

Christopher Schiffner  
[Address Redacted]

Tom Wanglien  
Toyota Service Manager  
Dorschel Toyota  
3399 West Henrietta Road  
Rochester, NY 14623

Dear Mr. Wanglien,

I am writing to you because of an ongoing issue I am experiencing with my 2012 Toyota Camry, purchased from Dorschel Toyota in December, 2011. I have had the car in for service regarding two issues. The first issue concerned the Entune radio displaying an error message and not playing music from any connected iPod. The second issue is a popping/knocking noise emanating from the roof.

My first service visit was on 5/11/2012. The Dorschel Toyota service department was not willing to perform work on the aforementioned issues simply stating they could not reproduce the issues. I ended up receiving follow up contacts from Pat O'Sullivan with regards to the Entune radio issue. After weeks of exchanging emails I was directed to bring my car in for a radio update. I brought my car in for service on 6/22/2012. During this visit I again asked the service department to look into the noise emanating from the roof. During the service visit on 6/22/2012 the service department updated the Entune radio and recognized the noises emanating from the roof as a manufacturing issue. This time, the technician also heard the roof noise. They informed me there was a service bulletin addressing the roof issue and that it required approximately 4-5 hours worth of repairs which meant I would have to leave my vehicle overnight. I left the vehicle for repairs and I was offered a loaner car for the duration of the repair. I picked up my vehicle the following day and immediately noticed damage to the interior. The most obvious damage was the driver side a-pillar cover, the passenger side c-pillar cover, and dirty finger prints on the headliner. I asked Patrick Velten, the service advisor I had been dealing with, to come out to my car so I could show him the damage. He acknowledged the damage and offered to replace the pillar covers. My understanding is those parts are on order and I will be contacted when they arrive. Since then, the panel in the center of the ceiling, which houses the ceiling lights, sunroof switches, and sunglasses compartment has come down from the ceiling. To make matters worse the roof noise continues. The roof is making the same noises today, and while not as loud as they were prior to the repair the noises are still there. To date I have not experienced the issue with the Entune radio so I am hopeful that at least the Entune radio issue has been resolved.

I'm not sure how to proceed at this point. I would like the roof noise fixed, but I have concerns about further damage being done to the interior of the car in the process. Obviously I would like my interior restored to the condition it was in prior to service on 6/22/2012. Prior to sending you this letter I contacted Toyota Customer Care who assigned a case number (#1206270510) and referred me to you directly. Any assistance or advice you can offer would be greatly appreciated.

Sincerely,  
Christopher Schiffner