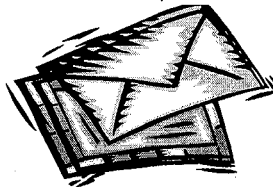


NHTSA ccmMercury Routing Slip



CL-10704671-2301

Printed: 9/11/2015

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

NHTSA #: ES15-004752

XREF #:

Delivery: EML

Rec'd Date: 9/11/2015

Doc Type: CNG

Address To:

Referred By: NPO-011

Doc Date: 9/10/2015

Due Date: 10/12/2015

S10 #:

DOT/I #:

RMP #:

**Subject: LETTER TO SENATOR CORNYN ON BEHALF OF CONSTITUENT [REDACTED] RE TOYOTA
DEFECT LETTER FOR HIS TOYOTA MODEL**

Ack Date:

Sign Office: DIR. GOVT.

AFFAIRS

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: ALISON PASCALE

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

THE HONORABLE JOHN CORNYN UNITED STATES SENATOR

PROVIDENCE TOWERS

5001 SPRING VALLEY ROAD, SUITE 1125E

DALLAS, TX 75244

Tel: 972 392-9308 Fax: 972 239-2110 E-mail:

SEP 15 2015

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	9/11/2015	10/12/2015	
NGA-110	SIGN	9/11/2015		

RR
9/15/15
SMP

JOHN CORNYN
TEXAS

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA
2015 SEP 11 10 20
United States Senate
Washington, DC 20510-4305

September 10, 2015

Ethel Hayden
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, District of Columbia 20590-
(202) 366 2106
202 366 2106

Re: [REDACTED] / 18 pages to follow

My constituent has sent the enclosed communication. A response which addresses his/her concerns would be appreciated.

Permission is given to contact the taxpayer directly regarding this inquiry. Due to Senate mail security protocol, mailed responses to my office are significantly delayed. In order to best assist my constituents, please fax or e-mail a written response to my Dallas office.

Office of Senator John Cornyn
ATTN: Jeff Bull
(972) 239-3349
(972) 239-2110 (Fax)
Email: Jeffrey_Bull@cornyn.senate.gov

Providence Towers
5001 Spring Valley Road, Suite 1125E
Dallas, Texas 75244

Enclosure

ES15-004752



U.S. Senator John Cornyn

Attention: Casework Dept.
517 Senate Hart Office Building
Washington, DC 20510-4305
(972) 239-1310 (Telephone)
(972) 239-2110 (Fax)

SEP 08 2015

RECEIVED SEP 02 2015

RECEIVED SEP 08 2015

GENERAL PRIVACY RELEASE FORM

I hereby authorize Senator John Cornyn to request on my behalf, pertinent to the Freedom of Information and Privacy Act of 1974, Title 5, Section 552A of the U.S. Code, access to information concerning me in the files of the following agencies:

(Agency with which you are having difficulties)

Additionally, Senator Cornyn is authorized to see any materials that may be disclosed pertinent to that request.

PLEASE BRIEFLY DESCRIBE YOUR DIFFICULTY ON A SEPARATE PAGE

Name: (Mr./Mrs./Ms.)

(Please Print Clearly)

Address:

(Street)

San Angelo TX

(City, State, Zip)

Telephone number:

Alternate:

E-Mail address:

Social Security Number:

Date of Birth:

Please fill in appropriate case information (when applicable):

Medicare Number:

Medicare Provider PTAN, NPI, Tax ID:

Bank and Loan #:

VA Claim #:

U.S. Department of Labor:

CSA/CSF #:

(OPM retirees only)

FEMA Reg. #:

Disaster #:

SIGNATURE:

DATE:

8-25-15

From : [REDACTED]

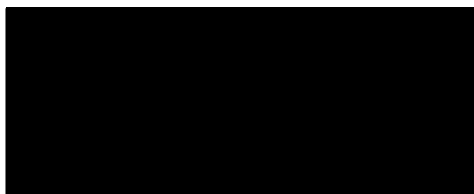
Case No.- [REDACTED]

Subject: Toyota claim

Date: 7/28/15

Please see enclosed documents addressed to Toyota concerning claim. Toyota sent me a letter concerning a defect with my Toyota vehicle which concerned excessive use of engine oil. (Please see enclosed documents. I have spent several months trying to work with Toyota concerning the repair of my vehicle. I have submitted all the documents which Toyota has requested. Toyota has refused to work with me on this matter. Please guide me on this matter if possible. I have since repaired my vehicle at my own expense which was very difficult for me. I have sent Toyota the documents showing the repair and cost of the repair but Toyota still refuses to work with me.

