



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ERIC T. SCHNEIDERMAN
ATTORNEY GENERAL

July 6, 2016

DIVISION OF REGIONAL OFFICES
SUFFOLK REGIONAL OFFICE

Coram, NY

Re: Our File Number: [REDACTED]
Subject: Innovation Toyota

JUL 14 2016

Dear [REDACTED]

On behalf of Attorney General Eric T. Schneiderman, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for writing to our office. We will keep your correspondence on file for future reference.

Very truly yours,

Debra Siegler

Debra Siegler
Paralegal
Bureau of Consumer Frauds and Protection

Enclosure

cc: National Highway Traffic Safety Administration ✓
Office of Defects Investigation
1200 New Jersey Avenue SE West Bldg.
Washington, DC 20590

NM
72816
SMD

Attorney General Eric T. Schneiderman

NEW YORK STATE OFFICE
ATTORNEY
GENERAL

Submitted on: Friday, June 24, 2016 - 12:54 PM

Submitted to: Regional Office Suffolk

Matter ID: [REDACTED]

Complaint ID: [REDACTED]

Complainant Information

Name: [REDACTED]

Street Address: [REDACTED]

City/Town: Coram

State: NY

Zip: [REDACTED]

County: Suffolk

Home Phone: [REDACTED]

Business Phone: [REDACTED]

Email Address: [REDACTED]

RECEIVED
NYS OFFICE OF THE ATTORNEY GENERAL
JUN 27 2016

SUFFOLK OFFICE

Entity Information

Name of Seller or Provider of Services:

Street Address:

City/Town:

State:

Zip:

Phone:

Innovation Toyota

910 Middle Country Road

Middle Island

NY

11953

855-703-9345

Name of Other Seller or Provider of Services:

Street Address:

City/Town:

State:
Zip:
Phone:

Cost of Product or Service: \$.00
Date of Transaction:
Method of Payment: credit

Did you sign a contract? No

Where did you sign the contract?

Date Signed:

Was the product or service advertised? No

Where was it advertised?

Date advertised:

How did you complain to the seller/provider? telephone, in person

Date: 06/24/2016

Person contacted:

Job title:

Nature of response(s):

Date of response:

Has this matter been submitted to another agency or attorney? No

Name and address:

Is court action or other legal proceeding pending? No

Please describe:

Additional Complaint Information

Manufacturer of product: Scion

City/Town:

State:

Zip:

Product model or serial number:

Warranty expiration date:

Did business arrange financing?

Name and address of bank or finance company:

Briefly describe your complaint:

My car has an oil consumption problem for many years now. They have a program to fix the situation, but they

do not include the 2005 Scion tC, that I have, it only covers 2007 through 2009. I don't think it's fair and I think the company should cover my car as well, since 2005 was the first year the car came out and they had to know those problems existed back then.

What form of relief are you seeking (e.g., refund, credit, exchange, repair, etc.)?

I want them to do the oil consumption kit on my car or cover the oil at least.

In submitting this form, complainant understands that:

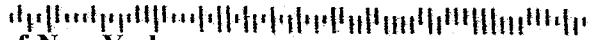
- The Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. My filing this complaint does not mean that the Attorney General has initiated a lawsuit or proceeding on my behalf or that it will do so.
 - The Attorney General cannot give me legal advice or represent me in court. If I have any questions concerning my legal rights or responsibilities, I should contact a private attorney.
 - In order to resolve my complaint, the Attorney General may send a copy of my complaint and any documents I provide to the person or business about whom I am complaining and I authorize that person or business to release information concerning my complaint to the Attorney General.
 - The Attorney General works with other state, local and federal government agencies to investigate complaints and coordinate law enforcement and may also share my complaint with them. In addition, the Attorney General may use information from my complaint in legal proceedings to establish violations of law.
 - Any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.
-

Signature:

[REDACTED]

Date:

06/24/2016


State of New York
Office of the Attorney General
Suffolk Regional Office
300 Motor Parkway, Suite 230
Hauppauge, New York 11788

National Highway Traffic Safety
Administration
Office of Defects Investigation
1200 New Jersey Avenue SE West Bldg.
Washington, DC 20590

