

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

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Cary, NC [REDACTED]
07/31/2017

Toyota Motor Sales, U.S.A., Inc.
P.O. Box 259001
Plano, TX 75025-9001

AUG 30 2017

Dear Toyota Representative,

The following letter is in reference to the ABS Break Actuator failure that I met, on March 07th 2017 with our car Toyota Camry Hybrid 2007 (VIN: JTNBB46K973 [REDACTED]). I was on my way back from work to home on Highway NC-147 South when our car's brake completely failed. Luckily, I was by my own and my family was not riding with me. It could have been a fatal accident if I wasn't going slower than usual due to some traffic and keeping a good space from the front car. Still, I had to make a significance effort to stop it by saving other vehicles and our car by using some room of a ramp since there was no shoulder in that portion of the highway. Police helped me to stay safe in the ramp until my car gets towed to Mark Jacobson Toyota dealership in Durham.

When we searched online, we realized that there was an issue with ABS Break Actuators in 2007 Toyota Camry Hybrids and Toyota has only extended their warranty for this particular part for 10 year or 150,000 miles without recalling them.

Brake is the most important part of a car. I am a careful driver (the only driver of this car) who pushes on the brakes steadily. Looking at this instance, our car was just outside the 10 year extended warranty which we personally think it should have recalled and fixed before putting our life into danger. At that time, our car only had 133529 mileages and unluckily has passed only 2 months out from 10 years of original purchased date. The previous owner and we have taken a really good care of the car by performing timely synthetic oil changes and other maintenances. We even bought the best synthetic oil (Mobil1) from the market for the oil change and pump only the midgrade gas into the car.

A man's life is worth more than million dollars. For us it's a boundless monetary value. It may be the case that, as the car ages the more chance that its brakes could fail. We assume in the future, when this type of cars getting older, there will be more incidents like this. We wish there not to be any fatal incidents.

Mark Jacobson Toyota, Durham performed a diagnosis for \$118 and gave an estimation of \$1800 to replace the actuator. At the time, we were so frustrated mentally and financially. The amount \$1800 was unbearable for us and was not seemed acceptable given the estimated value of the car which was \$4,418 (using KBB.com (car's condition as Good)). As it was the only car that our household had we did not have other option than getting it fixed. Then we were searching repair fees from other Toyota dealers and found the best quote from Fred Anderson, Raleigh for \$1482.36 (After tax \$1582.42) where we got our repair done.

Meantime We reported this issue to Toyota headquarters in USA and the claim got decline only because our car was just out of 10 year mark from which was only two months away when the incident happened. It was very unfortunate situation and we were very desperate with the feedback from Toyota. We went through a lot of stress and time wasting because of this issue.

From this letter we are seeking support for a nationwide recall to make sure 2007 and 2008 Toyota Camry Hybrids owners are safe physically and financially, and also seeking for a reimbursement to the payment which we did for

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9.26.17
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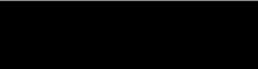
break actuator repair (The receipt attached with the letter). We would highly appreciate your help on this regard.
Thank you for your time to go through my letter and look forward for a favorable reply.

Best Regards,



Email:

Phone:



Attachments: Quotation from Mark Jacobson Toyota
 Quotation from Fred Anderson Toyota

CC: North Carolina Attorney general
 Consumer Protection Division
 Attorney General's Office
 Mail Service Center 9001
 Raleigh, NC 27699-9001

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

MARK JACOBSON



CUSTOMER NO.	ADVISOR FRANK CIARDULLO 61789	TAG NO. 3664	INVOICE DATE 03/12/17	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 133,529	COLOR /
DURHAM, NC	YEAR / MAKE / MODEL 07/TOYOTA/CAMRY HYBRID/4DR SDN HYBRI		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. J T N B B 4 6 K 9 7 3		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/08/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 133529

JOB# 1 CHARGES-----
 LABOR-----
 J# 1 510Z BODY ELECTRICAL HOURS: TECH(S):89570 ORXX 110.00
 CUSTOMER STATES "CHECK VSC SYSTEM" WARNING LIGHT IS ON
 C1256 ACCUMULATOR LOW PRESSURE, RECOMMEND REPLACING THE
 ABS BRAKE ACTUATOR. \$1,800.00 (INCLUDES A DISCOUNT)
 CUSTOMER DECLINED REPAIRS.