Thanks for any help you can provide.



To: Toyota

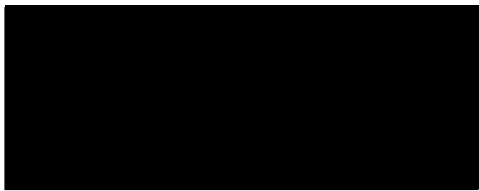
From: [REDACTED]

Subject: Warranty Enhancement (Case
no. [REDACTED])

Date: 6/18/15

Received a letter from you where you state that my reimbursement request has been denied the reason being that I have not submitted requested paperwork. This is a false statement from you. I have not only submitted the documents you have requested, I have submitted this documents as requested four times (4) already. The first documents were lost by your office, the second set of documents, I did not get a response from you so I resubmitted the documents. The third set of documents requested from you you asked for further documents. I have already submitted all documents you have asked for and now you are asking for the same documents AGAIN! The only

solution to this matter seems to be that some legal action be taken. I also feel that this vehicles should be recalled until problem corrected and transportation be provided by Toyota until corrected. I At this time I have asked for guidance from my representative .I strongly feel that Toyota is playing games with the customers. I have already spent too much time on this matter. This is very expensive to me.





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

0025

SAN ANGELO, TX



WARRANTY ENHANCEMENT NOTIFICATION - ZE7

VIN: 4T1BE46K09U

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of an enhancement to portions of your Toyota New Vehicle Limited Warranty. Toyota has received some reports where vehicles may exhibit excessive engine oil consumption.

What should you do?

At this time, Toyota is currently preparing the necessary parts to implement this Warranty Enhancement Program, and anticipates it will take several months to build the necessary parts. Therefore, we are notifying you of the upcoming warranty enhancement program and providing means for you to seek reimbursement for previous repairs to help minimize any out of pocket costs you may have incurred. If you believe your vehicle has excessive engine oil consumption, please contact your local authorized Toyota dealer. They will perform an engine oil consumption test to determine if your vehicle will be eligible for warranty work once sufficient parts have been produced.

We will send you a second owner notification letter once sufficient parts have been produced. If you have not experienced the condition described, there is no action necessary at this time. Please apply the sticker below to your Owner's Manual Supplement/Warranty & Service Guide Information booklet for future reference.

Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for replacement of parts related to Excessive Engine Oil Consumption. If the condition is verified, warranty work will be performed in accordance with the applicable Technical Service Bulletin under the terms of this Warranty Enhancement Program.*

- The **Primary Coverage** offers warranty enhancement until October 31, 2016, regardless of mileage.
- After the Primary Coverage period ends, the **Secondary Coverage** is applicable for 10 years from the date of first use or 150,000 miles, whichever occurs first.

Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.

This Warranty Enhancement Program is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

*Please see your Toyota dealer for additional details

VIN #:

4T1BE46K09U

Date of First Use:

01/16/2009

ZE7

Peel and Stick
Label onto the
Owner's Warranty
Information Booklet

If you would like to update your vehicle ownership or contact information, please go to www.Toyota.com/#login. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you have previously paid for repair to address an excessive oil consumption condition, please mail a copy of your repair order, proof of payment, and proof of ownership to the following address for reimbursement consideration.

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience WC10
19001 South Western Avenue
Torrance, CA 90509

*Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,

Toyota Motor Sales, U.S.A., Inc.

TOYOTA

May 7, 2015

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
800 331-4331
310 381-7756 Fax

[REDACTED]
San Angelo, TX [REDACTED]

Dear [REDACTED]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc. We recently received your request for reimbursement consideration under the Customer Support Program CSP ZE7 for work performed on your Toyota. More importantly, we are sorry to learn of your situation and for any inconvenience or expense you may have incurred.

