



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



April 21, 2021

NEF-109 ela
Ref. No. 11407668

[REDACTED]
Greensboro, NC [REDACTED]

Dear [REDACTED]:

Thank you for the letter about your daughter's model year (MY) 2019 Toyota Camry vehicle. Your letter was received in the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

You state that your daughter's MY 2019 Toyota Camry required new tires, and you requested that the dealership or Toyota reimburse you the difference between the purchase price at the dealership and the aftermarket seller's price. Your request for a reimbursement does not fall under our jurisdiction. We encourage you to continue to work with Toyota and your dealer to explore the potential for an amicable resolution to your problem. You may also consider contacting your local Consumer Protection Agency or the North Carolina Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

Finally, you may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive style with a large, looping "R" and "R".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement