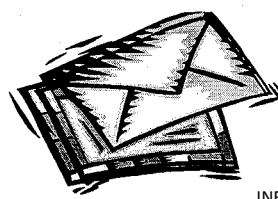


NHTSA ccmMercury Routing Slip



CL-10650189-6723

Printed: 10/23/2014

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

| | | |
|---|---------------------------|--------------------------------|
| NHTSA #: ES14-004768 | Rec'd Date: 10/23/2014 | Referred By: NPO-011 |
| XREF #: | Doc Type: S10 | Doc Date: 10/10/2014 |
| Delivery: S10 E-MAIL | Address To: S1 | Due Date: |
| S10 #: S10-141023-011 | DOT/I #: | RMP #: |
| Subject: S10 APPROPRIATE HANDLING- LETTER TO THE SECRETARY FROM [REDACTED] RE COPY OF LETTER TO THE PRESIDENT OF THE TOYOTA MOTOR CORPORATION REGARDING PROBLEMS WITH THE INTERMEDIATE STEERING SHAFT OF TOYOTA VEHICLES | | |
| Ack Date: | Ack By: | Signed For: |
| Sign Office: ENFORCEMENT | Signature: AS APPROPRIATE | Cleared For: |
| Cleared Date: | Cleared By: | Closed Date: 10/23/2014 |
| File Loc: | XREF File: | |
| Added By: CBUTLER x60180 | Modified By: Chris.Butler | |
| Most Recent Comment: | | |

Author:



CONCORD, NC

Tel: [REDACTED] Fax: E-mail:

OCT 24 2014

| Assigned To | Task | Asgn Date | Deadline | Returned Date |
|-------------|-------------|------------|----------|---------------|
| NVS-200 | APPROPRIATE | 10/23/2014 | | 10/23/2014 |
| NVS-010 | INFORMATION | 10/23/2014 | | 10/23/2014 |

NM
102414
SND

October 10, 2014

[REDACTED]
Concord, NC [REDACTED]

President
Toyota Motor Corporation
9 West 57th Street
Suite 4900
New York, NY 10019
USA
Claim# [REDACTED]

Dear Mr. President:

With only 20,755 miles on the odometer, imagine my surprise, shock, and complete frustration when upon taking my 2006 Toyota Camry LE into the Hendrick Toyota, Concord, NC, service department, I was told by the service advisor, Mr. Stephen Woods, after describing what I was hearing, that I might have an issue with my "intermediate steering shaft"; hereafter referred to as "I/M S/S". This initial diagnosis was made by the service advisor, as stated, after I had described what I felt had been happening with my steering.

Even though the service advisor made this initial diagnosis, he advised me to leave my Camry and he would have a technician test drive it to determine the actual cause of my steering concerns. I left my Camry and returned home. Shortly upon arriving home, the service advisor called and stated the technician had indeed determined the steering issue was the "I/M S/S". Mr. Woods informed me the repair would cost about \$500 (actual turned out to be \$491.64, per TOCS74943 dated 9-16-2014). Please see attached work order. Needless to say this did not set too well with me with a Camry with so few miles!

This issue with my steering began around 18K miles. I was experiencing a "knocking, popping, clunking" sound when turning the steering wheel right or left at very low speeds. This noise became progressively more pronounced and at 20,755 odometer miles I decided it was time to take my Camry to Hendrick Toyota service for resolution of the steering issue.

As I always do when I have any issue with my Camry, I do research via the internet to see if other owners of 2006 Camrys have experienced similar problems. To my complete amazement, I found that Toyota had issued what is called a Technical Service Bulletin, hereafter referred to a "TSB". It was numbered #106 and was issued way back on 2-16-2006, which described what I was experiencing with my Camry's steering. Not only did I discover my year model (2006), but found that model years 2003-2005 Camrys, 2004-2006 Solaras, 2004-2005 Highlanders, 2005-2006 Avalons, and 2006 model Highlanders with HV were listed under the same TSB#106. Listed for my 2006 Camry was a production change effective Vin

S10-141023-011

sequence 4T1BE3*K#6U [REDACTED]/4T1BE3*K#6U [REDACTED] which frankly I cannot understand! Also listed was part number 45220-33200, the same part number listed on my work order that was to be used to make these repairs.