After considering the paperwork submitted, we have determined the following information is needed to continue our review:

- A separate detailed statement written by the servicing dealer on their company letterhead stating the following:
 - Reason the vehicle brought into the repair facility?
 - The repair facility diagnoses? The repair performed?
 - The repair performed corrected the concern?
- Proof of Payment. Copy of the canceled check, signed credit card slip or credit card statement. If your repair was paid by cash, please provide a letter from the repair facility on their company letterhead verifying the amount paid by cash and signed by the manager. *Please do not submit a duplicate copy of your invoice as proof-of-payment.*
- Maintenance history showing oil changes for the past 12 months leading up to the date of the repair.

If you would like for us to complete our review, please fax the requested paperwork to (310) 381-7756, email the paperwork by visiting us at www.toyota.com and clicking on the *Contact Us* link, or you may mail the paperwork to the following address:

Toyota Motor Sales, U.S.A., Inc.
19001 S. Western Avenue, WC10
Torrance, CA 90501

Your case number is [REDACTED]. Please include this case number on all your paperwork. If you require clarification or have additional questions regarding this letter, please contact us at (800) 331-4331. Our hours of operation are 5 a.m. to 6 p.m. PST Monday through Friday and 7 a.m. to 4 p.m. PST Saturday. Or you can contact us via email at www.toyota.com.

Again, thank you for providing Toyota the opportunity to review your request.

Respectfully,

Toyota Customer Experience
Toyota Motor Sales, U.S.A., Inc.

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
800 331-4331
310 381-7756 Fax

June 8, 2015

[REDACTED]
San Angelo, TX [REDACTED]

Dear [REDACTED]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc. We recently received your request for reimbursement consideration under Customer Support Program CSP ZE7 for work performed on your Toyota. More importantly, we are sorry to learn of your situation and for any inconvenience or expense you may have incurred.

Regrettably, your request for reimbursement has been declined because we have not received the following paperwork:

- A separate detailed statement written by the servicing dealer on their company letterhead stating the following:
 - Reason the vehicle brought into the repair facility?
 - The repair facility diagnoses?
 - The repair performed in order to correct the concern?
- Proof of Payment. Copy of the canceled check, signed credit card slip or credit card statement. If your repair was paid by cash, please provide a letter from the repair facility on their company letterhead verifying the amount paid by cash and signed by the manager. *Please do not submit a duplicate copy of your invoice as proof-of-payment.*
- Maintenance history, showing oil changes, for the past 12 months leading up to the date of repair.

Toyota values you as a customer and we appreciate the opportunity to review your request. If you would like for us to continue our review, please fax the requested paperwork to (310) 381-7756, email the paperwork by visiting us at www.Toyota.com and clicking on the *Contact Us* link, or you may mail the paperwork to the following address:

Toyota Motor Sales, U.S.A., Inc.
19001 S. Western Avenue, WC10
Torrance, CA 90501

Your case number is [REDACTED]. Please include this case number on all your paperwork. If you require clarification or have additional questions regarding our position, please contact us at (800) 331-4331. Our hours of operation are 5 a.m. to 6 p.m. PST Monday through Friday and 7 a.m. to 4 p.m. PST Saturday. Or you can contact us via email at www.Toyota.com.

Again, thank you for providing Toyota the opportunity to review your request.

Respectfully,

Toyota Customer Experience
Toyota Motor Sales, U.S.A., Inc.

DEAL
CUST
STK #

MITCHELL TOYOTA - KIA, INC.
1500 KNICKERBOCKER RD.
SAN ANGELO, TEXAS 76904
TELEPHONE (325) 653-2302

SOLD TO

01/16/2009
DATENEW
NEW / USEDSAN ANGELO TX
HOME [REDACTED]

Stk-No. [REDACTED]

VEHICLE PURCHASED

DEAL NO. [REDACTED]

2009

TOYOTA

CAMR

4D

4T1BE46K09U [REDACTED]

Year

Make

Model

Body

Serial Number

MISSINGSLSMAN DEAL [REDACTED]

Salesman #1

Salesman #2

Key Codes

Lic. No.

