

CL-10607342-3054


Ocala, FL

June 3, 2014

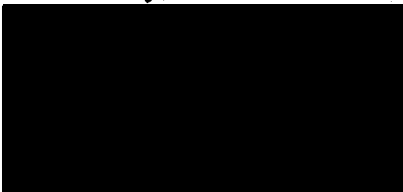
NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

JUN 24 2014

To Whom It May Concern:

I've been a Toyota car owner for over fourteen years and I've been happy with all my vehicles until now. For the past year I have complained to my local Toyota Dealership, Deluca Toyota in Ocala, Florida that my 2007 Camry Hybrid's brakes have been squealing and I've been hearing a noise coming from under my hood. After their numerous reviews of stating there was nothing wrong I went online and did a search about what I was experiencing. I came across several websites where others were having this same issue and it was their internal braking system. On 4/15/2014 I brought my car in once again after reading about the issue online. By this time my problem had gotten worse and I now heard a hissing sound coming from the back tires. I stated to the technician exactly what I was experiencing and hearing. The Service Department Attendant was very impressed by my description of the problem. It turned out to be the Internal Braking System as I suspected. The repair was not covered since my warranty ran out. The total cost was \$3,149.45. This cost was outrageous. Prior to this date on 3/14/2014 I brought my car in for service. One of the complaints was regarding my brakes. They stated there was nothing wrong with them, so they only cleaned and adjusted them. I am writing this letter of concern for my personal safety and the safety of other 2007-2008 Toyota Camry Hybrid owners. After I reviewed the comments from The National Highway Traffic Safety Administration I don't understand why Toyota hasn't issued a recall after claims of this braking issue have been report along with other incidents that may not have been. Enclosed is a copy of my repair invoices that I have received from my local Toyota Dealership. Other than the safety issue my only request is to be reimbursed for the hefty expense I have incurred for the replacement of the internal braking system.

Sincerely,



AM
7114
SMID



PRINT PAGE

Feds Probe 2007-'08 Toyota Camry Hybrid After Reports of Brake System Malfunction

By Anita Lienert | Published Jan 27, 2014

Just the Facts:

- **The National Highway Traffic Safety Administration has opened an investigation into an estimated 30,000 2007-'08 Toyota Camry Hybrid sedans after consumers reported incidents of intermittent loss of assisted braking without warning.**
- **"Each complaint alleges multiple incidents of either delayed braking actuation or increased brake pedal effort," NHTSA said in a notice posted on its Web site.**
- **The Camry Hybrid has not been recalled at this point.**

WASHINGTON — The National Highway Traffic Safety Administration has opened an investigation into an estimated 30,000 2007-'08 Toyota Camry Hybrid sedans after consumers reported incidents of intermittent loss of assisted braking without warning.

"Each complaint alleges multiple incidents of either delayed braking actuation or increased brake pedal effort," NHTSA said in a notice posted on its Web site.

The agency, which oversees vehicle recalls in the U.S., said it has identified 59 complaints linked to brake system malfunction in the 2007-'08 Camry Hybrid.

"Approximately 40 percent of the incidents occurred at speeds of 40 mph or more," NHTSA said. "The complaints show an apparent increasing trend, with over 55 percent received within the past eight months."

Two crashes have been linked to the complaints. NHTSA said the number of injuries and fatality incidents are "TBD" or To Be Determined.

"We are cooperating fully with NHTSA in this preliminary evaluation," wrote John Hanson, a Toyota spokesman, in response to an *Edmunds* query.

Federal safety regulators have opened what is called a "preliminary evaluation." Such an action sometimes precedes a vehicle recall, but the 2007-'08 Camry Hybrid has not been recalled at this point.

Edmunds says: If you own the 2007-'08 Camry Hybrid, there's not much to do at this point except to wait for federal safety regulators to finish their work. But if you are experiencing a problem with the car, get into your dealership immediately.

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1719 S.W. COLLEGE ROAD
OCALA, FLORIDA 34471

(352) 732-0770 (800) 342-2550

www.delucatoyota.com

STATE OF FLORIDA REGISTRATION # MV-08675



CELL: [REDACTED]

CUSTOMER NO 34200	ADVISOR KEN GREENE	TAG NO. 8376	INVOICE DATE 04/15/14	INVOICE NO. TOCS520500
[REDACTED] OCALA, FL [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 77,513	COLOR
	YEAR / MAKE / MODEL 07/TOYOTA/CAMRY/HYBRID 4DR SEDAN			DELIVERY DATE 08/08/06
	VEHICLE I.D. NO. J T N B B 4 6 K 9 7 3			DELIVERY MILES 15
	F.T.E. NO.			SELLING DEALER NO.
BUSINESS PHONE		P.O. NO.		R.O. DATE 04/14/14
COMMENTS				

MO: 77513

JOB# 1 CHARGES-----

LABOR-----
J# 1 10TOZ DRIVEABILITY UNITS: TECH(S): 7902 0.00

CUSTOMER STATES: PROBLEM WITH THE HIGH PRESSURE INSIDE BRAKING SYSTEM. WHENEVER YOU OPEN THE CAR DOOR, DRIVE OR SHUTOFF THE VEHICLE THERE IS A NOISE AND HISsing SOUND UNDER THE HOOD COMING FROM THE HIGH PRESSURE BRAKING SYSTEM WHICH LASTS UP TO A FEW MINUTES. PLUS, AFTER YOU TURN OFF THE CAR THERE IS A HISsing SOUND FROM THE REAR TIRE WHICH LASTS FOR ABOUT A MINUTE.
ABS BRAKE ASSEMBLY // SEE JOB # 2.

