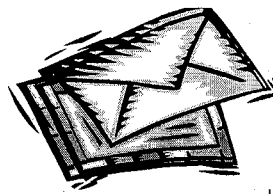


NHTSA ccmMercury Routing Slip



CL-10838387-432

Printed: 2/9/2016

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

NHTSA #: ES16-000550

XREF #:

Delivery: EML

Rec'd Date: 2/9/2016

Doc Type: CNG

Address To: DOT/I

Referred By: NAD-200

Doc Date: 1/14/2016

Due Date: 3/11/2016

S10 #:

DOT/I #: S- 2016 23

RMP #:

**Subject: LETTER FROM SENATOR WARNER ON BEHALF OF CONSTITUENT [REDACTED] RE
TOYOTA WARRANTY ENHANCEMENT 2007 TOYOTA CAMRY**

Ack Date:

**Sign Office: DIRECTOR,
GOVERNMENTAL 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 MARK R WARNER
UNITED STATES SENATOR
180 WEST MAIN STREET, ROOM 235
ABINGDON, VA 24210

Tel: 276-628-8158 Fax: 276-628-1036 E-mail: abingdon_office@warner.senate.gov

FEB 11 2016

Assigned To	Task	Asgn Date	Deadline	Returned Date
NGA-010	SIGN	2/9/2016		
NEF-010	REPLY	2/9/2016	3/11/2016	

NAM
2/11/16
SMD



2014 Senate Input Form for Governmental Affairs Correspondence
Control Sheet (I-10), W85-328



Control Number S - 2016 23

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA

2016 FEB -9 A 9:43

General

Date DOT Received 2/8/2016
Date DOT Entered 2/8/2016
Member's Date 1/14/2016
Member Last Name Warner
Member First Name Mark
Member Organization United States Senator
Address1 180 West Main Street, Room 235
Address2
City Abingdon
State VA
Zip 24210

Constituents

File Name [REDACTED]
Date 2/8/2016
Subject Toyota Warranty
Action Office NHTSA
Action Code
Due Date 3/11/2016

Contacts

MemberContact [REDACTED]
Phone (276) 628-8158
Pending
Closed Date
Remarks [REDACTED]@warner.senate.gov
DOT Contact Maria Harrison at (202) 366-4573

Notes:

ES16 -000550

MARK R. WARNER
VIRGINIA

United States Senate

WASHINGTON, DC 20510-4606

January 14, 2016

COMMITTEES
FINANCE

BANKING, HOUSING, AND
URBAN AFFAIRS

BUDGET

INTELLIGENCE

RULES AND ADMINISTRATION

Mr. Dana Gresham
Assistant Secretary for Governmental Affairs
United States Department of Transportation
1200 New Jersey Avenue, SE
Washington, DC 20590-0001

Dear Mr. Gresham,

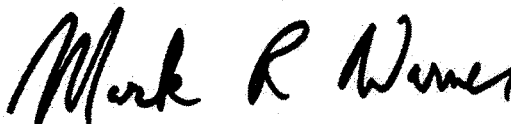
Enclosed you will find information I have received from my constituent, [REDACTED]
[REDACTED] is concerned about the Department of Transportation (DOT).

I would appreciate any information that I can receive on the status of [REDACTED]
concern. If you should need anything from [REDACTED] to complete his file, please let me
know. Any correspondence should be addressed to:

The Honorable Mark R. Warner
180 West Main Street
Room 235
Abingdon, VA 24210
P: 276-628-8158, F: 276-628-1036
Attention: [REDACTED]
Email: [REDACTED]@warner.senate.gov

Thank you in advance for your attention to this very important matter.

