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INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

EQ-10620685-3298

Tomball, TX

Email: or

Phone: or

TO: US Dept of Transportation
National Highway Traffic Safety Assoc.

DATE: 10/5/2014

RE: Vin # 4T1BE46K67U (Toyota Camry 07)

To Whom It May Concern:

Attached is the form (OMB No. 2127-0008) that I received from your Dept. regarding my wife's 07 Toyota Camry, Vin listed above. We are the original owners of this vehicle as we actually purchased two of them at the same time. Unfortunately, mine was totaled last fall. Both vehicles experienced the "failure" of the dashboards which caused a visual impairment when driving. I don't know the actual mileage; however, it was well before the 100,000 extended warranty expired in both vehicles. As stated, on the "edited" form that I am returning to you we did complain to the closest Toyota dealership near our house which is Fred Haas, in Tomball, TX. They simply told us "no one" had complained about the dashboards and that it must have been something that was applied to the dashboards at a car wash. We went back to the local car wash and of course they said they only wipe them down with a damp rag.

Obviously, it is hard to fight "Washington" so to speak as in "Toyota" so we just figured it was our problem. Fast forward an additional two years or maybe even three and you discover this isn't something that we have applied to the dashboard. There are all kinds of complaints lodged against Auto Manufacturers of these different vehicles and it was a chemical found in the plastic that was being used that caused the breakdown in the dashboards.

So we like others, with the Toyota Camry filed a complaint with your Dept. Now if you will look at your complaints you will notice there have to be literally "thousands" of these filed against all the different Auto Manufacturers during this time-span that we are talking about. The problem isn't that I necessarily have a vehicle that has a sticky substance on it that won't come off....No, it is a SAFETY ISSUE....due to the enormous amount of glare that is reflected back into the driver's vision which is completely eliminated if you are driving into the sun. Go figure, you drive into the sun every morning as you commute to work or you drive into the sun every afternoon.

So, we are not complaining about a "cosmetic" issue, we are complaining about a "SAFETY ISSUE". Please don't let this fall on deaf ears like General Motors recently did only to announce they made a huge mistake by not doing a recall and now it is costing them dearly. It is time, with the cost of these vehicles that the manufactures are held responsible. We recently purchased a new Ford truck that cost us over \$48,000 which is not chump change in my checkbook. Neither was the purchase of this Toyota. We maintain our

responsible and made to replace every dash-board that they have put in these vehicles that is failing prior to so many lives being lost due to the limited vision beings caused by the breaking down of these dashboards.

Respectfully,