JOB# 1 TOTALS-----
J# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 41TOZ03 ABS BRAKE CONCERN UNITS: 4.10 TECH(S): 7902 405.90

ABS PUMP ASSEMBLY IS LEAKING INTERNALLY.
REPLACED ABS PUMP ASSEMBLY

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		44050-30660	ACTUATOR ASSY. BR	2525.66	2525.66
	1		00475-1BF03	BRAKE FLUID	10.47	10.47
			10POD1			
	1		00289-2BC00	NON-CHLOR BRAKE C	10.19	10.19
			60POD1			
TOTAL - PARTS						2546.32

JOB# 2 TOTALS-----
LABOR 405.90
PARTS 2546.32

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 2952.22

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	CSS	SHOP SUPPLIES	
TOTAL - MISC			18.95

COMMENTS-----
HISsing NOISE IN BRAKES (AL) 18.95

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES

This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal.
F/S 559.905(1)(h)

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NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by \$10 or 10%, whichever is greater, not to exceed \$50. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

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STATE OF FLORIDA REGISTRATION # MV-08675



CELL: [REDACTED]

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[REDACTED] OCALA, FL [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 77,513	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 07 / TOYOTA / CAMRY / HYBRID 4DR SEDAN			DELIVERY DATE 08/08/06	DELIVERY MILES 15
	VEHICLE I.D. NO. JTNBB46K973			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 04/14/14
BUSINESS PHONE	COMMENTS			MO: 77513	

TOTALS

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DID YOUR SERVICE ADVISOR PROVIDE A COPY OF YOUR INSPECTION?
CIRCLE ONE YES OR NO

DID YOUR SERVICE ADVISOR SET YOUR NEXT APPOINTMENT?
CIRCLE ONE YES OR NO

WAS YOUR SERVICE VISIT TODAY "EXCELLENT"?
CIRCLE ONE YES OR NO

ADDITIONAL RECOMMENDED SERVICES SECTION
OPERATION NO. OPERATION DESC RC RC COMMENTS

01TOZ 01TOZ011

CUSTOMER SIGNATURE

TOTAL LABOR.... 405.90
TOTAL PARTS.... 2546.32
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 18.95
TOTAL MISC DISC 0.00
TOTAL TAX..... 178.28

TOTAL INVOICE \$ 3149.45

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES

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APR 15 2014
BY: [Signature]



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STATE OF FLORIDA REGISTRATION # MV-08675



CELL: [REDACTED]

CUSTOMER NO.	34200	ADVISOR	MARCY COULTER	4377	TAG NO.	C	INVOICE DATE	03/14/14	INVOICE NO.	TOCS516109
[REDACTED]		LABOR RATE			MILEAGE	76,782	COLOR		STOCK NO.	
OCALA, FL		YEAR / MAKE / MODEL	07/TOYOTA/CAMRY/HYBRID 4DR SEDAN				DELIVERY DATE	08/08/06	DELIVERY MILES	15
		VEHICLE I.D. NO.	J T N B B 4 6 K 9 7 3				SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.			P.O. NO.		R.O. DATE	03/14/14		
		BUSINESS PHONE	COMMENTS							

MO: 76783

JOB# 1 CHARGES

LABOR					
J# 1	46TOZZ4	TIRE LIGHT CONCERN	UNITS: 1.50	TECH(S): 54827	148.50
CUSTOMER STATES TIRE LIGHT IS ILLUMINATED ON DASH					
TIRE LIGHT IS FLASHING					
INSPECTED TIRES FOR PUNCTURES / LEAKS / AIR PRESSURES					
SOMEONE USED FIX A FLAT IN THE TIRE AND DESTROYED WHEEL					
REPLACED WHEEL SENSOR IN L/F WHEEL AND CLEANED OUT TIRE					
AND WHEEL/ PROGRAMED TO SYSTEM L/F F197825					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	42607-33011	VALVE SUB-ASSY, T	85.54	
		2P0D1			
TOTAL - PARTS					85.54
MISC	CODE	DESCRIPTION	CONTROL NO		
	CPN	COUPON SERV/PARTS ADVERT			
TOTAL - MISC					-20.00
JOB# 1 TOTALS					
			LABOR		148.50
			PARTS		85.54
			MISC		-20.00