20

Mileage

Stk-No. [REDACTED]

Trade In #1

2003 FORD

EXPLORER S MP

Year

Make

Model

Body

1FMYU60E83U [REDACTED]

149014

Serial Number

License No.

Mileage

Payoff to: TRANS TEXAS

Stk-No. [REDACTED]

Trade In #2

Year

Make

Model

Body

Serial Number

License No.

Mileage

Payoff to:

*A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS RELATING TO THE SALE. A DOCUMENTARY FEE MAY NOT EXCEED A REASONABLE AMOUNT AGREED TO BY THE PARTIES. THIS NOTICE IS REQUIRED BY LAW. UN CARGO DOCUMENTAL NO ES UN CARGO OFICIAL. LA LEY NO EXIGE QUE SE IMPONGA UN CARGO DOCUMENTAL, PERO ESTE PODRIA COBRARSE A LOS COMPRADORES POR EL MANEJO DE LA DOCUMENTACION EN RELACION CON LA VENTA. UN CARGO DOCUMENTAL NO PUEDE EXCEDER UNA CANTIDAD RAZONABLE ACORDADA POR LAS PARTES. ESTA NOTIFICACION SE EXIGE POR LEY.

Selling Price

26352.84

N/A

N/A

Less Rebate (discount)

2000.00

Adj. Selling Price

24352.84

Less Trade In #1

2000.00

Less Trade In #2

N/A

Difference

22352.84

State Sales Tax

1397.05

N/A

Dealer's Inventory Tax

50.17

Lic. Fee

77.30

Title Application Fee*

28.00

State Inspection Fee

23.75

Documentary Fee**

50.00

Total Sales Price

23979.11

Cash Down / Rebate

N/A

Pay-off Trade #1

N/A

Pay-off Trade #2

N/A

Ext. Service Plan

N/A

N/A

Total Amount Due

23979.11

The above described vehicle sold by Seller is sold as is, without either express or implied warranties of any kind by Seller, including warranties of merchantability or fitness, and Buyer will bear the entire expense of repairing or correcting any defects that presently exist or that may occur in the vehicle, unless a written warranty by, or service contract with Seller covering the described vehicle is delivered to Buyer in conjunction with the sale within 90 days following the sale date. Manufacturer's warranty may be available on this vehicle. Seller makes no representation concerning fuel economy of the vehicle being sold in any fashion or form. Manufacturer information posted on the vehicle are those of the manufacturer solely. This is an offer to purchase from Seller to Buyer. If as part of the purchase, Seller offers to Buyer credit terms for repayment then Buyer offers to purchase on terms described herein and no contractual relationship is created hereby. This order does not constitute an agreement for the extension of credit. It is understood by Seller and Buyer that in the event of non-credit transaction, Seller retains a security interest in the vehicle's being purchased until such time as Buyer has paid the Seller for the vehicle.

The Dealer's Inventory Tax charge is intended to reimburse the dealer for ad valorem taxes on its motor vehicle inventory. The charge, which is paid by the dealer to the county tax assessor-collector, is not a tax imposed on a consumer by the government, and is not required to be charged by the dealer to the consumer.

Buyer agrees to deliver the original title or other necessary documents for the transfer of title to Seller if Buyer has a trade in(s) as part of his purchase. Buyer warrants such trade in(s) to be his property and that said property has not been salvaged, reconditioned, or flood damaged, except as otherwise noted herein to Seller. If buyer provides false information, buyer will repurchase the related trade from seller for the full price allowed to buyer plus all costs seller incurs in resolving the matter including but not limited to reconditioning costs, legal fees, court and collection costs. Buyer has read and understands this statement and signs indicating so.

Trade #1 - Reconditioned NO Flood Damaged NO Salvaged NOTrade #2 - Reconditioned NO Flood Damaged NO Salvaged NO

Buyer shall be responsible for the proper operation of any emission control equipment and compliance with any present laws or regulations effecting emissions of the trade in(s). Buyer has read and understands this statement and signs indicating so.

