

CL-10703696-7948



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

CHRIS CHRISTIE

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center - Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102



JOHN J. HOFFMAN
Acting Attorney General

KIM GUADAGNO
Lt. Governor

March 18, 2015

STEVE C. LEE
Acting Director

National Highway Traffic Safety Administration US Dept of Transportation
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave SE
Washington, DC 20590

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

Re: [REDACTED]
File Number: [REDACTED]

MAR 26 2015

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Patricia D. Pate
Supervising Investigator, Consumer Service Center

NAM
33015
SMD



New Jersey Office of the Attorney General

Division of Consumer Affairs

P.O. Box 45025

Newark, New Jersey 07101

(973) 504-6200

(800)-242-5846

E-Mail: AskConsumerAffairs@lps.state.nj.us

OFFICE OF
CONSUMER PROTECTION
056216 MAR-4 2013

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: _____

ADDRESS: _____

CITY: Tenton

STATE: NJ

ZIP CODE: _____

HOME TELEPHONE NUMBER: _____

WORK TELEPHONE NUMBER: _____

(include area code)

* E-MAIL ADDRESS: _____

* NOTE: BY PROVIDING YOUR E-MAIL ADDRESS, YOU AGREE TO
RECEIVE COMMUNICATIONS FROM THIS OFFICE BY E-MAIL.

BUSINESS: _____

ADDRESS: _____

CITY: _____

STATE: _____

ZIP CODE: _____

TELEPHONE NUMBER (1): _____

(include area code)

TELEPHONE NUMBER (2): _____

(include area code)

For statistical and informational purposes only. Your age: ☐ 18-29 ☐ 30-44 ☒ 45-59 ☐ 60 or older

1. Nature of complaint (please check the appropriate box(es)):

☐ Automotive

☒ Automotive Repairs

☐ Banking

☐ Credit Card

☐ Charity

☐ Direct Mail/Sweepstakes

☐ Home Repair

☐ Internet/Cyberspace

☐ Professional Service

☐ Stocks/Securities

☐ Telemarketing

☐ Telecommunications

☐ Bingo/Raffle

☐ Health Club

☐ Warranty

☐ Advertising

☐ Wheelchair Lemon Law

☐ Weighing/Measuring Devices

☐ Used Car Lemon Law

☒ New Car Lemon Law

☐ Furniture

☐ Other (specify) _____

2. If your complaint involves a motor vehicle, please provide the following information:

a. ☐ New ☐ Used

b. ☐ Purchased ☒ Leased

c. Purchase Price _____ Current Mileage _____

d. Date of Purchase _____ ☒ With Warranty ☒ With Service Contract ☐ As Is

e. Make _____ Model _____ Year 2013

3. Name of company you dealt with: Toyota

4. Name and title of company agents or employees you dealt with: _____

5. Describe the facts of your complaint in the order in which they happened. Type or print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

Recall never fix Air Bag, leak water to engine cause hole in engine hose just got oil change, never put fluids in car, it's states that it could have cause accident, they try to get my insurance to give them 11,000 to fix car. I have paper work about the recall which states everything is free, plus I have a warranty until April because my insurance didn't agree to giving them 11,000, they took the borrow car and threaten to call the cops on me it's so much more I can't do a lot of working I have a broken hand and wrist

Recall on Avalon Camry, Camry Hybrid, Venza I have a 2013 Camry

P.S dealer sent me home with 3 nuts on fire all four, which could have cause an accident

Thank u in advance

6. The amount of loss involved in this complaint: \$ 1,130 could be more please provide a breakdown of these losses:

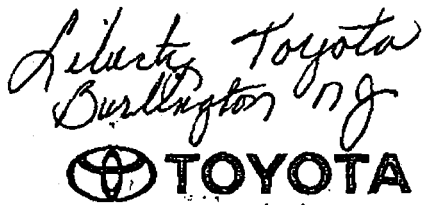
accident twice Car unstable

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

[Redacted Signature]

March 1 2015
Date

* This certification must be signed by the person completing the form.



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

25



TRENTON, NJ



URGENT SAFETY RECALL

This is an important Safety Recall.
The remedy will be performed
at **NO CHARGE** to you.

Certain 2012–2013 Model Year Avalon, Camry, Camry Hybrid, Venza, and
Certain 2013 Model Year Avalon Hybrid Vehicles
HVAC Assembly

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: VIN: 4T4BF1FK0DR

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2012 to 2013 Avalon, Camry, Camry Hybrid, Venza, and certain 2013 Avalon Hybrid vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

What is the condition?

Water from the air conditioning unit housing could leak onto the air bag, control module and cause a short circuit resulting in illumination of the airbag warning light. In some instances, the air bag(s) could become disabled or could inadvertently deploy. An airbag that deploys inadvertently can, under some circumstances, increase the risk of injury or the possibility of a crash. An inoperative airbag can increase the risk of injury in a severe crash.

In limited instances, the power steering assist function could also become inoperable if a communication line in the air bag control module is damaged. Sudden loss of power steering assist results in increased steering effort and can increase the risk of a crash at low speeds.

What should you do?

Please contact any authorized Toyota dealer and make an appointment to have the remedy performed. The remedy will involve inspecting the HVAC housing and airbag control module, sealing the HVAC housing, and installing a protective cover on the bottom of the housing above the Airbag Control Module at **NO CHARGE** to you. The inspection and, if necessary, the repair of the HVAC will take approximately 2 hours. However, depending upon the dealer's schedule, it may be necessary to make your vehicle available for a longer period of time.

Until the remedy is performed, please pay close attention to the airbag and electronic power steering warning lights. These lights are designed to come on during the ignition cycle check function when the engine switch is turned "ON" position. The lights turn off after about 6 seconds. ***This means the systems are operating as designed.*** If the lights (1) illuminate or remain illuminated after this 6 second check period, or (2) come on while driving, or if the lights previously stayed illuminated while driving, please contact your local Toyota dealer for **immediate** diagnosis and appropriate repair. Additionally, if you notice a water leak from the HVAC housing or damp carpeting around occupants' foot well, please contact your local authorized Toyota dealer for diagnosis and repair.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to ~~perform the repair.~~
- To view the Frequently Asked Questions online, please visit www.toyota.com/recall and input your full 17-digit Vehicle Identification Number (VIN) which is shown above.
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 a.m. to 6:00 p.m., or Saturday 7:00 a.m. through 4:00 p.m. Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.safercar.gov.

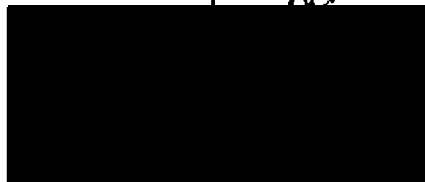
If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

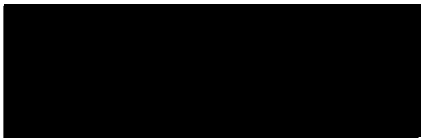
We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.





Trenton NJ

TRENTON NJ 086

02 MAR 2015 PM 4:1



NJ office of the Attorney General
Division of Consumer Affairs
P.O. Box 45025
Newark, NJ 07101

07101602525



1
2
3

NJ Office of the Attorney General

DIVISION OF CONSUMER AFFAIRS
CONSUMER SERVICE CENTER
P.O. BOX 45025
NEWARK, NJ 07101

