

OCT 11 2011 <sup>2</sup>

Long Beach, CA

4 October 2011

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigations (NVS-210)  
1200 New Jersey Ave., SE  
West Building  
Washington, D.C.

ODI# 10424260 Case# 384135

Dear Sirs;

The facts set forth in the above referenced case are correct, but I believe that further action by your agency is warranted. There are many reports on the Internet that all report the same fact pattern; the sudden catastrophic failure of front suspension components on 2001 Sequoia models and the routine refusal of Toyota to offer any remedy to owners who purchased the vehicles made before August of 2001.

I believe that it is incumbent on your agency to conduct a thorough investigation of this problem and compel Toyota to repair all the affected units, not just those made after some arbitrary point in time.

I paid to have both lower ball joints and the left half shaft replaced (mine is a four wheel drive model), but I am still looking at the body damage caused by the suspension collapse. And, having seen reports of the upper ball joints also failing, I am going to have the uppers replaced as well.

If no relief is forthcoming from Toyota, I intend to have a local materials lab conduct strength tests on the affected parts and will make the results of the testing available to your agency and others having jurisdiction.

I have been purchasing new Toyota's for myself and others since the early 80s, so the rhetorical question has to be; "Why is Toyota blowing me and all the other affected owners off?" They make a superior product, but I will not be buying any more of their vehicles and will let others know of their bad conduct regarding vehicle safety just to save a few hundred dollars instead of simply doing the right thing by all their customers.

NM  
102411  
TGW



cc: Bob Carter, Toyota  
Rob Zwierlein, Esq.

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## Front Lower Ball Joint

Complaints

## 2001 Toyota Sequoia Front Lower Ball Joint Complaints

1 Complaint Number: 10182282

Incident Date: May 25, 2007

Date Added to File: June 1, 2007

## Description of the Complaint

On Friday, May 25, 2007 at approximately 2:45pm, my wife [REDACTED] was traveling on the northbound 57 freeway transitioning to the westbound 210 freeway. At this point, she lost control of the vehicle. Hysterical, she still managed to navigate the vehicle over to what is a quasi shoulder on this transition only to exit the vehicle, examine the affected area (passenger front wheel), to find that the wheel itself had come apart from the vehicle looking like a "pancake." It would only be a few moments before passersby stopped stating to her (after they had examined the damage) that her ball-joint had broken along with several other parts of the suspension. She was lucky she wasn't killed (or, my entire family for that matter on a trip to San Francisco we had taken only three weeks before this date). My wife telephoned me on my cell phone, at which point I called the auto club for a tow. Shortly after, a CHP officer had appeared on the scene as well as a tow-truck driver. Traffic was backed up for approximately 3 miles. However, both the CHP person and the tow-truck driver stated more specifically that, the lower ball-joint had failed. My wife was petrified. When I got in there, a service-writer (I have her card somewhere else) had already undertaken a search to see if my vehicle fell under a recall. I found it curious that she'd do a search for this specific recall if she did not already know exactly what was wrong with the vehicle (as if she had seen this exact kind of damage before). In other words, I am reasonably certain that she knew exactly what was wrong with the truck when I brought it in. As of this morning, I spoke with the Symes service manager (Louis) who in turn stated that he spoke with his "area director" "Tomo." He instructed his service manager, Louis, to tell me that Toyota will not be taking care of this as it does not fall within the vehicles recalled.

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2 Complaint Number: 10178668

Incident Date: December 18, 2008

Date Added to File: December 20, 2008

## Description of the Complaint

Front suspension, lower control arm, ball joint separated while backing the vehicle out of the driveway. The front passenger side wheel collapsed and folded under the wheel well causing damage to the suspension, axle, and vehicle body.

