

NHTSA Consumer Complaints as of July 21, 2016

12 10883745 2014 TOYOTA CAMRY Other MILDEW SMELL COMING FROM AIR VENT EVERY TIME USING THE AC. USING AIR REFRESHER GIVES ONLY TEMPORARY SOLUTION. THE PROBLEM IS WORST IN VERY HOT SUMMER DAY. I HAVE A 2 MONTHS NEWBORN WHO RIDES THE CAR AND I AM WORRIED ABOUT THIS HEALTH CONCERN. ASHBURN VA Failure Date: 06/13/2016

12 10865308 2014 TOYOTA CAMRY Other DRIVING AT 50MPH WHEN I HEARD A LOUD "POP" AT FIRST I THOUGHT IT WAS A GUNSHOT. I CONTINUED TO DRIVE ONLY TO HEAR A RATTLING NOISE, I SLID BACK THE SUNROOF COVER TO NOTICE THE SUNROOF HAD EXPLODED. I CONTACTED TOYOTA USA TO NO AVAIL, ONLY TO BE TOLD THEY HAVE NO RECALLS. I GOOGLED THE 2014 TOYOTA CAMRY EXPLODING, LOW AND BEHOLD THERE WERE SEVERAL OTHER COMPLAINTS IDENTICAL TO MINE! SAINT FRANCISVILLE LA Failure Date: 05/15/2016

12 10819176 2014 TOYOTA CAMRY Other FIRST, I DON'T OWN TOYOTA CAMRY, BUT EVERY TIME I DRIVE FOLLOWING BEHIND IT THAT BRAKE LIGHTS (LED) ARE SO BRIGHT THAT HURTS MY EYES AND MAKES MY VISION BLOTCHES FOR AWHILE. I BELIEVE THIS IS UNSAFE. I HOPE OUR GOVERNMENT CAN INVESTIGATE THIS AND SEE IF THOSE LED USED IN CAMRY COMPLIES SAFETY STANDARD. SUGAR LAND TX Failure Date: 12/20/2015

12 10749890 2014 TOYOTA CAMRY Other CAR TIME FROM TIME WILL NOT ACCELERATE IT GOES LIMP AND TAKE A MINUTE TO REGAIN SPEED OR POWER TAKEN THE CAR INTO BIG TWO TOYOTA THEY FOUND NO CODES AND COULD NOT REPLICATE THE PROBLEM A COMPUTER SOFTWARE UPDATE WAS COMPLETED SYMPTOMS REMAIN THE SAME I PURCHASED A SCANNER FROM THE LOCAL PARTS STORE TO SEE IF MAYBE I'M JUST CRAZY COME TO FIND OUR THERE ARE CODES PRESENT CALLED AND TALKED TO ONE OF THE FLOOR MANAGERS AND HE SAID ITS NOT IMPORTANT ENOUGH TO SET A CHECK ENGINE LIGHT SO DONT WORRY ABOUT IT I BELIEVE THAT WAS THE BEST POOR CHOICE OF ADVISE TO OFFER A CUSTOMER THAT'S BRINGING IN

NHTSA Consumer Complaints as of July 21, 2016

A2014 CAR THAT HAVING PROMBLES MESA AZ Failure Date:
08/06/2015

12 10871416 2014 TOYOTA CAMRY Other TOYOTA DEALER HAS
FAILED ON 2 OCCASIONS TO FIX A MUSTY ,MOLD ODOR COMING FROM THE
HEAT/AC VENTS LEAVING ME WITH THE UNPLEASANT AND UNHEALTHFUL TASK
OF BREATHING THIS TOXIC AIR EVERY DAY I DRIVE THE VEHICLE.

VENICE FL Failure Date: 07/28/2015

12 10864917 2014 TOYOTA CAMRY Other DRIVING ON THE
HIGHWAY, SUNROOF WAS CLOSED, AND SHADE WAS ALSO CLOSED. SPEED
WS 45MPH, WHEN A LOUD POPSPOUND WAS HEARD, PULLED OVER TO THE
BREAK DOWN LANE. SUNROOF HAD A LARGE HOLE IN THE MIDDLE. *BF

STETSON ME Failure Date: 07/17/2015

12 10721838 2014 TOYOTA CAMRY Other THE SIDE WINDOWS
HOUSING HAS MELTED ON BOTH SIDE WINDOWS. THIS IS CAUSING OBSCURE
VISION WHEN TURNING. HAVE NOT GOTTEN INTO ACCIDENT AND NEED
TOYOTA TO FIX ASAP BEFORE OTHER GET INTO SERIOUS TROUBLE. SPOKE TO
COMPANY AND THEY TAKE CORPORATE LINE ON SAYING THAT THIS IS NOT
NORMAL AND THAT THEY NEED MORE INFORMATION BUT NEVER SEEK
INFORMATION EVEN WHEN I PROVIDE MULTIPLE CONTACT INFO. WOULD LOVE
TO SHARE PIC. IRVINE CA Failure Date: 05/25/2015

