

[REDACTED]  
Ventura, CA [REDACTED]

Phone: [REDACTED]

December 22, 2013

The Administrator  
National Highway Traffic & safety Administration  
1200 New Jersey Avenue S.E.  
Washington, D.C. 20590

JAN 17 2014

Re: 2013 Toyota Camry

To Whom It May Concern:

On March 29, 2013 I purchased a 2013 Toyota Camry VIN #4T1BK1FK9DU [REDACTED]  
Soon after I bought it I started to experience problems with the gas pedal getting stuck. When I would accelerate after being stopped at a stop sign or stop light nothing happens and then all of a sudden the car takes off. It does not happen all the time. On April 8, 2013 I took my car in for service at the Toyota dealership in Oxnard and to have the problem with the gas pedal checked out. I explained what has happening to the service manager. He made a note and told me that the mechanic would check it out. When the mechanic checked it the gas pedal did not get stuck. Therefore my concerns were just ignored because it did not happen at that time.

On December 18<sup>th</sup> I was Christmas shopping with my daughter and it happened again. I was stopped at a red light and once it turned green and I tried to accelerate the car did not move but then all of a sudden when I accelerate again the car takes off.

I have taken the car in several other times with the same complaint but they continue to tell me that there is nothing wrong with the car. The dealership is not taking my concern seriously and I am very frustrated. I feel that because I am a senior citizen that I am not being taken seriously. I am very concerned for my safety while I am driving this car. I fear that one of these times I am going to rear end someone. I am hoping that you will be able to provide me a solution to this problem. I have spent a lot of money to purchase my car and I feel that it is not safe for me to drive and also I feel that no one is taking my concern seriously.

I would appreciate your help resolving this issue. Please feel free to contact me at [REDACTED]

Sincerely,  
[REDACTED]

Enclosures

NAM  
12314  
JMD

UNIT# TX130656  
 CUSTOMER #: 207802

671701



**DCH TOYOTA OF OXNARD**

1631 AUTO CENTER DRIVE · OXNARD, CA 93036  
 TEL (805) 988-2909 · FAX (805) 988-2386  
 www.toyotafoxnard.com

WORKORDER

PAGE 1

BAR # ARD159928 EPA # CAD983642141

SERVICE ADVISOR: 1212 Good, David

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	13	TOYOTA CAMRY	4T1BK1FK9DU		346/	T6707	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24MAR13 DD			15:30 08APR13			CASH	
R.O. OPENED	READY	OPTIONS: STK:TX130656					
08APR2013 12:40							

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	BA		ITSA	CUSTOMER STATES PRESSED DOWN ON GAS PEDAL AND NOTHING HAPPENED PLEASE INSPECT AND ADVISE
# B	LAMPI		ITSA	THE DCH EXPERIENCE MULTIPOINT INSPECTION - ADJUST TIRE PRESSURE TO MANUFACTURER'S SPECIFICATIONS - FRONT REAR - INSPECT ALL LIGHTS - HEADLIGHTS BRAKE LIGHTS TAIL LIGHTS TURN SIGNALS RUNNING LIGHTS

**BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.**

**TEARDOWN/REASSEMBLY:** If you authorize teardown of the vehicle or commencement of repairs, but do not authorize completion of a repair or service, a charge may be imposed for teardown, reassembly or partially completed work and you agree to pay the same.

It is necessary to disassemble the vehicle to provide an estimated price for repairs. The estimated teardown and reassembly charge (including parts and labor) is \$ \_\_\_\_\_.

The maximum time for reassembly will be \_\_\_\_\_ X \_\_\_\_\_.

You understand that disassembly may prevent restoration of the vehicle to its former condition. X \_\_\_\_\_

**SUBLET REPAIRS:** Some repairs must be sublet due to the type of service required. The location will be disclosed upon request.

**PAYMENT TERMS:** I agree to pay for all labor and materials simultaneously with delivery of the vehicle to me or 3 days after receiving notice that the vehicle is ready to be picked up. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, storage and/or towing charges. I understand that a storage charge equal to \$25.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 3 days from the date I am notified that the repairs have been completed or after the communication of an estimate if I fail to authorize repairs.

**POWER-OF-ATTORNEY:** I hereby appoint the Dealership as my attorney-in-fact and authorize it to sign my name upon any checks, drafts or other forms of payment issued in payment of this Repair Order. X \_\_\_\_\_

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. The Dealership is not responsible for damage to the vehicle or articles left in the vehicle in case of an accident.

Customer \_\_\_\_\_ Date \_\_\_\_\_

**PARTS:** All parts are new unless otherwise indicated. You may inspect all parts removed from the vehicle upon request. If our Dealership does not have to return the parts to the manufacturer or distributor under a warranty arrangement and they are not exempt due to their size, weight or other factors, they will be returned to you upon request.

Some Parts Not Returnable  Please Save Replaced Parts

**ESTIMATE: PLEASE CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOWING CHOICES AND INDICATE THE BEST WAY TO CONTACT YOU IF NECESSARY.**

WRITTEN ESTIMATE \_\_\_\_\_ ORAL ESTIMATE \_\_\_\_\_ ELECTRONIC EST. \_\_\_\_\_

By Telephone at: \_\_\_\_\_ By Fax to: \_\_\_\_\_

By E-Mail to: \_\_\_\_\_

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

**DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS.**

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

Customer \_\_\_\_\_ Date: \_\_\_\_\_

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
\$ _____	\$ _____			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)
Revised Estimate	\$ _____			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)

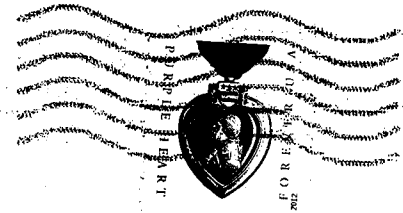
I acknowledge notice and oral approval of an increase in the original estimated price.

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.**



Ventura, CA

SANTA BARBARA  
CA 931  
09 JAN 2014 PM 1 T



THE ADMINISTRATOR  
NATIONAL HIGHWAY TRAFFIC &  
SAFETY ADMINISTRATION  
1200 NEW JERSEY AVE. S.E.  
WASHINGTON, D.C. 20590

Ref.  
HTBKFK9DU

