be the case. I also informed her that the offer of \$ 1,500 is unacceptable.

Just to reiterate, I have maintained my car in accordance with Toyota's standards, and I have made no modifications to my car. During my research, I have found no such complaints about the 2006 Camry and only a few for the 2008 model. Thus, I must conclude that there is a defect in the 2007 Camry and that any such defect or malfunction occurred through no fault of mine. I am experiencing a tremendous sense of betrayal from Toyota.

I respectfully request that Toyota live up to its commitment of complete satisfaction to its customers.

Sincerely,

Brandywine, MD
United States of America

Telephone: [REDACTED]

Repair Estimate

2007 TOYOTA CAMRY
4T1BE46K57U
RO #691174
170,320 miles

Service Advisor
Laura Smith
lsmith@toyotaofwaldorf.com

Toyota Scion of Waldorf

Service Name	Price
[Primary]: FLC - Fluid or Leak Concern	0.00
Engine -Rebuild/Replace: VEHICLE IS BURNING OIL INTERNALLY , NEED TO REPLACE ENGINE	5979.78
[Primary]: FMI - PERFORMED FLOOR MAT INSPECTION AND FOUND FLOOR MATS PROPERLY INSTALLED.	0.00

Printed on 09/20/2013
Quote expires on 10/20/2013

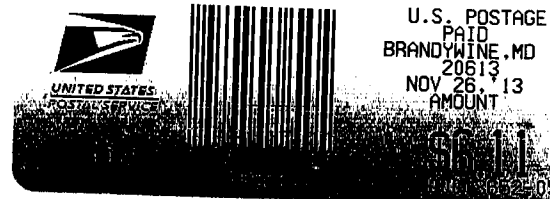
Subtotal	5979.78
Shop Charges	39.00
Tax	267.64
Total	6286.42

Brandywine, MD



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United States Department of Transportation
National Highway Traffic Safety Administration
Office of Defect Investigation (NVS210)
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