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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 be 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 a normal on the Sienne and some Camery's. This loud bearing noise is noticed between 900 and I,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 fradulent mis-representation.

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

Regards,

P.S. The two minute VHS tape (with engine white) 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.

Pine Knoil 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.

- 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 Sionna 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 warranity claims against Michelin.

I have discussed my concerns with Mr. Clim 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 fown for five or six weeks. Prompt resolution will be appreciated.

Regards

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

November 20, 2002

Pine Knoil Shores, NC

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 200211200987, any representative you reach will be able to work with you.

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

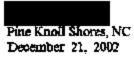
It is through correspondence such as yours that we are able to continue to improve our services, and we sincerely appreciate the time you have taken to bring the matter to our attention.

Sincerely,

Katherine M.

National Customer Relations

Katherine M.



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,



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HELLO CLINT,

ANOTHER MONTH HAS PASSED SINCE YOU LAST TELEPHONES HE TO ACKNOWLEDGE HY LETTER, TO YOU, DATED 12-24-02

I HAVE TREPARED A COM AUDIO THE FOR YOU. PLEASE TO THE PACTORY 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 ATPRECIATED!



THE ATTACHMENTS TO THIS 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).