

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
 TO REPORT VEHICLE SAFETY DEFECTS
 1-888-DASH-2-DOT
 (1-888-327-4238)
 INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

2003 MAR 27 AM 11: 26

Od or

r_dtl

od_ft

up_itr

Reference No.

10014842

OWNER INFORMATION (Type or Print)

Name

Street No.

Apt. No.

City

State

Zip Code

Daytime Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 3.14.03

PRODUCT INFORMATION

Vehicle Identification No. (VIN)
(17 Digits)(Located at bottom of
windshield on driver's side)

Make

Model

Year

4T3ZF13C6YU219926

TOYOTA

SIENNA
XLE

2000

Purchased Date

Dealer's Name

Engine Size
(CID/CC/L)☐ Turbo☐ Diesel☒ Gas☒ Fuel Injection

10-31-99

GREENVILLE TOYOTA

Dealer's City

State NC

Zip Code

No. Cylinders

6

☒ New ☐ Used

GREENVILLE

27834

Manufacturer's Date
(on driver's door or pillar)

Transmission Type

Restraint System

Cruise Control

Drivetrain

Vehicle Type

Body Style

10/99

☐ Manual☒ Automatic☒ Enhance Air Bag☐ Motor Bolt☒ Passenger Air Bag☐ 2-Point Belt☒ 3-Point Belt☒ Yes☐ No☒ Front☐ Rear☐ 4-Wheel☐ Car☐ Sport Utility☒ Van☐ Truck☒ Minivan☐ Motorcycle☐ Other☐ 2-Door☐ Station Wagon☐ Pick Up Truck☐ Other☒ 4-Door

FAILED COMPONENT(S)/PART(S) INFORMATION

POWER
TRAIN

Part Name(s)

ENGINE/TRANS.

POWER STEERING

Location

☐ Left☐ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

Handicap Adaptive Equip

☐ Yes☒ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

DAYTON - GOOD YEAR KICH

Tire Name

Complete Tire Size

P215/65 R15

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

SEE ATTACHED LETTER

DATED MARCH 3-03

Failed Part(s)

Available?

☐ Yes☐ No

NHTSA Previously

Contacted?

☐ Yes☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash

Fire

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

☐ Yes☒ No☐ Yes☒ No☒ Yes☐ No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

SEE ATTACHED LETTER DATED MARCH 3, 2003
 WITH ATTACHMENTS

Continue on back.

The Privacy Act of 1974 - Public Law 93-578 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

[REDACTED]
Pine Knoll Shores, NC
March 3, 2003

Subject: Sienna (XLE-2000)
VIN#4T3ZF13C6YU219926

To: Mailing List

Hello,

My first written contact with Toyota of California occurred in mid November 2002. A telephone call, two more letters and a video tape (complete with audio) resulted in a meeting with the factory rep. (Mr. Steven Carlson) some 90 days later.

With regards to tire wear the rep. stated that 31,000 miles on Michelin (80K mile tires) was about all he would expect on a Sienna. I am now on my fourth set of tires at 45,000 miles. Tracking and pulling problems were resolved (two sets of four) within the first 15,000 miles.

Engine whine, he stated, was considered " normal" on the Sienna and some Camery's. This loud bearing noise is noticed between 900 and 1,100RPM's. My dealer felt it was caused by the power steering pump. I requested the rep. remove the serpentine belt in an effort to isolate the whine. This step did lower the noise level. The rep. stated that remaining engine whine was from the torque converter pump.

The transmission did not act up during our test drive. In the past, it shifted into neutral three times between second and third gears. He appeared to be a real non-believer when I told of a recent experience. For a brief period it down shifted while going between second and third gears.

A new problem that was identified in my December 21 letter and also mentioned on the video tape may be explained in the next thirty days. Results from an engine oil analysis may indicate early sludge build up.

The defects mentioned above relate to an "integrated system". All items are necessary for the safe operation of a vehicle. Based on the attitude demonstrated regarding their Powertrain warranty, we believe that Toyota is in breach of contract and guilty of fraudulent misrepresentation.

Please help us by making others aware of the many safety related product defects that Toyota judges to be "normal".

Regards,
[REDACTED]

P.S. The two minute VHS tape (with engine whine) is available for the asking: 1 800 294 5145

Attachments

1. Nov. 13, 2002 Letter to Toyota of California
2. Nov. 20, 2002 Toyota Acknowledgement
3. Dec. 21, 2002 First letter to Mr. Clint Rowlette at Greenville Toyota
4. Dec. 23, 2002 Toyota Case Work sheet
5. Jan. 31, 2002 Letter and postal mail receipt for video tape sent to Greenville Toyota
6. Feb. 11, 2003 Shop order prepared by Toyota rep.

[REDACTED]
Pine Knoll Shores, NC
November 13, 2002

To: Toyota

Subject: 2000 Sienna—45,000 miles

My reason for this memo is to document three concerns regarding your products reputation.

- 1) Engine Compartment—Loud bearing whine. I was told that this is a common sound on most Sienna's and many Camry's. Thus, is considered normal.
- 2) Transmission—Randomly shifts into neutral. No problem codes stored in computer. Advised that fluid was passed due for change. Told that maintenance schedule calls for change at 30,000 miles. I can't find this schedule in my manuals, nor changing the differential at this mileage.
- 3) Tires—This Sienna EATS tires. Originals and two more sets (of four) were replaced by dealership within first year. First two sets developed " Tracking Problems " and the third set had " High Spots " which caused them to roar like snow tires. I have replaced the tires with no assistance from Toyota as Toyota no longer has a contract with Sears to supply and honor warranty claims against Michelin.

