

2.10.15
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Mrs J. Alexandria

1 Oct 2015

To John Krause. M.P.

Re: lemon cars.

I bought a new Toyota Yaris from the [redacted] garage, paying cash.

From the beginning it had a loud rattle. It went back for its first service and then every week for the next six weeks. Each week the mechanic

found something wrong and supposedly have fix it. The mechanic told me "He never known a car to have so much wrong with it, it was obvious to him the car hadn't passed its final inspection."

But! the car still rattled (the noise is like two pieces of metal knocking together all the time.

I've phoned Toyota Customer Service x7 and had no help from them. They just phone

[redacted] garage and tell them to deal with it, I wrote to Toyota head office in Victoria, asking for the car to be recalled, they didn't even have the decency to write back.

I was told by [redacted] (the son of [redacted]) - after taking the car for

a test drive, to turn on the radio and concentrate on the music, not the noise.

[REDACTED] (owner of garage.) took the car for a test run. I heard the rattle and on return took the car into the workshop and told the mechanic to tie the hub-caps to the wheels, I took the car to [REDACTED] garage. Their mechanic carried out a full service and reported the rattle. They said Toyota wouldn't give them permission to strip the car down to find the problem, and Toyota do not recall single vehicles.

Thank you..
Dalexandra