My research found some extremely alarming and baffling experiences that Toyota owners have had to endure with this same "I/M S/S" problem. Many owners reported these issues to Toyota service advisors and service managers during the warranty period of these Camrys and other vehicles as noted earlier, but were told many different reasons for the issue with their steering. For example, many were told "it was a common problem on these models, no need to worry"; some told "it was a very minor issue-didn't need to worry about it", and many, many were told "we cannot duplicate the issue with your vehicle". Some were told, after the warranty expired, "it could be a safety issue".

However, after the warranty had expired and owners brought in their Camrys and other vehicles back to these same service advisors and service managers, the owners were told-yes, it is the "I/M S/S" and it will need to be replaced at owner expense. These costs can range from hundreds to thousands of dollars, if the entire steering system must be replaced, and by the way, it is no longer in warranty and Toyota will not be responsible to cover the repair costs. What a travesty! I found many cases where the entire steering system was replaced where needed or not. This was wrong!

Do you know what my further research turned up? On 9-16-2008, another TSB was issued relating to this "I/M S/S". This was T-SB-0296-08, which stated that it superseded TSB#106. Instead of replacing the "I/M S/S", Toyota service departments were advised to lubricate the "I/M S/S". This TSB was issued over two and one half years after the initial TSB#106 dated 2-16-2006. It was issued on the same day of a different month, would you believe!

Was this new TSB issued because the owners, now with many miles on their vehicles, were now having more issues with the "I/M S/S"? The new TSB#0296-08 was less costly to repair than was the complete change out of the "I/M S/S". Did it not make owners happier not to have to spend hundreds-thousands for this fix! Why would this not have worked back in 2006 instead of waiting until 2008 to change the entire process for repair? How many thousands of loyal Toyota owners were asked to spend unnecessary funds for repairs, which apparently, Toyota later determined was not really necessary?

My research also found that owners of Toyota models earlier than the 2003 model and later than the 2006, had the same issues with the "I/M S/S". I never found any TSBs for these models. For the years 2002-2006 model year Camry, listed under the NHTSA internet, there are a total of 200+ TSBs. Total recalls listed there total only 12! Total complaints listed total 2377+! This last number represents only those owners who took the time to write NHTSA and voice complaints.

Are TSBs "silent warranties". Fix it only if an owner complains? If not, don't worry about it. Are these TSBs not just "secret warranties"? No problem if an owner does not really raise any issues. Toyota should be more responsible to loyal owners and customers. Does it cost less for Toyota to pay fines in the "billions" over spending what is necessary to cover repairs of owners, who through no fault of their

own, end up having to pay for these errors of Toyota? Has Toyota not kept enough "secrets" from the millions of owners and customers of your products?

Perhaps Toyota does not want owners to know about these TSBs because they fear it would cause a drop in consumer confidence in their products and increase the legal liability as well as cost to fix issues of Toyota.

Further, why did Toyota issue a recall instead of a TSB for the model years 2004-2009 Toyota Prius models which involved the "I/M S/S"? The recall describes the exact problem the Camrys and other vehicles were having. This is NHTSA #12V537000, if I looked at it correctly. It was issued 11-14-2012!! Could it be there were fewer number of Prius vehicles to recall than recalling over the millions of Camrys, Solaras, Avalons, and Highlanders or could the real reason the Prius models were recalled had something to do the "particular customer/owner" who might own a Prius over the owner of the other vehicles? It seems Toyota picks and chooses which model to recall and which model to issue with a TSB.

When all these issues were surfacing on the "I/M S/S", Toyota must have known there was a problem. Why did production of the part not stop and check for issues and if needed, re-engineer one that would last? Over time how many steering shafts go out on vehicles with less than 36K miles? This is one component that should last until vehicles are ready for the junk yard. Toyota had to know it was a bad part! Did the outside vendor producing the part come in as the "lowest" bidder for the part and as a result, win the contract to produce it? What if Toyota had accepted another vendor's quote for perhaps \$.50 to a \$1.00 more per part to get a design that would have lasted and not caused thousands of Toyota owners to spend hundreds/thousands of dollars for repairs for a part that was designed to fail?