I have discussed my concerns with Mr. Clint Rowlett of the Greenville, NC dealership. He has assured me that he will discuss with the factory rep. However, the rep. may not be back in town for five or six weeks. Prompt resolution will be appreciated.

Regards

[REDACTED]

ATTACHMENT 1

TOYOTA

Toyota Motor Sales, U.S.A.,
Customer Relations Department
19001 S. Western Avenue
Torrance, CA 90509-2714
800 331-4331
310 468-7814 Fax

November 20, 2002

[REDACTED]
Pine Knoll Shores, NC [REDACTED]

Dear [REDACTED]

Thank you for your recent correspondence addressed to Toyota.

Your concerns have been reviewed and documented at our National Headquarters. We do attempt to contact each customer by phone, but for some reason have not been able to reach you. If you would like to discuss your letter, please call our office at (800) 331-4331. Your letter is filed under your name and/or file number 20021 1200987, any representative you reach will be able to work with you.

Our hours of operation are 6:00 am to 6:00 pm PST.

It is through correspondence such as yours that we are able to continue to improve our services, and we sincerely appreciate the time you have taken to bring the matter to our attention.

Sincerely,

Katherine M.

Katherine M.
National Customer Relations

ATTACHMENT 2

[REDACTED]
Pine Knoll Shores, NC
December 21, 2002

Mr. Clint Rowlette

It has been seven weeks since service was performed on our car. At that time you had agreed to discuss my problems with the factory rep. These were documented in my letter of Nov. 13 to Toyota (copy to you).

My telephone conversation with a Customer Service person, yesterday, did provide insight. Please be reminded of your commitment to me.

Also, the transmission has developed a new symptom. During a shifting sequence it briefly shifts into a lower gear. In the past it would shift into neutral.

Regards,

[REDACTED]

ATTACHMENT 3

832118 CASE WORKSHEET

832118

CASE WORKSHEET

12/21/2002
PAGE 1 OF 1

DEALER 32118 GREENVILLE TOYOTA DUE DATE: 01/03/2003
ACTION: DEALER - PLEASE INVESTIGATE AND CLOSE CONTACT

NR: [REDACTED] FILE #: 200211200987
VNC: 473DF19C

PINE HILLS SHORE BELLMAN BLK MIL YR:
MC: [REDACTED] INCIDENT NUMBER: 43000
DAY PHONE: [REDACTED] CURRENT MONTHS:
ALT PHONE: [REDACTED] CURRENT MOLES: 43000

OPENED: 12/20/2002 CONTACT TYPE: NEGATIVE PRODUCT

CUSTOMER & CONTACT AT DEALER:
PERSONNEL1: NO ONE PERSONNEL2:
NAME1: NAME2:

CUSTOMER & ATTITUDE: CONCERNED

CUSTOMER ISSUE:
STD HAS 3 ISSUES W/VEH. STD THING RANDOMLY SHIFTS INTO NEUTRAL. AND COMPARTMENT
IS LOUD & MAKES A WHIRLING SOUND AND STD THE VEH SHUTS UP TOTAL. STD HAS ADDRESS
ED ALL ISSUES W/SVC MGR CLINT HENNETT & BLR & ASSURED THAT HE WLD DISCUSS THEM
W/THE FACTORY REP. WAS TOLD REP MAY NOT BE & FOR 3-4 WEEKS. SEEMS A MORE PROMPT
REVIEW.

CUSTOMER SEEMS:
POSSIBLE RFR FOR THING SHIFTS/CLUTCH IF BLR CAN DUPLICATE COND

CNC STATES:
MGR APOL & ADV'D BLR OPEN. CLUT TO BEEN SVC APPY

ATTACHMENT 4

JANUARY 31, 03

TO: GREENVILLE TOYOTA

HELLO CLINT,

ANOTHER MONTH HAS PASSED SINCE YOU LAST TELEPHONED
ME TO ACKNOWLEDGE MY LETTER, TO YOU, DATED 12-26-02

I HAVE PREPARED A ^{VIDEO} ~~CD~~ / AUDIO TAPE FOR YOU. PLEASE
PLAY THE AUDIO PORTION OVER THE TELEPHONE TO THE
FACTORY REP.

THE TAPE LASTS TWO MINUTES. I MENTIONED A NEW
ENGINE NOISE BUT WAS UNABLE TO CREATE THE LOW
25° OUTSIDE TEMPERATURE PRESENT WHEN THE ENGINE
STARTED TO VIBRATE AND MADE SEVERAL "KNOCKS".

YOUR ASSISTANCE IS APPRECIATED!



U.S. Postal Service Delivery Confirmation Receipt

ATTACHMENT 5

Postage and Delivery Confirmation fees must be paid before mailing.
Article Description (to be completed by sender)

(Please Print Name)

Greenville NC 27834

ATLANTIC BEACH
Postmark
Here
JAN 31 2003
NC-28512

DELIVERY CONFIRMATION NUMBER
1227 5224 0000 0625 0000

POSTAL CUSTOMER
Keep this receipt. For inquiries, access
Internet web site at usps.com
or call 1-800-222-4811

CHECK ONE (PRIORITY MAIL ONLY)

☐ Priority Mail

☒ Standard Mail (®)

PS Form 3800, March 2002

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DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**