 <p>DOT Auto Safety Hotline</p> <p>U.S. Department of Transportation</p> <p>National Highway Traffic Safety Administration</p>		<p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects</p> <p>1-888-DASH-2-DOT (1-888-327-4236)</p> <p>INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received</p> <p>12-FEB-2015 MAY 27 2015</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10683046</p>		<p>Daytime Telephone Number</p> <p>MAY 26 2015</p>	
<p>Evening Telephone Number</p>		<p>E-mail Address</p>		<p>City ONEONTA State NY Zip Code [REDACTED]</p>	
<p>OWNER INFORMATION (Type or Print)</p> <p>Name [REDACTED]</p> <p>Address [REDACTED]</p>					
<p><i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i></p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>4T4BF1FK3ER [REDACTED]</p>		<p>Make</p> <p>TOYOTA</p>	<p>Model</p> <p>CAMRY</p>	<p>Model Year</p> <p>2014</p>	
<p>Date Purchased</p> <p>7/7/14</p>	<p>Dealer's Name and Telephone Number</p> <p>Empire Toyota 607 433-0045</p>		<p>Engine:</p> <p>No: Cylinders</p>	<p>Fuel Type:</p>	
<p>Original Owner</p> <p><input checked="" type="checkbox"/></p>	<p>Dealer's City</p> <p>Oneonta</p>	<p>State</p> <p>NY</p>	<p>Zip Code</p> <p>13820</p>		
<p>Transmission Type</p> <p><input type="checkbox"/> Antilock Brakes</p> <p><input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s)</p> <p>31-JUL-2014</p>		
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Codes: LIGHTING (PWS), VISIBILITY/WIPER (PWS)</p>			<p>Failure Mileage</p> <p>2000 18</p>	<p>Failure Speed</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>			
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>	<p>Date Manufactured:</p>		<p>Model No./Name:</p>		
<p>Seat Type:</p>	<p>Installation System:</p>				
<p>Child Seat Component Code:</p>	<p>Failed Part:</p>				
<p>APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i></p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p> <p>0</p>	<p>Number of Deaths</p> <p>0</p>	<p>Reported to Police</p> <p>N</p>	
<p>Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).</p>					
<p>TL* THE CONTACT OWNS A 2014 TOYOTA CAMRY. WHILE DRIVING AT VARIOUS SPEEDS, WITH THE LOW BEAM HEADLIGHTS ACTIVATED, THERE WAS POOR VISIBILITY. THE FAILURE ONLY OCCURRED WHEN DRIVING AT NIGHT IN A RURAL AREA. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 2,000 18</p> <p>when driving at night on rural roads with no streetlights - there is a distinct horizontal line across middle of windshield. you can see out bottom but top of middle to top is very dark as if there is a dark tint. you cannot see the road ahead. See attached document.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Please see complaint to BBB + Toyota for more detailed description of ~~comp~~ problem

I cannot emphasize enough how dangerous it is to drive at night and not be able to see the road!! Toyota has done nothing. I don't know where else to turn. I have seen other reports of this problem dating back ~~online~~ years! Thank you.

ATTACH ADDITIONAL SHEETS IF NECESSARY

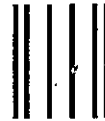
U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

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National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
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Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

COMPLAINT ACTIVITY REPORT Case # [REDACTED]

BBB of Los Angeles and Silicon Valley

Business Info: Toyota Motor Sales U S A, Inc.

Consumer Info: [REDACTED]
[REDACTED]
Oneonta, NY [REDACTED]
[REDACTED]

800 331-4331

Location Involved: (Same as above)

Consumer's Original Complaint :

In July, 2014 I purchased a new 2014.5 Toyota Camry from my local dealer. I have taken the car back several times with complaints about the headlights when driving at night on rural unlit roads. When you drive the car at night in the city, with all of the streetlights, there is no problem. However when you drive on an unlit road at night, there is a very serious, dangerous visibility issue! When I first noticed the problem I was driving on a dark unlit road with my headlights on. The windshield was almost completely black except for about two inches at the very bottom where you could see out. It is as if there is a very dark tint on the windshield. I took the car in and Toyota told me the headlights just had to be adjusted, which they did. The line of vision was now moved up, but there is still a horizontal line right across middle of the windshield. The top half of the windshield is still a black. I've never seen anything like it... it's a very eerie feeling when you can only see out of half the windshield. When you turn on the brights, it goes away, and you are able to see. But then you are blinding oncoming cars. Plus, when you are driving and car dips in the road, the darkness goes up and down and is even more distracting. I have taken the car in several times. I even took it to another dealer. Nothing has helped. There is a clear distinct line in the middle of the windshield. Half light and half very dark. You cannot see to drive at night. I happen to live where a lot of my driving is in rural areas. I cannot drive this car. Also, I have been flashed several times by oncoming cars. It must look like I have my brights on when I don't. The design of the headlights is defective and I have been told there is nothing more they can do about it. I need a car I can safely drive at night. I loved my old Camry, but this one is horrible. I was told to report the issue to Toyota headquarters, who also told me there is nothing they can do.
Product_Or_Service: July 2014