*If buyer is transferring the title to the purchase himself, seller has no obligation to provide documents required to transfer title and advise buyer to pay vehicle sales tax to the Tax Assessor.

Seller's Signature

01/16/2009

Date



Texas Department of Motor Vehicles

☐ DUPLICATE RECEIPT

COUNTY: TOM GREEN

PLATE NO: [REDACTED]

DOCUMENT NO: [REDACTED]

OWNER NAME AND ADDRESS

SAN ANGELO, TX [REDACTED]

TAC NAME: BECKY ROBLES

DATE: 02/09/2015

TIME: 09:39AM

EMPLOYEE ID: DEPUT25

EFFECTIVE DATE: 06/01/2014

EXPIRATION DATE: 5/2015

TRANSACTION ID: [REDACTED]

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000
 PLATE TYPE: PASSENGER-TRUCK PLT
 ORGANIZATION:
 STICKER TYPE: WS

PREVIOUS PLATE NO: [REDACTED] PREVIOUS EXP MO/YR: 5/2014
 VEHICLE CLASSIFICATION: PASS
 VEHICLE IDENTIFICATION NO: 4T1BE46K09U CUSTOMER REG FEES PAID: \$64.25

YR/MAKE: 2009/TOYT MODEL: CBA BODY STYLE: 4D UNIT NO:
 EMPTY WT: 3400 CARRYING CAPACITY: 0 GROSS WT: 3400
 BODY VEHICLE IDENTIFICATION NO:

TRAVEL TRLR LENGTH: 0

REGISTRATION ISSUE DATE: 05/09/2014

COUNTY OF REGISTRATION: 226

FEES ASSESSED
 DUPLICATE RECEIPT

	\$	2.00
TOTAL	\$	2.00

VEHICLE RECORD NOTATIONS
 ACTUAL MILEAGE
 PAPER TITLE
 MAJOR COLOR: RED
 DOCUMENT TYPE : REGULAR TITLE

METHOD OF PAYMENT AND PAYMENT AMOUNT:
 CASH \$ 5.00

TOTAL AMOUNT PAID	\$	5.00
CHANGE DUE	\$	3.00

IMPORTANT DOCUMENT: Please retain for your records.
 THIS RECEIPT TO BE CARRIED IN ALL COMMERCIAL VEHICLES.
 Purchased registration remains with this vehicle and
 will not be refunded if the vehicle is sold.

TX [REDACTED]

**Texas Liability Insurance Card****State Auto Property & Casualty Insurance Company**
1-800-766-1853 NAIC No. [REDACTED] Policy No. ATX [REDACTED]**Name and Address of Insured****Listed Drivers**[REDACTED]
SAN ANGELO, TX [REDACTED]**Effective Date** **Expiration Date**

01/19/15

07/19/15

Agent Name

THE HUNTER AGENCY LLC

Agent**Phone Number**

210 3954413

Year **Vehicle Make/Model**

09

TOYOT CAMRY BASE/

Vehicle Identification Number

4T1BE46K09U [REDACTED]

This policy provides at least the minimum amounts of liability insurance required by the Texas Motor Vehicle Safety Responsibility Act for the specified vehicle and named insureds and may provide coverage for other persons and other vehicles as provided by the insurance policy.

**Tarjeta de Seguro de Responsabilidad Texas****State Auto Property & Casualty Insurance Company**

1-800-766-1853 NAIC Número [REDACTED]

Número de Póliza ATX [REDACTED]

Nombre y Dirección del Asegurado**Conductor Listado**[REDACTED]
SAN ANGELO, TX [REDACTED]**Fecha Efectiva** **Fecha de Expiración**

01/19/15

07/19/15

Agente Nombre

THE HUNTER AGENCY LLC

**Agente Nombre
de Telefono**

210 3954413

Año **Marca de Vehículo/Modelo**

09

TOYOT CAMRY BASE/

Número de Identificación

4T1BE46K09U [REDACTED]

Este póliza provee por lo menos las cantidades mínimas de seguro de responsabilidad civil que es requerida por la ley de responsabilidad para la seguridad de los vehículos motorizados de Texas (Texas Motor Vehicle Safety Responsibility Act, por su nombre en inglés) para los vehículos especificados y para los asegurados nombrados y puede proveer una cobertura para otras personas

Winger Machine

325-655-8374
 3916 S Chadbourne
 PO Box 60226

Phone # 325-651-8811
 Fax # 325-651-8003

peggy@wingermachine.com

Date

Invoice #

7/3/2013

Bill To

[REDACTED]
 San Angelo, TX, [REDACTED]

Ship To

2010 Toyota Camry
 2.4

PAID
08/08/2013

P.O. Number

Terms

Rep

Ship

Via

F.O.B.