12 10849880 2014 TOYOTA CAMRY Other WE BOUGHT A BRAND
NEW 2014 TOYOTA CAMRY, AND THERE'S A MOLD PROBLEM IN THE AC. IT
SMELLS AWFUL. THE CHEMICAL SPRAY THEY USE TO FIX IT DOESN'T WORK.
WHEN THEY SPRAY IT, IT SMELLS EVEN WORSE FOR SEVERAL DAYS, BUT THEN
IT ALWAYS COMES BACK. IT COSTS \$100 EACH TREATMENT. SPENT \$\$ TRYING
OTHER PRODUCTS, BUT NOTHING SEEMS TO WORK. VERY COSTLY AND NO
REMEDY. DRAPER UT Failure Date: 02/01/2015

12 10854455 2014 TOYOTA CAMRY Other THERE IS MOLD
GROWING IN MY AC/HEATING SYSTEM THAT IS MAKING ME VERY ILL. IT IS A

NHTSA Consumer Complaints as of July 21, 2016

KNOWN PROBLEM AND TOYOTA HAS DONE NOTHING ABOUT IT. FOR MORE THAN A YR. NOW I HAVE BEEN EXPERIENCE A SERIOUS SINUS INFECTION. AT A RECENT MAINT. INSPECTION THE SERVICE MGR. TOLD ME OF THE PROBLEM. MY CAR IS FAIRLY NEW AND STILL UNDER WARRANTY, THEY WANT TO CHARGE ME \$185 TO TREAT THE PROBLEM NOT CORRECT IT! THE SMELL IS CONSTANT. SAN JOSE CA Failure Date: 01/01/2015

12 10659564 2014 TOYOTA CAMRY Other 2014 TOYOTA CAMRY. CONSUMER FEELS INSPECTIONS SHOULD NOT BE PERFORMED ON NEW VEHICLES THE NEXT YEAR. IT SHOULD BE PERFORMED EVERY TWO YEARS. *TA GIFFORD PA Failure Date: 12/01/2014

12 10714098 2014 TOYOTA CAMRY Other FIRST INCIDENT WAS IT SPEEDING UP AND GOING THROUGH GARAGE DOOR. IN MARCH, 2015 WAS INCIDENT WITH FOOT ON BRAKE THAT THE CAR ENGINE REVVED UP AND THEN SURGED FORWARD INTO ANOTHER CAR AT A FAST FOOD DRIVE IN. LATER THAT DAY COMING OFF THE INTERSTATE, IT SURGED FORWARD WHEN FOOT ON BRAKE, SLOWING FOR STOP SIGN AT END OF EXIT RAMP. CAR SURGED FORWARD AND I WENT THROUGH THE STOP SIGN AND BARELY MISSED HITTING 2 CARS. SALINA KS Failure Date: 08/28/2014

12 10790089 2014 TOYOTA CAMRY Other I AM WRITING TO NOTIFY YOU OF THE PROBLEMS I AM EXPERIENCING WITH MY 2014 TOYOTA CAMRY SE WITH VIN NUMBER 4T1BF1FKOEU307010 AND TO REQUEST THAT YOU CORRECT THIS PROBLEM WITHIN THIRTY (30) DAYS OF YOUR RECEIPT OF THIS LETTER. I PURCHASED MY VEHICLE FROM SPARKS TOYOTA IN CONWAY, SC ON DECEMBER 31, 2013. APPROXIMATELY TWO MONTHS THREE PURCHASING, I BEGAN HAVING TROUBLE WITH A RATTLING NOISE COMING FROM THE ROOF OF MY CAR. I TOOK MY VEHICLE BACK TO THE DEALER FOR REPAIRS ON THE FOLLOWING DATES: øAUGUST 12, 2014-INVOICE 388089 øSEPTEMBER 4, 2014-INVOICE390385 øNOVEMBER 5, 2014øINVOICE397072 øDECEMBER 10, 2014-INVOICE400773 øJULY 28,2015-NO INVOICE NUMBER BUT, TO DATE, THE DEALER HAS BEEN UNABLE TO CORRECT THE PROBLEM. I HAVE TALKED TO THE CUSTOMER SERVICE REPRESENTATIVE (SHARON) AND

NHTSA Consumer Complaints as of July 21, 2016

AUTOMOBILE SERVICE MANAGER (KEN) AT SPARKS TOYOTA. I REQUESTED TO SPEAK TO THE OWNER BUT NEVER GIVEN THE OPPORTUNITY TO TALK WITH HIM. I LEFT MY TELEPHONE NUMBER AND NEVER GOT A RETURN CALL.