JOB# 1 TOTALS-----
 LABOR 110.00
 JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 110.00

TOTALS-----

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *

 TOTAL LABOR.... 110.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 8.25
 TOTAL INVOICE \$ 118.25

WE ARE SINCERELY THANKFUL FOR A GOOD CUSTOMER LIKE YOU, AND WISH TO EXPRESS OUR APPRECIATION FOR THE CONFIDENCE YOU HAVE SHOWN IN COMING TO OUR DEALERSHIP. YOUR BUSINESS IS HIGHLY VALUED AND WE HOPE TO SERVICE YOUR AUTOMOTIVE NEEDS IN THE FUTURE. IF FOR SOME REASON YOU FEEL YOU DID NOT RECEIVE "TRULY EXCEPTIONAL" SERVICE PLEASE CALL OUR CUSTOMER RELATIONS MANAGER ROHN HULL AT 919-698-9353

TERMS: CASH UNLESS ARRANGEMENTS MADE.

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

CUSTOMER SIGNATURE



P.O. Box 51699
 Durham, NC 27717
 Phone (919) 281-1468
 1-888-465-6230

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

PRE-WORKORDER

Page 1 of 1

Fred Anderson
TOYOTA
THE FAMILY STORE
 FREDANDERSONTOYOTA.COM
 9101 Glenwood Avenue
 Raleigh, NC 27617
 (919) 787-0099

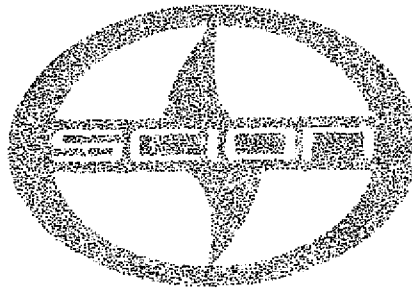
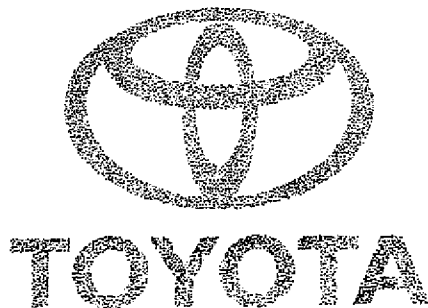
HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: #Express Maintenance

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	2007	TOYOTA CAMRY HYBRID	JTNBB46K973 [REDACTED]		133000	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
						INV. DATE
						03/13/2017
R.O. OPENED		READY	OPTIONS:			

LINE	OP CODE	DESCRIPTION	DURATION	ESTIMATE
# A	BK08	Actuator, ABS - Replace	2:10	1482.36

CUSTOMER COMMENTS
 quoted w/ mike lotito



Printed On 03/13/2017 5:58:40 PM

Subtotal 1482.36
 Sales Tax 100.06
Total 1582.42

PLEASE SEE OTHER SIDE FOR OUR WARRANTY DISCLAIMER AND ADDITIONAL TERMS AND CONDITIONS

Service Charge The Service Charge defrays Dealer's overhead costs, including, but not limited to, shop supplies, employee safety measures and training, and waste disposal and handling. The Service Charge may include Dealer profit. Not all transactions will cause Dealer to incur all of the costs defrayed by the Service Charge. The Service Charge is not a government-required fee.

ARBITRATION REQUIRED BY THIS AGREEMENT The parties agree that instead of litigation in a court, any dispute, controversy, or claim arising out of or relating to the parts provided, service or repair of the subject motor vehicle or to this document or to any other document or agreement between the parties relating to the subject motor vehicle shall be settled by binding arbitration administered by the American Arbitration Association under its Commercial Arbitration Rules. Arbitration will be held in the state the dealership resides. Each party will pay its own costs. Any judgement rendered by the arbitrator may be entered in any court having jurisdiction.

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer relating to these repairs or other matters referred to on the front or back side of this document.

X

Signature

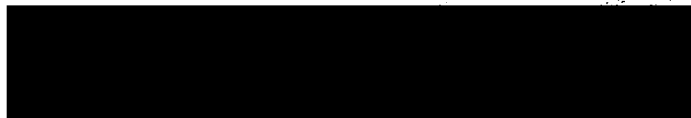
ESTIMATE OF REPAIRS 1582.42

Diagnostics	
Parts	
Labor	
Sublet	
Taxes	
Service Charge	
Total	\$

X

CUSTOMER SIGNATURE

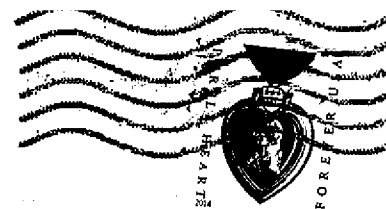
From:



Camy NC



RALEIGH NC 275
Research Triangle Region
31 JUL 2017 PM 2 L



To: U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
12000 New Jersey Ave, SE
west Building
Washington, DC 20590