

National Highway Traffic Safety Administration
1200 New Jersey Ave. South East
Washington D.C. 20590

4/3/14

CL-10582778-2765

Subject : 2012 Toyota Camry LE Hybrid
Defective Steering System

APR 10 2014

Attached: Letters & Notes

Dear Sir/Madam,

What follows is a history of Toyota's deception, procrastination, obfuscation, lies and cover-up concerning the Camry's electronic steering system. **You will find attached letter dated 7/26/13 to be of great interest and importance.** All of the letters I sent to the Toyota Motor Company (TMC) and to the auto dealer, Toyota North, were sent by certified mail.

In October of 2012 I purchased a new Camry. The car drifts in one direction and then the other direction. For example, it drifts left and I make a correction getting it going straight and then it then drifts right. Its steering its self and it does this continually. If the driver does not concentrate on steering all the time or looks away from the road for a second or two the car is going off the road or has crossed the center line heading into on coming traffic. Please go to Google and put in "Toyota Camry Steering" and you will see that others have the same problem.

When a customer tells Toyota service or calls Toyota Customer Experience about the steering problem they say "we will check the alignment and if it meets factory specifications there is nothing we can do". Even after I tell them that the alignment has been checked over and over they still keep saying check the alignment. How does TMC get all of the Toyota dealers, service managers, mechanics, and other people who answer the phone to say the exactly same words? Alignment is a smoke screen.

I have made many calls to TMC and each time the person asks me to explain the whole situation even after I received a case number. I ask the person why don't you look up my case in your file or computer and they dodge the question. With each call its as if they never heard of me or the problem before. I have come to believe this is intentionally done and that they do this in order to wear me down and get me to stop asking them to admit that there is a problem. No problem then nothing to fix..right?

NM
41114
SMD

After Toyota North took the car out of alignment I took it to Little Bear Wheel Alignment and the owner said that "no car could be so far out of alignment unless it was done intentionally" and "even a person who does not know what they are doing could not get it that far out of alignment". He also said the car was running sideways.

See Curry Toyota receipt dated 10/9/13. I went to Curry and spoke with service advisor Joseph Fannelli (JF). JF is the only person I talked to throughout this whole episode with Curry Toyota. I gave JF my case number and the service manager checked with TMC. JF said TMC told them to check the car out and He told me it would take a half day or perhaps a full day. I asked for a loner car and he said no.

On the scheduled day I arrived with lunch in hand and JF said it would take at least two days. I asked for a loner car and he said no. I did not get my car back for seven days. JF called me and told me two people from TMC, a technician and an engineer were working with a Curry mechanic and that all three drove the car and it does wander. For the first few days JF was calling me. He sounded very up-beat and sounded very pleased that TMC's people were working with his people. During the latter part of the seven days I had to call him and he told me that they were taking the car apart, checking/testing everything and with each call told me more time is needed because they are doing so much. However, during the latter part of the seven days his voice sounded nervous, with a very slight quiver and sounded as if he was repeating something he was being told. I could be wrong about this but I do think I am right. Then I picked the car up, see Curry receipt "NORMAL OPERATION OF VEHICLE NO REPAIR MADE". You can imagine how I felt. After over nine months and now this! I said nothing, walked out and paid the cab driver that had driven my wife and I back and forth to the hospital and all the other places we had to go to over the last seven days.

Then I drove my \$28,000 wandering Camry home.

Sincerely,

[REDACTED]

Address: [REDACTED] Somers, NY [REDACTED]
Phone: [REDACTED]

April 15, 2013

Mr. John Hunt
Service Manager
Toyota North
225 Kisco Avenue
Mt. Kisco, N.Y. 10549

Dear Mr. Hunt:

My wife and I are very pleased and satisfied with our new Toyota with one exception.

When driving on a straight section of highway the car drifts. Then when the driver makes a correction getting the car traveling straight it will immediately, and always, drift in the opposite direction. It does this over and over. This is annoying, causes driver fatigue and is obviously dangerous. For example, if the driver is in the center lane with a truck on both sides ... well you can imagine. An other situation is that when we are in the slow lane and a car is coming up from behind in the center lane they slow up and do not pass not wanting to get beside a wandering car. It's not right that the driver should have to constantly work to keep from getting into a dangerous situation.

So what to do? The first thing to do is for you to ascertain if there is a problem with the steering or not. Can not fight logic as the saying goes. I suggest that we take a drive on a straight section of interstate 684. You drive and we will see if your hands move over and over steering left or right to keep the car tracking in a straight line. I realize this will take a little time and some mileage. Please see your invoice (attached) dated April 11, 2013 for miles your mechanic drove to check out the steering problem.

Lets do it. You can get out of the office for a while, drive a new Toyota, experience/understand the problem, get to do some quality control work.

I look forward to hearing from you in the next couple of days. Please note you have the wrong phone number on record. Home number is [REDACTED] and there is no business phone number.

