

November 30, 2004

Toyota Motor Sales USA
National Customer Relations
19001 S. Western Ave.
Dept WC11
Torrance, CA 90509

2004 DEC 01 09:53
Re: Case #200402003272004 Page 9: 53

On October 11, 2004 I received a card in the mail notifying me of the oxygen sensor. I don't think it was funny to send the card now. I can only assume that it was sent in response to my letter of September 1, 2004; (letter attached). On October 19th, I called to follow up to my correspondence. An explanation was given to me that they had been called a couple of times and they were unsuccessful in reaching me. I did not receive a call or even a message. I did not receive a letter from you either. I then asked to speak to a supervisor. I guess that Ellen Matsuda cannot take phone calls. Who does she talk to her coworkers? Since that was impossible, I then asked if a letter of explanation could be sent to me. I was promised a call back within 24 hours from someone. No one called in those 24 hours. On October 27, I again had conversation with your company. The CEO name was given to me, Yuki Funo, but reluctantly. My blood pressure elevates when trying to deal with my associate of Toyota sales, service, or complaint department.

I received no messages on my phone and the card was just another irritation. When I did contact them, they said that it was all taken care of. They said that Jennifer was part of the decision to not compensate me for my expense; the same Jennifer that was awesome on my initial phone call to complain about the sensor. I received no letter of explanation, no letter of apology or a phone call. It was just their way of saying that they made contact. Actually, my letter complained not only about the sensor, but also about the service that was received at Courtesy Toyota. Heartless; you could care less. If the same manufactured part has so many recalls over the last few years with this specific vehicle, it is definitely saying that the part is defective. Sometimes, a defective part can become nonfunctioning earlier or later than their predicted quality testing. There are some parts, products, and pieces that just never work and no one can explain the mystery. Nothing in this world is perfect and the testing of these inadequate parts does not always fall within the mean of statistics. Every screw, ruler, or liquid measurement is not a perfect dimension and measurement. You must admit (to yourself) that sometimes things fall outside of the norm of testing. TOYOTA obviously has a problem with SENSORS. Admit it or live with this guilt until the day you die. If this happened to you and you worked for Toyota, you would do exactly the same thing. Have a heart and be sympathetic. Use your human senses and deal on a personal level. It would be different if the sensors were not an ongoing problem with TOYOTA. However, you have many, many problems and that is why you have that 7 yr/ 90,000 mile extension for replacement.

I look forward to a response from someone. Again, my cell is

cc: Fla. Dept of Hwy Safety
& Motor Vehicles
2900 Appalachian Pkwy
Tallahassee, FL 32399-0500

US Dept. Transportation
Nat'l Highway Traffic
Office of Defects NSA-10.01
400 7th St, SW
Washington, DC 20590

Federal Trade Commission
CRC-240
600 Pennsylvania Ave, NW
Washington, DC 20580

Federal Consumer Affairs
445 12th St, SW
Washington, DC 20554

WFTV Channel 9
Action News
490 E. South St.
Orlando, FL 32801

WESH Channel 2
Consumer Reporter
1021 N. Wymore Rd.
Winter Park, FL 32789

WKMG Channel 6
Problem Solvers
4466 N. John Young Pkwy
Orlando, FL 32804

Better Business Bureau
151 S. Wymore Rd., #100
Altamonte Springs, FL 32714

NAT
204
1/10/05

September 1, 2004

Toyota Motor Sales USA
National Customer Relations
19001 S. Western Ave.
Dept WC11
Torrance, CA 90509

Re: Case #200408300324

2000 Tundra

In the summer of 2000 we leased a 2000 Toyota Tundra from Courtesy Toyota, 225 N. Semoran Blvd, Winter Park, Florida. Since the use of the vehicle, we have tried to avoid taking the truck back to the dealership because of poor quality of care for the vehicle.

On August 3, 2004, I took the truck to our corner Firestone and they determined that the vehicle needed 4 oxygen sensors at the cost of over \$1000.00. I then went to AutoZone where they do a free test if you have a 'check engine light' on. They also said I needed 4 sensors; there is no way the truck could run if all 4 needed replaced. We found out that there was an extended warranty; (90,000 miles and 7 years on oxygen sensors). Some models had a complete recall of the sensors, however, our make wasn't bad enough for a total recall. When I looked online, I could not find anything whatsoever on oxygen sensors. So I called and talked to the service department and made an appointment at Courtesy.

On August 25, 2004, upon arriving I was told that it would be \$45 to check out the vehicle. Even though I had the Firestone quote, Courtesy needed to do their own estimate. They concluded that the truck needed 3 oxygen sensors. At that time I was told that the extended warranty was 90k miles or 7 years, whichever is first. Yes, we do have a lot of miles on the truck. However, the check engine light has been on since we owned the truck. I will get to that point later.

Anyhow, I then spoke to the service manager, Stewart Burzee, who tried very hard to work with my problem. I was not very happy about it and he said that he could not cover the sensors and would contact Toyota and see if they would cover one of the sensors for me because of the poor care we had received in the past from Courtesy. He also wanted my assurance that I would use Courtesy in the future. He was not the service manager that we dealt with in the past. So the bill was \$390.65 and the check engine light was off for the first time.

On August 31, 2004, while driving, the car stalled. When started again, the check engine light appeared. I went back to Courtesy and spoke to Stewart. He checked the car and said that it registered another problem. The code was P0505/possible

idle control system and it could mean replacing the throttle body or decarbon of the throttle body. So, he reset the truck and said maybe it was a fluke and won't happen again. He also said the truck could use some recommended upkeep but nothing that was pressing. I can certainly understand and will make another appointment when I can leave the truck for the day.

It took quite a bit of time to find someone to contact. Going online was timely and unsuccessful. Someone called me to complete a survey regarding my service. I had asked that they not contact me because I was not happy and never have been at that dealership. That woman didn't have a phone number for the Toyota corporate office or complaint line. The woman said to try and check Toyota.comUSA. Then I called Courtesy service department and the receptionist was very nice and gracefully gave me a phone number. I finally reached Jennifer at the Torrence location and she was awesome in listening to my complaints.

Back to the poor service mentioned in paragraph 3....We took the truck in for its routine service and always walked out with an incomplete check of the vehicle and paying up to \$400. The warranty was a joke; hence, we will never get an kind of a warranty again. Thinking back, we last brought the truck to Courtesy in the year 2001.

The truck was brought in for service and the towing packet light kit had blown out and we replaced it. We were sent a letter about a recall on the towing packet. A service was done and the towing packet was not for our particular truck and they wanted \$120 to replace it. The service manager spoke to my husband, told him that the battery cables were so corroded, and yet not touched upon service. Fluids were not checked at all. What was checked, inspected, serviced or covered under warranty was always an issue. The check engine light was on. The service manager said, "Your check engine light was on" and Richard said, "Yes, I know it was on and that was why the vehicle was brought in." The manager then said it could be because of the towing packet. The service manager was adamant about the whole thing. Obviously, if the check engine light is on, something needed fixed.

It appears that the issues we have with the Tundra are problems but not severe enough for a recall and we end up spending money for repair.

I am requesting the full payment from Courtesy. I also paid \$112.88 to Firestone when I should not have. The bills are enclosed.

If you need to contact me, my cell phone is

Sincerely,

Orlando, FL