3 Complaint Number: 10125505

Incident Date: April 6, 2001

Date Added to File: June 16, 2005

## Description of the Complaint

Vehicle: 2001 Toyota Sequoia SR5 2wd. Front suspension problem. Since obtaining the vehicle in April 2001 I noticed a problem in the stability of the front end of the vehicle. I took it to the dealership (I-10 Toyota in Indio) on 3 separate occasions and they were unable to identify the problem. When I heard about the recall (05v225000) I anticipated that this was the trouble that I had all along with the Sequoia. When I looked into the recall it turned out that it referred to 2002 to 2004 vehicles only. Common sense tells me that if the trouble existed on subsequent models after its inception to the market, it is only obvious that 2001 models are to be included. I understand that recall letters will be issued starting in July 2005. I am filing this complaint because I am aware that 2001 models will not be included and I respectfully request that 2001 year models are also recalled. The instability with the front end continues. The tires have been changed 3 times to different types and the instability continues. Please verify with your internal engineers if the ball joints utilized on 2001 models were any different than latter models. You will find that the same mechanisms have been used until now that this issue is being addressed by your office. Your attention and subsequent positive inclusion of my petition is appreciated. Hector Casas

More Toyota Sequoia Front Lower Ball Joint Complaints of Other Model Years

More Front Lower Ball Joint Complaints of Other 2001 Toyota Models

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### 2001 TOYOTA SEQUOIA SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT CONSUMER COMPLAINTS

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#### 2001 TOYOTA SEQUOIA SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT CONSUMER COMPLAINTS ( )

The following SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT complaint about 2001 TOYOTA SEQUOIA was reported to the National Highway Traffic Safety administration on 2006-01-04. For more information contact the National Highway Traffic Safety administration or the US Department of Transportation. See complaint summary below.

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Accchocces ID

**Build Years/Makes/Models:** 2001 TOYOTA SEQUOIA  
2001 TOYOTA SEQUOIA

**Occurrences:**

**Reference Number:** 10146894

**Summary:**

DRIVING SOUTH BOUND ON RT. 301 IN BOWIE, MD. BEGAN TO SLOW AND MOVED RIGHT INTO THE EXIT LANE TOWARDS MOUNT OAK RD. WEST BOUND. HEARD A LOUD NOISE AND THE 2001 TOYOTA SEQUOIA LEANED OVER TOWARD THE DRIVERS SIDE FRONT WHEEL. IT BECAME EXTREMELY HARD TO TURN THE STEERING WHEEL AND BRAKING POWER WAS GREATLY REDUCED AND THE SEQUOIA WAS BASICALLY UNCONTROLLABLE. WAS ABLE TO STEER SLIGHT TOWARDS THE RIGHT TO AVOID BEING PULLED BACK INTO TRAFFIC. IMPACTED A SAFETY MEDIAN, DESIGNED TO PROTECT CARS ENTERING THE HIGHWAY FROM THOSE EXITING THE HIGHWAY, AND CROSSED COMPLETELY OVER IT THE WHEEL HUB HAD SEPARATED FROM THE LOWER CONTROL ARM. THE TIRE, WHEEL RIM, HUB, STEERING RACK, STEERING TIE ROD, CONTROL ARMS, BRAKE LINES, DRIVE AXLE, ETC. HAD ALL BEEN DAMAGE SEVERELY. PICTURES OF THE SCENE SHOW A SINGLE SKID MARK FROM THE DRIVER'S SIDE FRONT WHEEL CLEARLY. THE SINGLE SKID MARK INDICATES THAT ONE WHEEL WAS NOT ROTATING AT ALL, WHILE THE OTHER THREE WERE ROTATING FREELY, OR UNDER THE CONTROL OF THE ANTI-LOCK BRAKES. I FOUND NO MY 2001 RECALLS. I LATER FOUND NHTSA CAMPAIGN ID NUMBER : 05V225000 INDICATING A RECALL DUE TO FAILED BALL JOINTS IN THE 2002-2004 SEQUOIA. THE SEQUOIA MODEL WAS FIRST AVAILABLE AS A MY2001 AND INITIAL INTRODUCTION WAS LATE IN 2000. MY2002 STARTED IN THE LATE SUMMER OF 2001. I FIND IT HARD TO BELIEVE THAT SO QUICKLY AFTER THE MODEL INTRODUCTION TOYOTA WOULD MAKE MAJOR CHANGES IN THE SUSPENSION AND/OR BALL JOINTS. IT WAS BY LUCK ONLY THAT NO ONE WAS INJURED OR KILLED DUE TO THE SUSPENSION FAILURE, TOYOTA NEEDS TO REACT QUICKLY AND NOTIFY MY2001 OWNERS OF THIS DANGEROUS DEFECT. NOT ONLY DID THE SUSPENSION FAIL, CAUSING THE WHEEL TO MOVE BACK AND JAM INTO THE REAR WHEEL WELL AREA, BUT IT SEEMED TO CAUSE AN ALMOST TOTAL LOSS OF BRAKING ABILITY. I BELIEVE THE ANTI-LOCK BRAKES RESPONDED TO THE LOCKED FRONT WHEEL BY MODULATING THE POWER TO THE OTHER WHEELS RESULTING IN LESS BRAKING FORCE. \*JB