SHOP SUPPLIES AND HAZARDOUS
WASTE DISPOSAL CHARGES

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JOB# 2 CHARGES

LABOR					
J# 2	92TOZZ2010CAMRY	SYNTHETIC 0W20	UNITS: 1.00	TECH(S): 6913	14.22
PERFORM OIL AND FILTER CHANGE WITH FULL SYNTHETIC 0W20 OIL					
CUSTOMER HAS OWN OIL AND FILTER					
PER FACTORY RECOMMENDATIONS FOR THIS MODEL					
PERFORMED OIL AND FILTER CHANGE WITH 4.7 QUARTS 0W20 OIL					
JOB# 2 TOTALS					
			LABOR		14.22

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL

14.22

JOB# 3 CHARGES

LABOR					
J# 3	40TOZ07	BRAKE NOISE	UNITS: 1.00	TECH(S): 6913	0.00
BRAKES SQUEEK WHEN IN REVERSE					
BRAKE ARE OK FRONT AT 10MM REARS AT 6MM					
TECH LUBE BRAKE SHIMS ..BUT JUST FOR YOUR INFORMATION					
YOU DID HAVE SOME RUST FORMATION ON ROTORS					
JOB# 3 TOTALS					

JOB# 3 JOURNAL PREFIX TOCS JOB# 3 TOTAL

0.00

JOB# 4 CHARGES

LABOR					
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CELL: [REDACTED]

CUSTOMER NO.	34200	ADVISOR	MARCY COULTER	4377	TAG NO.	C	INVOICE DATE	03/14/14	INVOICE NO.	TCCS516109	
		LABOR RATE		LICENSE NO.		MILEAGE	76,782	COLOR		STOCK NO.	
		YEAR / MAKE / MODEL	07/TOYOTA/CAMRY/HYBRID 4DR SEDAN								
		VEHICLE I.D. NO.	J T N B B 4 6 K 9 7 3								
		F.T.E. NO.		P.O. NO.		R.O. DATE	03/14/14	DELIVERY DATE	08/08/06	DELIVERY MILES	15
		BUSINESS PHONE									
		COMMENTS									

MO: 76783

LABOR
JOB# 4 00TOZ07INSP INSPECTION UNITS: 0.00 TECH(S): 54827 6913 0.00

COMPLIMENTARY 19-POINT INSPECTION,
INCLUDING AIR PRESSURE IN TIRES, TIRE WEAR, BATTERY & CABLES
FLUID LEVELS, LIGHTS, TURN SIGNALS, BELTS, HOSES,
UNDERCARRIAGE, EXHAUST, ETC...
INSPECTION PERFORMED, RESULTS ATTACHED TO REPAIR ORDER

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX TCCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR
JOB# 5 01TOZCPN1 DME MAILER UNITS: TECH(S): 6913 0.00

CUSTOMER REDEEMING COUPON FROM MOST RECENT DME MAIL PIECE
ONE COUPON PER CUSTOMER, PER TRANSACTION
THANK YOU FOR YOUR BUSINESS

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX TCCS JOB# 5 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

JOB # A CSS SHOP SUPPLIES

TOTAL - MISC 6.53

COMMENTS-----

DROP OFF-LOF, INSP BRAKES, CLEAN & ADJ (RB)
CUSTOMER TO BRING IN 20.00 OFF COUPON
DELETED OPERATION(S)
40TOZ22B CLEAN & ADJ R BRKS

RECOMMENDATIONS-----

TECH RECOMMENDS RECHECK OF TIRES ON NEXT SERVICE DUE IN 5K MILES

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	VEHICLE I.D. NO. JT N B B 4 6 K 9 7 3	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/14/14	
BUSINESS PHONE	COMMENTS	MO: 76783		

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CIRCLE ONE YES OR NO

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CIRCLE ONE YES OR NO

WAS YOUR SERVICE VISIT TODAY "EXCELLENT"?
CIRCLE ONE YES OR NO

ADDITIONAL RECOMMENDED SERVICES SECTION
OPERATION NO. OPERATION DESC RC RC COMMENTS

01TOZ 01TOZ011

CUSTOMER SIGNATURE

TOTAL LABOR.... 162.72
TOTAL PARTS.... 85.54
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 6.53
TOTAL MISC DISC -20.00
TOTAL TAX..... 15.29

TOTAL INVOICE \$ 250.08

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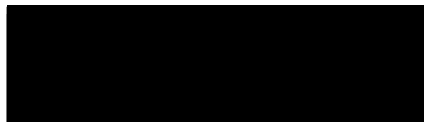
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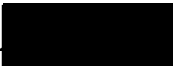
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PAID
MAR 14 2014

BY: [Signature]



Ocala, FL



CERTIFIED MAIL™



7013 2250 0001 9778 8958



U.S. POSTAGE
PAID
OCALA, FL
34472
JUN 18, '14
AMOUNT

\$4.00

W41-32B

NHTSA
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

20590

