

CL-10203430-8345

NVS-200

RESPONSE REQUESTED BY FRIDAY, SEPTEMBER 21, 2007

September 18, 2007

2007 SEP 28 AM 10:18

Via Facsimile: (310) 468-7814

Via Facsimile: (303) 789-6687

TOYOTA MOTOR SALES, U.S.A., INC.
19001 South Western Ave.
Dept. WC11
Torrance, CA 90501

BURT TOYOTA SCION, INC.
George Schoenecker
Customer Relations Manager
5460 South Broadway
Englewood, CO 80113

Toyota Case No.: 200709180548
NHTSA ODI No.: 10203430

To Whom It May Concern:

During the early part of September 2007 I began experiencing problems with my 2002 Toyota 4Runner. The vehicle felt strangely loose and unstable driving over bumps and uneven pavement. On Friday, September 14, 2007, I took my truck to The Toy Doctor on South Parker Road in Denver. They diagnosed the problem as being a worn and loose front right lower ball joint and recommended replacement (see attached paperwork). Per my request, they contacted Burt Toyota for me (where I purchased the vehicle new in December 2001) and confirmed that this ball joint had been replaced by Burt's service department on approximately August 30, 2005 in connection with a Toyota initiated recall. I then went over to Burt, explained the situation, and made an appointment with the service department for Monday, September 17, 2007, to have the problem inspected.

After three (3) hours of waiting, Burt's Service Department finally confirmed the diagnosis made by The Toy Doctor and recommended replacement of the ball joint at a cost of over [REDACTED]. Scott Olson, the service advisor, explained that there was only a one (1) year warranty on the prior replacement so I would have to pay for this one. Obviously, I am not happy with this response. Why is it that I get almost four (4) years of good, solid use out of a supposedly defective ball joint – a problem Toyota itself acknowledged and issued a recall notice about – but only two (2) years from the "good" ball joint used to fix the manufacturer's original problem? I think this is bad policy and bad business. If the original part had simply worn out after 6 years of use, that I can understand; but I think its poor business and poor customer relations to make me pay to fix a problem that Toyota acknowledged was its responsibility and was probably never fixed correctly in the first place (when I called the Toyota Customer Service number yesterday, September 18, 2007, to voice my concerns, the representative put me on hold for a few minutes to investigate my complaint and when she returned stated that she had been advised that the replacement ball joint should last longer than 2 years).

Let me state that over all I have been very happy with the value and performance of my 4Runner (I would buy one again or another Toyota product) and the service that I received at Burt prior to this experience. However, I am very disappointed about how this particular matter has been

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handled. I think that either Toyota or Burt should replace this ball joint free of charge to me because of the Toyota initiated recall on this part (and acknowledgement of the defect) and the likelihood that the replacement ball joint was either defective as well or the work to replace it not properly performed.

I did receive a call from George Schoenecker, Burt's Customer Relations Manager, today and we discussed the problem. Mr. Schoenecker seemed sympathetic but indicated that he would have to discuss this further with the Regional Service Manager and would get back to me.

The Toyota Customer Service Representative indicated to me that I would have a definitive response to this matter by Friday, September 21, 2007. Therefore, please respond by this time as the bad ball joint presents a significant safety issue and as such I need to resolve this matter as quickly as possible.

Thank you for your time and attention to this matter.

Very truly yours,



Enclosures

cc:

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DOCUMENT HAVE BEEN REMOVED
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THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**