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August 18, 2014

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

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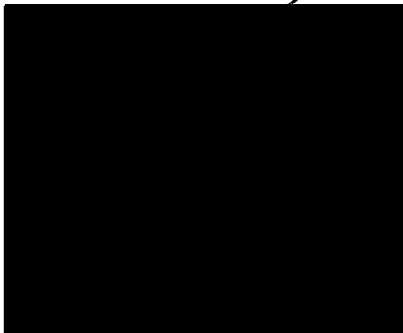
To whom it may concern:

I am writing to ask for any assistance you may offer with efforts to impress upon Toyota Motors to take the appropriate action and replace the defective dashboard as referenced in my attached letter.

It is with frustration that I write these letters but I feel this is the only way to encourage Toyota Motors Corporation to do what is necessary to correct a defective and potentially dangerous product.

Please feel free to contact me with any additional information you may need.

Thank you in advance for your assistance with this very important matter.



Oviedo, Florida



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August 18, 2014

Toyota Motor Sales USA
Attention: James Lentz, CEO
19001 South Western Avenue
Dept. WC11
Torrance, CA 90501

Via Registered mail

Re: 2007 Toyota Camry
Reference #1407141308

Dear Mr. Lentz

I am writing this letter to seek fair and just compensation for the defective and clearly potentially dangerous dashboard in my 2007 Toyota Camry. More specific, I am seeking replacement of the defective dash with a new one made of appropriate material to withstand normal conditions any automobile will encounter.

Not only is the dashboard **melting, sticky and, ugly**, there is certainly a potential **safety** issue. The glare coming from the dashboard makes it difficult to see the road ahead and therefore greatly increases the potential for injury do to a motor vehicle accident.

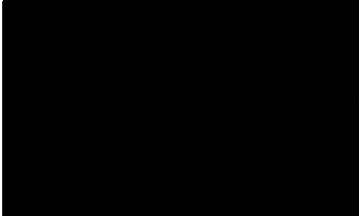
Unfortunately we have witnessed so many times the arrogance of large car manufactures in their refusal to address obvious defects until it becomes a tragedy, most recently with General Motors. Although, as we all know, General Motors is not the only negligent one.

I, as well as many others, find that Toyota's refusal and denial with the dashboard, a significant and potential danger to motorists, simply unbelievable. All you need to do is spend some time on the internet and you will quickly realize that the material used to manufacture these dashboards is clearly inferior and that a replacement is the most appropriate action to take.

Do our car manufacturers and government agencies need to wait for tragedy and/or hyper news coverage to do the right thing? It should be a given that a company stand behind its product that is sold to the public that clearly has incorporated parts that are inferior and are potentially unsafe. There are millions of cars on the road today that do not have dashboards that are deteriorating and posing such a potential danger.

I would not be writing this letter if Toyota had agreed to replace the dashboard when I visited the David Maus Toyota dealership in July 2014 without any relief. We were advised that the car was out of warranty and the dealership would replace the dashboard for a cost of \$1,808.92. The dealership acknowledged receiving many complaints about this exact issue.

If a part is defective and a potential danger when you manufacturer the car, it should be repaired or replaced whether it falls within or out of warranty, it shouldn't make any difference. Most definitely when there is a potential safety issue to the occupants of the vehicle.



Oviedo, Florida

I also feel the need to copy various agencies because my faith in Toyota to address this issue is nil.

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Toll-Free: 1-888-327-4236 / Hearing Impaired (TTY): 1-800-424-9153 / Media inquiries: 202-366-9550
USDOT General Information Main Switchboard (including personnel locator): 202-366-4000 / Monday-Friday, 8:30am-5:30pm Eastern, excluding Federal Holidays.

Insurance Institute for Highway Safety

1005 N. Glebe Road, Suite 800
Arlington, VA 22201 USA
Main: 703/247-1500
Fax: 703/247-1588

Federal Trade Commission

600 Pennsylvania Avenue, NW
Washington, DC 20580
Telephone: (202) 326-2222

Bureau of Consumer Protection

Federal Trade Commission
600 Pennsylvania Ave., NW
Washington, DC 20580

U.S. Consumer Product Safety Commission

4330 East West Highway
Bethesda, MD 20814
Phone: (301) 504-7923

Florida Office of the Attorney General

PL-01 The Capitol
Tallahassee, FL 32399-1050
Phone Number: 850-414-3990

Fred Upton

Chairman, Energy & Commerce Committee

2183 Rayburn House Office Building
Washington, DC 20518
Phone Number: 202-225-3761
Fax Number: 202-225-4986

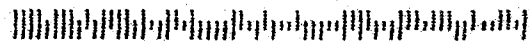
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