Sincerely,

[REDACTED]

File: Toyota
Copy: G & F

5/14/13

Toyota Customer Experience Center
Toyota Motor Sales, U.S.A., Inc.
P.O. Box 2991
Torrance, CA 90509-2991

Sub: 2012 Toyota Camry LE Hybrid
Steering Problem

Ref: See Attached

Dear Sir/Madam:

Please see attached to understand the problem and what I have gone through trying to get the Toyota dealer to fix it.

After I sent the letter to Mr. Hunt, dated 4/15/13, he called me. On 4/23/13 we went for a test drive. As he drove the car, on a straight section of highway, I could see his hands moving back and forth. He then he started pushing the accelerator down and letting it up over and over. While he did this the car seemed to run straight. I ask him why was he pushing and letting up on the accelerator and he said that is the way to check the alignment. I must admit that it did seem to go straight while he was doing it. Is this the way to check alignment? I do not know. I asked him to stop doing the fast/slow routine and to go at steady speed on a straight section of road. He continued with the accelerator dance. When we got back the his garage the alignment was checked. See 4/23/13 receipt. Note that it says the alignment meets factory specifications. I was also told no adjustment was required and that none was done. Why does Toyota North keep saying that an obvious problem does not exist? When I drove the car home I immediately noticed that the steering wheel was tilted to the right at about 10 degrees. Was the steering wheel tampered with as a warning not to come back and/or to make me look foolish. For example, if I came back and also complained about the steering wheel it may be said "He is back again for the third time and now he is complaining about an out of alignment steering wheel"

I will not go back to Toyota North for obvious reasons. Will the Toyota Motor Corporation work with us to get the car fixed at another Toyota dealer in my area? Please, we really need your help and we ask that you give us your response in writing.

Sincerely,

[Redacted Signature]

Address [Redacted] Somers, NY [Redacted]
Phone: [Redacted]

7/11/13

Center for Auto Safety
1825 Connecticut Ave. NW, Ste. 330
Washington, DC 20009-5708

Sub. 2012 Toyota Camry LE Hybrid
Steering Problem

Ref. See Attached

Dear Sir/Madam:

Enclosed is a chronological copy of my file. I never received a response to my letter, dated 5/14/13, to Toyota Motor Sales.

I am writing to you at this time because perhaps other Toyota owners are having the same problem. The problem is not just a nuisance it is also a safety issue.

I have spoken to three Toyota service managers at three different service locations and after I tell them about the problem they all say about the same words. "If the car meets factory alignment specifications there is nothing we can do". I find it interesting that they all say the same words.

We do not believe we are the only people having this problem. Any information you can share with us will be greatly appreciated. Also, how do we get Toyota Motor Sales to respond?

Thank you for all the good work you do.

Sincerely,



7/26/13

Toyota Customer Experience Center
Toyota Motor Sales, U.S.A., Inc.
P.O. Box 2991
Torrance, CA 90509-2991

Sub: 2012 Toyota Camry LE Hybrid
Steering Problem

Ref: See Attached

Dear Sir/Madam:

On 5/14/13 I sent you the attached package by certified mail.
You have not responded.

The steering system is defective. This is a safety issue and, obviously, safety issues must be addressed as quickly as possible. If the executives within your company, at the highest levels, are not aware of this problem the reader of this letter must let them know immediately. Later on, and there will be a later on, you will be asked why you did not tell them. Do it now and do it in writing from you to them.

Please, I need to know if Toyota Motor Company will or will not fix this car and I need to know now. I must again ask that you respond in writing.

Sincerely,

Address
Phone:

Somers, NY

NOTES

8/21/13

1. Went to Toyota service department two times and sent two certified letters to Toyota Motor Company.
2. Eighty four days after I sent my first letter (eleven days after my second letter) on 8/6/13 I received a call from a Toyota Motor Company representative. He said I could take the car to another Toyota service department. I tried over and over to tell him alignment was checked twice and that alignment was not the problem and that a defective steering system is the problem. He ignored every word I said and kept talking about getting the alignment checked. In frustration I said "Toyota Motor Company knows you have a defective steering system, your dealers know you have a defective steering system and I know you have a defective steering system!" I hung up on him and decided its time for me to get a lawyer.
3. Note that Toyota Motor Company and Toyota service departments will only check the alignment and then say "if it meets factory specifications there is nothing we can do". Do not let Toyota use their "alignment smoke screen".
4. How many other Toyota Camry owners, with steering problems, have gone through the Lemon Law process? Win yes/no?