Including my 2006 Camry and the new 2014.5 Camry that I recently purchased, I have owned a total of 8 Toyota vehicles over the years. If I had known about the issue with my 2006 Camry and the problems other owners had incurred and the horrible stories of getting Toyota to step up and be responsible for "I/M S/S" repairs, I would probably have had second thoughts about purchasing another Toyota vehicle. It seems Toyota, at one time, set the standard for excellent in design and build. You could purchase any Toyota vehicle and expect great service and dependability. For the last while, I feel Toyota is surviving on the laurels of the past. Toyota no longer seems to build the vehicles customers have come to expect from Toyota. Toyota either changes or your "glory" days are over.

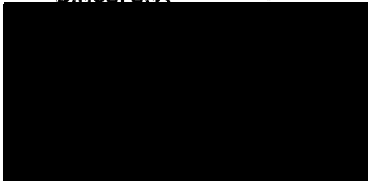
This matter of TSBs needs changing. If Toyota will not take the lead, then perhaps our NHTSA should take the "bull by the horns" and set standards for notifying customers about issues which are pertinent to all owners of certain vehicles under any TSB. By copy of this letter to Mr. Anthony Fox, Secretary of Transportation and the NHTSA, I am asking for hearings with appropriate committee meetings for input from owners and customers as to whether or not, Toyota and other manufacturers should have to notify all owners when an issue arises that will affect thousands and perhaps millions of customers. Imagine the high costs this would have for Toyota and others. But there must be a better way than the present system. Owners and customers should not be asked to pay for a manufacturer's lack of responsibility to correct something they knew was wrong. Admit your mistakes-take it on the chin-and do what is right

by your customers and owners. There are an abundance of vehicle choices out there and many vehicles like the Camry that may just be a step above. Does Toyota still want to be looked upon as the leader in quality and doing what is right for your customers, or does Toyota want to continue letting owners pay for mistakes of Toyota? Think about it?

Now, to my request. I called your customer service on 9-15-2014 and was turned down in my request to have Toyota pay the \$491.64 repair of my Camry. I request reimbursement for that repair. It is only right. Please reimburse me and I will go away and purchase Toyota vehicles in the future. Don't reimburse me and my drive continues to have the NHTSA look into this TSB issues and start making manufacturers responsible for their mistakes. My claim number is [REDACTED]

Thank you for your time and look forward to a positive conclusion to this request. If not positive, I have purchased my last Toyota product and will advise anyone I contact to stay away from Toyota for it will not take care of loyal customers.

Sincerely,



PS Since I did not drive my 2006 Camry the 36K miles in the 3 year warranty period, I am being penalized for being a "low mile" driver customer. At 20,755, I should not be replacing an "I/M S/S". If so, I should not be paying for it.



CC: Mr. Anthony Fox
Secretary of Transportation
NHTSA Headquarters
12000 New Jersey Ave., SE
West Building
Washington, DC 20590

General Manager
Toyota Motor Sales, USA, Inc.
19001 Southwestern Ave.
Dept WC 11
Torrance, CA 90501

Customer Service
Toyota Motor Sales, USA, Inc.
19001 Southwestern Ave.
Dept. WC 11, Torrance, CA 90501



7670 BRUTON SMITH BLVD. • P.O. BOX 365 • CONCORD, NC 28026
 TELEPHONE (704) 979-7700

www.scionofconcord.com
 www.toyotaofconcord.com

E-MAIL: service@toyotaofconcord.com

CELL: [REDACTED]

| | | | | | |
|-------------------------|--|------------|-----------------------|--------------------------|-----------------|
| CUSTOMER NO. [REDACTED] | ADVISOR STEPHEN WOODS | 118 | TAG NO. 234 | INVOICE DATE 09/16/14 | [REDACTED] |
| [REDACTED] | LABOR RATE [REDACTED] | [REDACTED] | MILEAGE 20,755 | COLOR GREY/ | STOCK NO. |
| CONCORD, NC [REDACTED] | YEAR / MAKE / MODEL 06 / TOYOTA / CAMRY / 4DR SDN LE AT | | | DELIVERY DATE | DELIVERY MILES |
| [REDACTED] | [REDACTED] | | | SELLING DEALER NO. | PRODUCTION DATE |
| [REDACTED] | F.T.E. NO. | P.O. NO. | R.O. DATE 09/15/14 | | |
| BUSINESS PHONE | COMMENTS | | | | MO: 20756 |