Project

7/3/2013

Quantity

Item Code

Description

Price Each

Amount

1	miscpart	Valve	17.69	17.69
1	miscpart	Belt	33.97	33.97
1	miscpart	Filter	23.71	23.71
1	miscpart	Hose	20.06	20.06
1	miscpart	Hose	45.40	45.40
1	miscpart	Cleaner	38.18	38.18
1	miscpart	Battery	105.70	105.70
1	miscpart	Oil & Filter	33.75	33.75
1	miscpart	Front Seal	16.93	16.93
1	miscpart	Thermo	15.23	15.23
1	miscpart	Seal	3.37	3.37
1	miscpart	W/P	71.51	71.51
1	miscpart	Plugs	24.33	24.33
1	miscpart	Anti	22.71	22.71
1	miscpart	O/P Sw	20.32	20.32
1	miscpart	Crank Sensor	113.02	113.02
1	miscpart	H.B.	60.20	60.20
1	misclabor	Rod & Crank	350.00	350.00
1	misclabor	Labor	2,850.00	2,850.00
1	misclabor	prepay	-1,000.06	-1,000.06
1	misclabor	shorted	-3.34	-3.34
		Texas Sales Tax	8.25%	54.95

Total

\$2,917.63



Warranty Enhancement
Reimbursement Checklist

- ☐ Repair Order or Invoice
 - Must include the following information:
 - Mileage on the date that the repair order was created
 - Itemized breakdown of labor charges for each repair performed
 - Detailed diagnosis statement*
- ☐ Proof-of-Payment
 - Only the Following Items are Valid Proof-of-Payment:
 - Copy of a cancelled check
 - Copy of a Signed Credit Card Receipt
 - Copy of a Credit Card Statement
 - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- ☐ Proof-of-Ownership
 - Only the following items are Valid Proof-of-Ownership:
 - Copy of the Bill of Sale
 - Copy of the Title
- ☐ Name, Address and Phone Number printed on all documents

✓ REGISTRATION RECEIPT

*Detailed diagnosis statement must answer the following three questions: 1. Why was the vehicle brought into the repair facility? 2. What was the repair facility's diagnosis? 3. What did the repair facility do to correct the concern

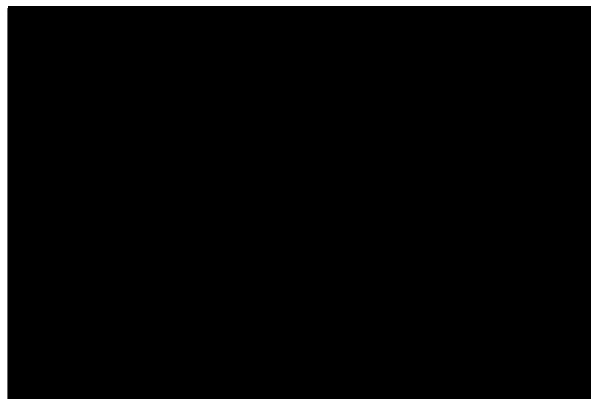
✓
① MOTOR WAS BLOWN UP

② MOTOR BROKE

SIGNED

③ INV [REDACTED] DETAILS REPAIR

WE REBUILT THE WHOLE ENGINE WITH
NEW PARTS



From : [REDACTED]

Subject: Toyota claim

Date: 7/28/15

CASE NO. [REDACTED]

Please see enclosed documents addressed to Toyota concerning claim. Toyota sent me a letter concerning a defect with my Toyota vehicle which concerned excessive use of engine oil. (Please see enclosed documents. I have spent several months trying to work with Toyota concerning the repair of my vehicle. I have submitted all the documents which Toyota has requested. Toyota has refused to work with me on this matter. Please guide me on this matter if possible. I have since repaired my vehicle at my own expense which was very difficult for me. I have sent Toyota the documents showing the repair and cost of the repair but Toyota still refuses to work with me.

