

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

[REDACTED]
[REDACTED] Boca Raton, FL [REDACTED]
[REDACTED]

October 26, 2014

Toyota USA Corporate Headquarters
19001 S. Western Avenue
Torrance, CA 90501

In Re: Faulty Sun Visor -- Driver's Side -- 2007 Camry

To Whom It May Concern:

I am sending this correspondence due to my concern about safety and prevention of accidents that would be avoidable if faulty equipment were not an issue.

Last week I noticed that the sun visor on the driver's side of my 2007 Toyota Camry was not as tight as it had been. I was unable to adjust the visor as needed because it refused to hold in the position desired. Yesterday, the visor stopped holding at all, while I was driving. I almost had an accident due to the visor dropping suddenly and blocking my vision. I pushed it up and it fell again a few seconds later, causing me to almost rear-end the car in front of me as the light had turned red and I could not see it.

I immediately stopped at the closest service station and was told this was due to a visor defect. I contacted Earl Stewart Toyota in West Palm Beach and was told that the defect was no longer covered and that I would have to pay to have the visor replaced. They told me Toyota had extended the warranty years ago, but my car was past the extension period. Additionally, they said they did not have any visors in stock and could not fix my car for me until after Christmas as the part was on back order from Toyota and it was a new design.

I then called Ed Morse Toyota in Delray Beach. They did have the visor in stock, but said this was no longer a covered repair as the extended warranty had run out. They told me it would cost me \$150.00 to have it fixed. As this is a serious safety issue (as a few hours prior I almost had a horrible collision), and I drive to and from work into the sun each day, requiring use of the visor, I felt I had no alternative. My concern for my life, my safety, and concern for others on the road far, exceeded the lack of concern for 2007 Camry owners that Toyota has shown. I went to Ed Morse Toyota and had my visor replaced, for a total cost of \$156.21 (including tax). Why was this not a safety recall? I almost had a very serious accident and had to pay \$156.21 to correct a safety issue that Toyota should have corrected for free regardless of the age of my car.

ET
11/19/14
TA

While at the dealership, I noticed an advertisement by Toyota about safety features in their vehicles that help avoid rear-end collisions. (I have attached a copy of the advertisement). I find it ironic that the company is advertising how their cars' equipment helps avoid accidents, but I have to pay to have Toyota's faulty equipment replaced, in spite of the fact that this is a known defect in the product. If there was a fatality, would Toyota have said "too bad, the car is out of our extended warranty period"? "Sorry, we knew about the defect, but we chose to save money, not to guaranty the safety or lives of our Camry owners!"

I have thoroughly enjoyed driving my Camry, and am very disappointed in how this matter was handled by Toyota. As this is a severe safety hazard, I would have thought it would be replaceable at no cost to me.

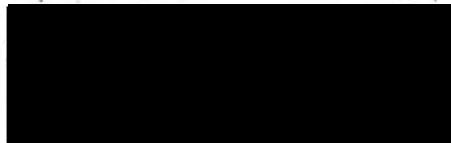
I have attached a copy of my receipt for \$156.21. I would appreciate being reimbursed for the cost of replacing this faulty piece of equipment. I think a national safety recall should be made before any more problems arise. Based on my experience, I wonder how many accidents or fatalities were caused by this Toyota-known safety hazard?

Your immediate attention is appreciated and urgent.

I will await your reply.

Thank you.

Sincerely,



cc: Ed Morse Delray Toyota
2800 S. Federal Highway
Delray Beach, FL 33483

✓ Earl Steward Toyota
1215 US Highway 1
Lake Park, FL 33403-2895

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

CUSTOMER #:



2800 S. Federal Highway
Delray Beach, FL 33483-3239
(561) 276-5000

INVOICE

PAGE 1

BOCA RATON, FL

HOME: CONT MV 1441
BUS: CELL: SERVICE ADVISOR: 15964 CHRISTOPHER SHEEHAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BEIGE	07	TOYOTA CAMRY	4T1BE46K97U		95129/95129	T9610

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25MAR06 DD			WAIT 25OCT14			CASH	25OCT14

R.O. OPENED READY OPTIONS: DLR:09202 ENG:2.4_Liter_DOHC

15:09 25OCT14 15:52 25OCT14

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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B CUSTOMER STATES D/S SUN VISOR IS LOOSE, FALLING DOWN. PLEASE REPLACE.

999 D/S SUN VISOR

15711 CPT

1 74320-06780-E0 VISOR ASSY, LH

PARTS:	95.80	LABOR:	47.53	OTHER:	0.00	TOTAL LINE B:	143.33
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SHOP, SUPPLIES/HAZARDOUS WASTE DISPOSAL FEE							4.04
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WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

***SHOP SUPPLY COSTS:** We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$44.95, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	47.53
PARTS AMOUNT	95.80
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	4.04
TOTAL CHARGES	147.37
LESS INSURANCE	0.00
SALES TAX	8.84
PLEASE PAY THIS AMOUNT	156.21

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER COPY



EM Delray Toyota/Scion Service and Parts

2800 S FEDERAL HWY

Delray Beach Florida 33483

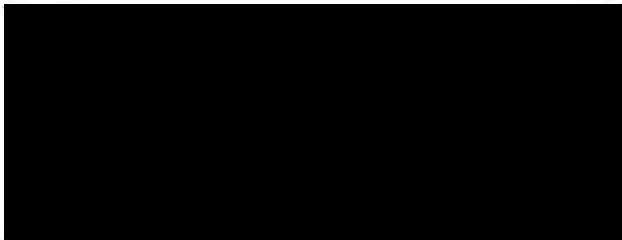
561-276-5000

Customer information

Street:

Zip code:

Cardholder Signature



FRIEDMAN J

Transaction information

Sale

Date: 10/25/2014 3:53 PM

Amount: \$156.21

Card Number: *****

Merchant ID: 212952

Auth Code: 579010

Processed as:

Reference No.:

Trace No.:

Invoice No.:

Response Msg: Approved

Entry Method: Swiped

Match AVS: Not Present

Match CV: Not Present

Match ZIP: Not Present

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).

This Dealership cares about
YOUR safety!

Just 1 Second More!

90% of all rear-end collisions are avoidable if the driver had **one more second** of warning. (NHTSA* 2010)



Help protect yourself and
your loved ones with a
PULSING Third Brake Light!

◆
SAFETY FIRST™
pulsates your
third brake light
four times before
going solid to
attract a trailing
drivers attention.

◆
Improves the
reaction time
of the driver
behind you by
approximately
40%
(NHTSA* 2010)

◆
Increases drivers
reaction time by
14.5 ft.
at 50 mph
and **20 ft.**
at 65 mph

Ask a dealership
representative
for details.



[Redacted]
Boca Raton, FL [Redacted]



\$0.480
US POSTAGE
FIRST-CLASS
FROM 33487
OCT 27 2014
stamps
com



062S0009608636



NHTSA
West Building
1200 New Jersey Ave SE
Washington DC 20590-0001