TOTALS

ACTIVE DELIVERY

WE WANT TO MAKE SURE THAT WE HAVE GIVEN YOU A TRULY EXCEPTIONAL EXPERIENCE

1) HAVE I REVIEWED YOUR VEHICLES MPI REPORT CARD WITH YOU?

2) HAVE I OFFERED TO SCHEDULE YOUR NEXT APPOINTMENT?

CUSTOMER INITIALS

IF YOUR ADVISOR DID NOT REVIEW THESE TWO THINGS I WANT TO KNOW, CONTACT TIM HAYS, SVC MGR 704-9

TOTAL LABOR.... 276.95
 TOTAL PARTS.... 252.53
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 24.93
 TOTAL MISC DISC -80.45
 TOTAL TAX..... 17.68

TOTAL INVOICE \$ 491.64

Service Charge. The Service Charge defrays Dealer's overhead costs, including, but not limited to, shop supplies, employee safety measures and training, and waste disposal and handling. The Service Charge may include Dealer profit. Not all transactions will cause Dealer to incur all of the costs defrayed by the Service Charge. The Service Charge is not a government-required fee.

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing this form, you give this Dealership **PERMISSION** to contact you (either personally, via text messages or with prerecorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax number and/or e-mail address listed. This **AUTHORIZATION** allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

Toyota of Concord
 7670 Bruton Smith Blvd
 Concord, NC 28027
 704-979-7700

09/16/14 03:01 PM
 Card Type: [REDACTED]
 Card Acct: [REDACTED]
 Card Exp : XX/XX
 Customer : [REDACTED]
 Name : [REDACTED]
 Card Swiped
 Transaction Type: SALE
 Trans Serial # : 49976198
 Auth Code 005173
 Amount \$491.64

I agree to pay the indicated amount and to be bound by the terms of the card payment agreement

OPEN SATURDAY HOURS
 7:30AM - 6:00PM
 FOR YOUR CONVENIENCE

DID YOU KNOW THE WARRANTY ON GENUINE TOYOTA OR SCION PARTS INSTALLED AT OUR DEALERSHIP IS 12 MONTHS AND UNLIMITED MILEAGE ON BOTH PARTS AND LABOR?

THANKS FOR BEING OUR CUSTOMER!

IN APPRECIATION, PLEASE PRESENT THIS COUPON ON YOUR NEXT VISIT FOR A FREE CAR WASH!

PLEASE ASK YOUR SERVICE ADVISOR FOR DETAILS!



Invoice No. TOCS749432



Invoice No. TOCS749432



R.O. / Invoice No. TOCS749432

S10-141023-011

BC24

BC91

BC-9



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E-MAIL: service@toyotaofconcord.com

CELL: [REDACTED]

| | | | | | |
|-------------------------|--|------------|-----------------------|--------------------------|-----------------|
| CUSTOMER NO. [REDACTED] | ADDRESS STEPHEN WOODS | 118 | TAG NO. 234 | INVOICE DATE 09/16/14 | [REDACTED] |
| [REDACTED] | LABOR RATE [REDACTED] | [REDACTED] | MILEAGE 20,755 | COLOR GREY/ | STOCK NO. |
| CONCORD, NC [REDACTED] | YEAR/MAKE/MODEL 06/TOYOTA/CAMRY/4DR SDN LE AT | | | DELIVERY DATE | DELIVERY MILES |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | SELLING DEALER NO. | PRODUCTION DATE |
| [REDACTED] | F.T.E. NO. | P.O. NO. | R.O. DATE 09/15/14 | [REDACTED] | [REDACTED] |
| [REDACTED] | BUSINESS PHONE | COMMENTS | | | MO: 20756 |