Thanks for any help you can provide.

[REDACTED]



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

0025

SAN ANGELO, TX



WARRANTY ENHANCEMENT NOTIFICATION - ZE7

VIN: 4T1BE46K09U

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continual efforts to ensure customer satisfaction, Toyota would like to advise you of an enhancement to portions of your Toyota New Vehicle Limited Warranty. Toyota has received some reports where vehicles may exhibit excessive engine oil consumption.

What should you do?

At this time, Toyota is currently preparing the necessary parts to implement this Warranty Enhancement Program, and anticipates it will take several months to build the necessary parts. Therefore, we are notifying you of the upcoming warranty enhancement program and providing means for you to seek reimbursement for previous repairs to help minimize any out of pocket costs you may have incurred. If you believe your vehicle has excessive engine oil consumption, please contact your local authorized Toyota dealer. They will perform an engine oil consumption test to determine if your vehicle will be eligible for warranty work once sufficient parts have been produced.

We will send you a second owner notification letter once sufficient parts have been produced. If you have not experienced the condition described, there is no action necessary at this time. Please apply the sticker below to your Owner's Manual Supplement/Warranty & Service Guide Information booklet for future reference.

Warranty Enhancement Program Details

This Warranty Enhancement Program provides a Primary and Secondary coverage extension to the vehicle's "New Vehicle Limited Warranty" for replacement of parts related to Excessive Engine Oil Consumption. If the condition is verified, warranty work will be performed in accordance with the applicable Technical Service Bulletin under the terms of this Warranty Enhancement Program.*

- The **Primary Coverage** offers warranty enhancement until October 31, 2016, regardless of mileage.
- After the Primary Coverage period ends, the **Secondary Coverage** is applicable for 10 years from the date of first use or 150,000 miles, whichever occurs first.

Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.

This Warranty Enhancement Program is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed below and is subject to the same terms and conditions set forth in the New Vehicle Limited Warranty Section of your Owner's Warranty Information booklet. For example, damage from abuse, an accident, theft and/or vandalism is not covered by the New Vehicle Limited Warranty or this warranty enhancement.

*Please see your Toyota dealer for additional details

VIN #:

4T1BE46K09U

Date of First Use:

01/16/2009

ZE7

Peel and Stick
Label onto the
Owner's Warranty
Information Booklet

If you would like to update your vehicle ownership or contact information, please go to www.Toyota.com/#login. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

If you have previously paid for repair to address an excessive oil consumption condition, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience WC10
19001 South Western Avenue
Torrance, CA 90509

*Please refer to the attached Reimbursement Checklist for required documentation details.

We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,

Toyota Motor Sales, U.S.A., Inc.

Frequently Asked Questions on back side

ZE7

TOY014001-0100007-104

A 0001 0025 10657 0018 0007020 163110



Warranty Enhancement
Reimbursement Checklist

- ☐ Repair Order or Invoice
 - Must include the following information:
 - Mileage on the date that the repair order was created
 - Itemized breakdown of labor charges for each repair performed
 - Detailed diagnosis statement*
- ☐ Proof-of-Payment
 - Only the Following Items are Valid Proof-of-Payment:
 - Copy of a cancelled check
 - Copy of a Signed Credit Card Receipt
 - Copy of a Credit Card Statement
 - (If Paid By Cash) Letter from Repair Facility, on company letterhead, signed by the manager, verifying the amount paid by cash
- ☐ Proof-of-Ownership
 - Only the following items are Valid Proof-of-Ownership:
 - Copy of the Bill of Sale
 - Copy of the Title
- ☐ Name, Address and Phone Number printed on all documents

*Detailed diagnosis statement must answer the following three questions: 1. Why was the vehicle brought into the repair facility? 2. What was the repair facility's diagnosis? 3. What did the repair facility do to correct the concern