Sincerely,



MARK R. WARNER
United States Senator

MRW/sc

☒ 180 WEST MAIN STREET
ABINGDON, VA 24210
PHONE: (276) 628-8158
FAX: (276) 628-1036

☐ 101 WEST MAIN STREET
SUITE 4900
NORFOLK, VA 23510
PHONE: (757) 441-3079
FAX: (757) 441-6250

☐ 919 EAST MAIN STREET
SUITE 630
RICHMOND, VA 23219
PHONE: (804) 775-2314
FAX: (804) 775-2319

☐ 129B SALEM AVENUE, SW
ROANOKE, VA 24011
PHONE: (540) 857-2676
FAX: (540) 857-2800

☐ 8000 TOWERS CRESCENT DRIVE
SUITE 200
VIENNA, VA 22182
PHONE: (703) 442-0670
FAX: (703) 442-0408

<http://warner.senate.gov>

PRINTED ON RECYCLED PAPER

01/07/2016

Re: Toyota warranty enhancement 2007 Toyota Camry ID 4T1BE46K07U [REDACTED]

In December 2014 we were notified of a condition in certain Toyota Camry's involving dashboards which, if the condition exists, would be replaced free of charge. This notice instructed owners not to do anything as we would receive another notice when Toyota would be able to address the problem. (I assumed this meant they were producing the parts necessary for the repairs.) In September 2015 we received the second notice and contacted our local dealer Berglund Toyota to see what was required. I felt the required procedure was unnecessarily cumbersome and contacted Toyota directly. In the resulting conversation with Berglund's warranty coordinator it was suggested that I take my business elsewhere. Unfortunately Berglund kept all the documentation we had concerning this. We took our Camry to Shelor Toyota in Christiansburg, Va. The service writer accessed the condition, stating it was so bad that it is a safety issue. (In direct sunlight it reflects so bad it is like looking into a mirror.) He took pictures and obtained all the necessary information. We were told Shelor should receive the parts in 7 to 10 days and we would be contacted to schedule the repairs. This was over two months ago. I have contacted the dealership, who have replied the problem is with Toyota and there is nothing more they can do to expedite the repairs. I asked if they were having the same problem with other Camry models and they replied since the parts were listed as "on backorder" other Camry owners were experiencing the same thing.

I am not sure what can be done to expedite these repairs. Does a government agency have oversight over this issue? It seems 13 months is adequate time to correct the problem especially when it involves a safety issue. This is my wife's car and I just want it safe to drive.

Thanks in advance for your help.

[REDACTED]

[REDACTED]

Lynchburg, Va.

[REDACTED]

Phone

[REDACTED]

Email

THE HONORABLE MARK R. WARNER



PRIVACY ACT RELEASE

I am aware that the Privacy Act of 1974 prohibits the release of information regarding my case without my express written approval. Therefore, I authorize the following agency or agencies to release information regarding my concerns to the office of Senator Mark R. Warner (VA). *Please note, if the appropriate government agency or department is not included, NO action can be made on this case.*

National Highway Traffic Safety Administration

Name of government agency or department

Please read and follow all directions carefully. If you are inquiring on behalf of someone, that person must sign this release of consent. Please note, NO action can be made without an original signature. Provide the following information for Senator Warner's office to move forward on your case: The following is personal information that I am providing to Senator Warner's office to help in resolving my case.

[Redacted] Lynchburg VA [Redacted]
Street Address City State Zip code

[Redacted] [Redacted]
Home Phone Number Cell Phone Number (opt in) Email Address (opt in)

[Redacted] 01/07/2014 [Redacted]
(Mr./Ms./Mrs./Dr. Printed Name Date Signature
(circle one) (non-digital)

If I wish Senator Warner's office to provide any information on this matter to another person such as parent, child or attorney, I have indicated those names here:

PLEASE COMPLETE PAGE 2 OF THIS FORM

**THE HONORABLE MARK R. WARNER
PRIVACY ACT RELEASE**

Please complete the section(s) that apply to your case

Active Military or Veteran's Administration

SS# _____ Serial# _____

Social Security, Medicare, Medicaid or ACA

SS# _____ Date of Birth _____

Office of Personnel Management (OPM)

SS# _____ CSA# _____ Date of Birth _____

USCIS, State Department or Visa

(Please do not provide your social security number in any correspondence)

Alien# _____ Receipt# _____ Date of Birth _____

Passport Application

SS# _____ Application# _____ Date of Birth _____

Department of Education

SS# _____ Account# _____ Date of Birth _____

IRS or Labor Department

SS# _____ EIN# _____ OWCP# _____

Other

(Please specify)

Department or Agency National Highway Traffic Safety Administration NHTSA

Identifying Number# Vehicle ID 4T1BE46K 07U [REDACTED]

(account, case, claim, etc.)