Consumer's Desired Resolution:

DesiredSettlementID: RefundI loved my old 2000 Camry, and had it for almost 15 years. Which is why I bought another one. However, if this is the way they are making them now, I would like a refund so I can purchase a different car.

BBB Processing

03/05/2015 web BBB Case Received by BBB
03/09/2015 YM BBB Case Reviewed by BBB - Member
03/09/2015 Otto EMAIL Send Acknowledgement to Consumer
03/09/2015 Otto EMAIL Notify Business of Dispute - Member
03/16/2015 WEB BBB RECEIVE BUSINESS RESPONSE : Please accept our apologies for this situation and for any inconvenience you may have been caused. Our Regional office has reviewed your concern and found per the Field Technical Specialist and the dealership, vehicle is operating as designed and no repairs recommended
03/16/2015 YM EMAIL Forward Business response to Consumer
03/17/2015 WEB BBB BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

Did they even read my complaint? I have been told that the car is operating as designed. My complaint is that if that is the case, then there is something seriously wrong with the design of this car. You cannot see out of the windshield at night to drive. There is something seriously and dangerously wrong and it is a serious and very dangerous design. I have seen many complaint for this exact problem going back several years and cannot believe nothing has been done to correct the problem. I cannot drive this car at night because I cannot see to drive because of the design of the headlights. It is like driving in a black hole. Half the windshield is light, half is black. It is very distracting and seriously dangerous. I would like either a refund or a new car that I can see out of at night on a rural road! I need to be able to drive at night. My local dealer told me I should come in and drive another car to see if it was the same. However when I went in, they suddenly didn't have any cars. So I had him come with me to drive my car. He saw what I was talking about, but said that is the way they were designed and there was nothing they could do about the problem. When I asked what I can do since I can't drive it at night he advised me to contact Toyota headquarters, which I did. Toyota headquarters also told me there is nothing they can do. I would like to invoke the lemon law. I cannot drive this dangerous car. There is a serious flaw in the design. I am not asking for it to be fixed. I have been told it cannot be fixed. My complaint again.... the design is seriously flawed and extremely dangerous. How do I invoke the lemon law?

03/18/2015 YM EMAIL Forward Consumer Rebuttal to Business
03/24/2015 WEB BBB RECEIVED BUSINESS' REBUTTAL RESPONSE : We are sorry for your continued dissatisfaction. Please be advised we have created case # [REDACTED] per your request for Lemon Law. You will receive an acknowledgement letter within 10 business days.
03/24/2015 YM EMAIL Send Business' Rebuttal Response to Consumer
03/31/2015 WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

I accept this proposed resolution if this problem will be resolved through Lemon Law.

04/01/2015 Otto EMAIL Inform Business - Case Closed RESOLVED
04/01/2015 Otto BBB Case Closed RESOLVED
05/07/2015 YM BBB ReOpen the Complaint
05/07/2015 YM BBB BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE : I would like to reopen this complaint please. After Toyota's last response here, they asked me for paperwork regarding Lemon Law. I sent them everything they asked for and have not heard anything back from them since. I called to make sure they received the info I sent them and they said they had received it. I also asked them to let me know if they needed anything else. I emailed everything to them on April 9, 2015. It is now about a month later and I have heard nothing. Meanwhile I still cannot drive this car safely at night. I am a realtor and have to use my car for work. I would like to reopen this case until this matter is resolved. Thank you.
05/07/2015 YM EMAIL Forward Consumer Rebuttal to Business
05/12/2015 WEB BBB RECEIVED BUSINESS' REBUTTAL RESPONSE : Please be advised your case was forwarded to the Lemon Law Administrator for review.
05/13/2015 YM EMAIL Send Business' Rebuttal Response to Consumer

05/15/2015 WEB BBB CONSUMER REJECTS BUSINESS' FINAL OFFER : (The consumer indicated he/she DID NOT accept the response from the business.)

I can not accept this as nothing has been resolved. I still have a car that is extremely dangerous to drive at night! And nothing has been done about it. I have gone back to the dealer numerous times. I have sent Toyota all the documents they asked for, and nothing has been done. I cannot emphasize enough how dangerous this is to drive and not be able to see the road ahead!