JOB# 1 CHARGES

LABOR
J# 1 45TOZ STEERING/SUSPENSION HOURS: TECH(S):315 276.95
CUST STATES POPPING TYPE NOISE WHEN TURNING STEERING WHEEL
SEE TSB 106-212926
REPLACED STEERING INTERMEDIATE SHAFT AND ALIGNED WHEELS

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | PRICE |
|---------------|-----|-------------|-------------------|------------|--------|
| | 1 | 45220-33270 | SHAFT ASSY. STEER | 252.53 | 252.53 |
| TOTAL - PARTS | | | | | 252.53 |

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

LD LABOR DISCOUNT -55.20
P10 PARTS DISCOUNT -25.25
TOTAL - MISC -80.45

JOB# 1 TOTALS

LABOR 276.95
PARTS 252.53
MISC -80.45

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 449.03

JOB# 2 CHARGES

LABOR
J# 2 30TOZ01 AUTO TRANS CONCERN HOURS: TECH(S):315 0.00
PERFORM HEALTH CHECK ON TRANS SEEMS TO BE SHIFTING ABNORMAL
PERFORMED HEALTH CHECK NO PENDING TRANS CODES

JOB# 2 TOTALS

LABOR 0.00
PARTS 0.00
MISC 0.00

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

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

JOB # A SS SERVICE CHARGE 24.93
TOTAL - MISC 24.93

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$525.00 (+TAX)

Service Charge. The Service Charge defrays Dealer's overhead costs, including, but not limited to, shop supplies, employee safety measures and training, and waste disposal and handling. The Service Charge may include Dealer profit. Not all transactions will cause Dealer to incur all of the costs defrayed by the Service Charge. The Service Charge is not a government-required fee.

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing this form, you give this Dealership **PERMISSION** to contact you (either personally, via text messages or with prerecorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax number and/or e-mail address listed. This **AUTHORIZATION** allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

Please do not contact me as provided above.

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.

9102 9 1

The Reynolds and Reynolds Company BRANTSBURG, OH 43109

Concord, NC



7014 0150 0000 7100 8536


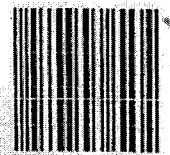
CHARLOTTE
NC 282
09 OCT '14
PM 5 L

RETURN RECEIPT
REQUESTED

W93-404

Mr. Anthony Fox
Secretary of Transportation
NHTSA Headquarters
12000 New Jersey Ave., SE
West Building
Washington, DC 20590

U.S. POSTAGE
PAID
KANNAPOLIS, NC
28083
OCT 09 '14
AMOUNT
\$6.70
00040602 14

1000 20590

S10-141023-011

20059





**Office of the Secretary of Transportation
Executive Secretariat**

| | |
|---|-----------------------------|
| Control number: S10-141023-011 | Action office: NHTSA |
| Document date: 10/10/2014 | Due date: |
| Author(s): [REDACTED] | |
| Subject: Copy Of Letter To The President Of The Toyota Motor Corporation Regarding Problems With The Intermediate Steering Shaft Of Toyota Vehicles As Inadequately Addressed By Toyota's Technical Service Bulletin (TSB) | |
| Action: Appropriate Handling | |

Comments:

| Date | Action | Action by |
|-------------|--|------------------|
| 10/23/2014 | Folder Processed for Appropriate Handling. | MICHELLE.YOUNG |
| 10/23/2014 | DIST: A1,C1,S3 | MICHELLE.YOUNG |
| 10/23/2014 | Updated Folder Information. | MICHELLE.YOUNG |
| 10/23/2014 | Work Folder Assigned to NHTSA. | ANGELICA.GERTELI |
| 10/23/2014 | Incoming File Uploaded. | ANGELICA.GERTELI |
| 10/23/2014 | Control Number Created. | ANGELICA.GERTELI |

| Date | Note | Note by |
|-------------|-------------|----------------|
|-------------|-------------|----------------|