9/4/13

Toyota Customer Experience Center
Toyota Motor Sales, U.S.A., Inc.
P.O. Box 2991
Torrance, CA 90509-2991

Sub: 2012 Toyota Camry LE Hybrid
Steering Problem
Ref: All previous information sent plus attached

Dear Sir/Madam:

On 8/27/13 I took the car to Little Bear Wheel Alignment. See attached alignment print out. The owner of Little Bear told me that no car could be so far out of alignment unless a mechanic intentionally took it out of alignment! Please check with your Toyota steering/alignment engineers. I believe they will tell you that what Little Bear's owner said is true.

As you can see by the previous correspondence:

4/11/13 - I reported to Toyota North that the car wandered left and right. As you can see they put zero miles on the car and stated that they "could not duplicate customer complaint". Perhaps they could have if they had taken the car out of the garage for a test drive. (See mileage)

4/23/13 - Test drive with Mr. Hunt and alignment checked. Prior to my leaving the garage, to go home, I asked for the print out of the alignment check and the fellow at the counter said "I can not give you that" and walked away. When I got into the car I immediately noticed that the steering wheel was tilted to the right at about 10 degrees. Again, please talk to Your Toyota engineers about this. Note that I mentioned the tilted steering wheel in my previous correspondence.

After talking with your Toyota engineers will you or will you not at least talk to Mr. Hunt and the mechanics at Toyota North?

Sincerely,

[Redacted Signature]

Address [Redacted] Somers, NY [Redacted]
Phone: [Redacted]

LOT LOCATION:
CUSTOMER #: 242850

175681

INVOICE



CURRY
TOYOTA



3026 East Main Street
Cortlandt Manor, NY 10567
(914) 930-3800
www.currycars.com

SOMERS, NY

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 120 JOSEPH FANNELLI

BUS:				VIN		LICENSE		MILEAGE IN / OUT		TAG	
COLOR		YEAR		MAKE/MODEL							
		12		TOYOTA CAMRY HYBRID		4T1BD1FK5CU0		8169/8193		T5038	
DEL DATE		PROD DATE		WARR EXP		PROMISED		PO NO.		RATE	
01JAN12 IS										PAYMENT	
01JAN12 DD				01JAN2012		18:00 03OCT13				120.00	
										TCM	
										INV. DATE	
										09OCT13	
R.O. OPENED		READY		OPTIONS:		ENG:2.5_Liter					

08:53 03OCT13	13:18 09OCT13	LIST	NET	TOTAL
LINE	OPCODE	TECH	TYPE	HOURS

A CUSTOMER STATES VEHICLE WONDERS RIGHT TO LEFT AND LEFT TO RIGHT AND
AT HIGHER SPEEDS VEHICLE IS HARD TO CONTROL CASE #1309240

CAUSE: F

044184 VEHICLE PULLING 869 WM (N/C)
044184A VEHICLE PULLING COMB: TIRE AND WHEEL (TWO) 869 WM (N/C)
044184B VEHICLE PULLING COMB: WHL DISC OR TIRE (2) 869 WM (N/C)
044184C VEHICLE PULLING COMB: FRONT CAMBER (TWO) 869 WM (N/C)
00 NOTE BULLENTIN 0391-08 869 WM (N/C)
FC: PART#: COUNT:
CLAIM TYPE: F
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

8169
TECHNICIAN CHECKED AND GRAPHED STEERING OPERATION AND COMPARED TO
GRAPH OF OTHER VEHICLE NORMAL READINGS. TEST DRIVEN BY TOYOTA FTS AND
SERVICE MANAGER
NORMAL OPERATION OF VEHICLE. NO REPAIR MADE. TECHNICIAN
TECHNICIAN PERFORM FOUR WHEEL ALIGNMENT. SWITCH ALL FOUR WHEELS AND
TIRES
AND SWITCH BACK TIRES AND WHEELS TAS CASE#132760330

B 10,000 MILE SYNTHETIC OIL CHANGE - COMP MAINT
10KSYN 10,000 MILE SYNTHETIC OIL CHANGE - COMP
MAINT

869CPTCM

1 04152-YZZA1 REPLACEABLE ELEMENT

52.07 52.07
4.05 4.05 4.05

PARTS CARRY A 12 MONTH/12,000 MILE WARRANTY FROM THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. COPIES OF WARRANTIES ARE AVAILABLE AT THE SELLER'S PLACE OF BUSINESS.		THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY OF:		DESCRIPTION	TOTALS
		LABOR 30 DAYS OR 1,000 MILES WHICHEVER COMES FIRST.		LABOR AMOUNT	
		PARTS 1 YEAR OR 12,000 MILES WHICHEVER COMES FIRST.		PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC. CHARGES	
				TOTAL CHARGES	
				LESS INSURANCE	
				SALES TAX	
				PLEASE PAY THIS AMOUNT	

NEW YORK STATE REPAIR SHOP NUMBER 7106369

CUSTOMER COPY

Somers, NY

WESTCHESTER NY 105

03 APR 2014 PM 5 T



National Highway Traffic Safety Administration
1200 New Jersey Ave. South East
Washington D.C. 20590

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