ACCORDING TO YOUR SERVICE MANAGER, THERE IS NOTHING ELSE THAT CAN BE DONE TO MY VEHICLE. SINCE TOYOTA CANNOT REPAIR MY VEHICLE, I AM SEEKING ANOTHER ALTERNATIVE. LITTLE RIVER SC Failure Date: 08/11/2014

12 10717524 2014 TOYOTA CAMRY Other IN JUNE 2014 I BOUGHT A 2014.5 CAMRY BRAND NEW. DURING THE FIRST WEEK I DROVE IT THE ACCELERATOR WOULD NOT SPEED UP AFTER PRESSING DOWN & HESITATED AS WELL TRYING TO CATCH UP. I REPORTED THIS TO TOYOTA OF ORLANDO & WAS INFORMED IT WAS LEARNING MY DRIVING TECHNIQUES AFTER A TEST DRIVE. THE REPORT WAS NEVER DOCUMENTED BY THE SERVICE DEPARTMENT & I HAD TO IDENTIFY WHO DROVE ME FOR THE PROBLEM I REPORTED TO PROVE I ACTUALLY REPORTED IT. IT WAS STATED HE JUST FORGOT. THIS KEPT HAPPENING VERY FREQUENTLY & AFTER ANOTHER DRIVER RANDOMLY DROVE MY CAR & ASKED WHAT WAS WRONG I IMMEDIATELY TOOK IT IN AGAIN NOV 27, 2014. THEY DID NOTHING. I WAS REFUSED TO BE SEEN AFTER SCHEDULING AN APPOINTMENT WITH TOYOTA OF CLERMONT, FL & THEY HEARD OF MY PROBLEM. THE PROBLEM PERSISTED. DECEMBER 28, 2014 AS I WAS DRIVING WITH PEOPLE IN MY CAR, THE ENGINE CUT OFF AT 55 MPH. I PRESSED THE ACCELERATOR ALL THE WAY DOWN & IT CONTINUED TO DECLINE. THIS WAS REPORTED THE NEXT MORNING. I WAS TOLD TO PARK MY CAR BECAUSE EVERYONE WAS ON VACATION & NOT TO DRIVE IT. THEY WOULD NOT RENT A CAR FOR ME IN THE MEANTIME. ONCE I WAS ABLE TO BE SEEN IT COULD NOT BE DUPLICATED. THIS HAPPENED AGAIN WITH MY CHILDREN IN JANUARY 2015 & WAS ALSO RECORDED BY A PASSENGER RIDING WITH ME. AFTER THAT OCCASION EVERY SIGNAL LIGHT CAME ON. I TOOK IT BACK TO A DIFFERENT TOYOTA OF CENTRAL FLORIDA DEALER & REPORTED THE PROBLEM & THE MECHANIC STATED NOBODY FROM TOYOTA ORLANDO ATTEMPTED TO CONTACT OR CALL THE SERVICE TECH LINE TO FIND THE PROBLEM. THEY ADDED A CODE TO FIX

NHTSA Consumer Complaints as of July 21, 2016

IT AND I LEFT. AFTER 1000 MILES OF DRIVING THE HESITATION STARTED AGAIN & ALSO THE GEARS COULD BE FELT CHANGING BY THE MECHANIC WHO TEST DROVE IT WITH ME. THE TOYOTA DEALERSHIP AT CENTRAL FLORIDA GAVE ME A REPAIR ORDER & THEN A TOTALLY DIFFERENT REPAIR ORDER TO CORPORATE. I'VE WRITTEN THE MANUFACTURER DEMANDING MY MONEY BACK & THEY CONSTANTLY GIVE ME FALSE INFORMATION. MY JOB WAS LOST DUE TO NO RELIABLE TRANSPORTATION AND I'M STILL WAITING TO GO TO A LEMON LAW HEARING THAT WILL HOPEFULLY BE SCHEDULED SOON.

WASHINGTON DC Failure Date: 06/27/2014

12 10767415 2014 TOYOTA CAMRY Other MY 2014 CAMRY HAS LESS THAN 20,000 MILES ON IT AND I AM ABOUT TO BE ON MY 3RD CABIN FILTER DUE TO A MOLDY SMELL IN MY CAR. I BOUGHT THIS CAR FOR MY WIFE BRAND NEW AND I HAVE COMPLAINED TO THE DEALERSHIP MULTIPLE TIMES ABOUT THIS ISSUE. THEY HAVE ACCEPTED THE FAULT AND IN APRIL OF THIS YEAR THEY REPLACED THE CABIN FILTER FREE OF CHARGE. LESS THAN 6 MONTHS LATER IT HAS GONE BAD AGAIN, THE CAR SMELLS MOLDLY AND MY CHILD AND WIFE ARE SURROUNDED BY THIS MOLDY SMELL WHENEVER THE A/C IS ON. I HAVE FILED A COMPLAINT WITH TOYOTA WITH THE REQUEST FOR THEM TO BUY-BACK THIS VEHICLE FROM ME AS EVERY OTHER VEHICLE I HAVE OWNED DOESN'T NEED A CABIN FILTER UNTIL 50-60K MILES. TOYOTA HAS ACKNOWLEDGED THIS ISSUE AND FAULT. I WAS ADVISED TO PLACE A COMPLAINT AT THIS TIME HERE SINCE THIS ODOR IS EFFECTING MY FAMILIES HEALTH. TOYOTA HAS BEEN SLOW RETURNING MY CALLS AND HAS ADVISED ME THAT THIS PROCESS WILL TAKE OVER 30 DAYS FROM HERE.

KENNESAW GA Failure Date: 06/15/2014