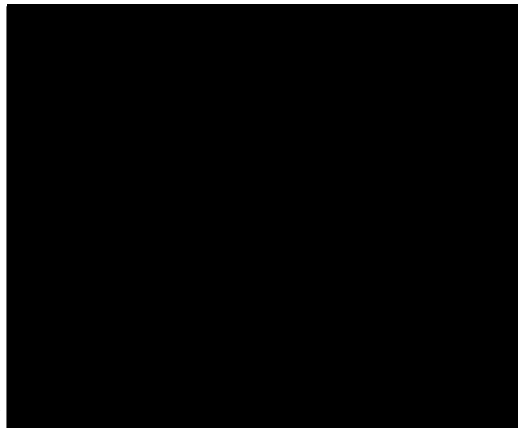
✓
① MOTOR WAS BLOWN UP

② MOTOR BROKE

SIGNED

③ INV [REDACTED] DETAILS REPAIR

WE REBUILT THE WHOLE ENGINE WITH
NEW PARTS



Winger Machine

325-655-8374
3916 S Chadbourne
PO Box 60226

Phone # 325-651-8811
Fax # 325-651-8003

peggy@wingermachine.com

Date

Invoice #

7/3/2013

Bill To

San Angelo, TX.

Ship To

2010 Toyota Camry
2.4

PAID
08/08/2013

P.O. Number	Terms	Rep	Ship	Via	F.O.B.	Project
			7/3/2013			
Quantity	Item Code	Description	Price Each	Amount		
1	miscpart	Valve	17.69	17.69		
1	miscpart	Belt	33.97	33.97		
1	miscpart	Filter	23.71	23.71		
1	miscpart	Hose	20.06	20.06		
1	miscpart	Hose	45.40	45.40		
1	miscpart	Cleaner	38.18	38.18		
1	miscpart	Battery	105.70	105.70		
1	miscpart	Oil & Filter	33.75	33.75		
1	miscpart	Front Seal	16.93	16.93		
1	miscpart	Thermo	15.23	15.23		
1	miscpart	Seal	3.37	3.37		
1	miscpart	W/P	71.51	71.51		
1	miscpart	Plugs	24.33	24.33		
1	miscpart	Anti	22.71	22.71		
1	miscpart	O/P Sw	20.32	20.32		
1	miscpart	Crank Sensor	113.02	113.02		
1	miscpart	H.B.	60.20	60.20		
1	misclabor	Rod & Crank	350.00	350.00		
1	misclabor	Labor	2,850.00	2,850.00		
1	misclabor	prepay	-1,000.06	-1,000.06		
1	misclabor	shorted	-3.34	-3.34		
		Texas Sales Tax	8.25%	54.91		

Total

\$2,917.65

Butler, Chris CTR (NHTSA)

From: Korkor, Julie (NHTSA)
Sent: Friday, September 11, 2015 9:03 AM
To: Butler, Chris CTR (NHTSA)
Subject: FW: Congressional Inquiry - [REDACTED]
Attachments: [REDACTED] NHTSAInquiry_09-10-15.pdf

Chris,

Please handle and notify me.

Thank you.

Julie

From: Caldwell, Megan (NHTSA)
Sent: Thursday, September 10, 2015 5:07 PM
To: Korkor, Julie (NHTSA)
Cc: Pascale, Alison (NHTSA)
Subject: FW: Congressional Inquiry - [REDACTED]

Hi Julie,

Please control!

Thank you!

From: Bull, Jeffrey (Cornyn) [<mailto:Jeffrey.Bull@cornyn.senate.gov>]
Sent: Thursday, September 10, 2015 4:53 PM
To: Caldwell, Megan (NHTSA)
Subject: Congressional Inquiry - [REDACTED]

Good Afternoon Ms. Caldwell,

Attached, please find the congressional inquiry on behalf of [REDACTED] Any assistance you can provide regarding his difficulties will be greatly appreciated.

My best,
Jeff Bull

JEFF BULL

CONSTITUENT SERVICES LIAISON
U.S. SENATOR JOHN CORNYN

TEL: (972) 239-1310
FAX: (972) 239-2110