Access diagrams and repair information such as wiring diagrams,

diagnosis and repair charts, manufacturer service bulletins, and OEM Part numbers of your 2001 TOYOTA SEQUOIA vehicle.

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### 2001 TOYOTA SEQUOIA SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT CONSUMER COMPLAINTS

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### 2001 TOYOTA SEQUOIA SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT CONSUMER COMPLAINTS (1)

The following SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT complaint about 2001 TOYOTA SEQUOIA was reported to the National Highway Traffic Safety administration on 2005-06-16. For more information contact the National Highway Traffic Safety administration or the US Department of Transportation. See complaint summary below.

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**Build Years/Makes/Models:** 2001 TOYOTA SEQUOIA  
2001 TOYOTA SEQUOIA

**Occurrences:**

**Reference Number:** 10125505

**Summary:**

VEHICLE: 2001 TOYOTA SEQUOIA SR5 2WD. FRONT SUSPENSION PROBLEM. SINCE OBTAINING THE VEHICLE IN APRIL 2001 I NOTICED A PROBLEM IN THE STABILITY OF THE FRONT END OF THE VEHICLE. I TOOK IT TO THE DEALERSHIP (I-10 TOYOTA IN INDIO) ON 3 SEPARATE OCCASIONS AND THEY WERE UNABLE TO IDENTIFY THE PROBLEM. WHEN I HEARD ABOUT THE RECALL (05V225000) I ANTICIPATED THAT THIS WAS THE TROUBLE THAT I HAD ALL ALONG WITH THE SEQUOIA. WHEN I LOOKED INTO THE RECALL IT TURNED OUT THAT IT REFERRED TO 2002 TO 2004 VEHICLES ONLY. COMMON SENSE TELLS ME THAT IF THE TROUBLE EXISTED ON SUBSEQUENT MODELS AFTER ITS INCEPTION TO THE MARKET, IT IS ONLY OBVIOUS THAT 2001 MODELS ARE TO BE INCLUDED. I UNDERSTAND THAT RECALL LETTERS WILL BE ISSUED STARTING IN JULY 2005. I AM FILING THIS COMPLAINT BECAUSE I AM AWARE THAT 2001 MODELS WILL NOT BE INCLUDED AND I RESPECTFULLY REQUEST THAT 2001 YEAR MODELS ARE ALSO RECALLED. THE INSTABILITY WITH THE FRONT END CONTINUES. THE TIRES HAVE BEEN CHANGED 3 TIMES TO DIFFERENT TYPES AND THE INSTABILITY CONTINUES. PLEASE VERIFY WITH YOUR INTERNAL ENGINEERS IF THE BALL JOINTS UTILIZED ON 2001 MODELS WERE ANY DIFFERENT THAN LATTER MODELS. YOU WILL FIND THAT THE SAME MECHANISMS HAVE BEEN USED UNTIL NOW THAT THIS ISSUE IS BEING ADDRESSED BY YOUR OFFICE. YOUR ATTENTION AND SUBSEQUENT POSITIVE INCLUSION OF MY PETITION IS APPRECIATED. HECTOR CASAS

Access diagrams and repair information such as wiring diagrams,

diagnosis and repair charts, manufacturer service bulletins, and OEM Part numbers of your 2001 TOYOTA SEQUOIA vehicle.

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**Aug 18, 2011 - Palo Cedro, CA - Suspension**

TL\* THE CONTACT OWNS A . THE CONTACT STATED THAT WHILE DRIVING 60 MPH, THE RIGHT SIDE OF THE VEHICLE COLLAPSED DOWN ONTO THE TIRES AS THE LOWER BALL JOINTS FRACTURED. THE VEHICLE WAS THEN MANEUVERED TO THE SIDE OF THE ROAD BECAUSE IT WAS NO LONGER DRIVABLE. THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER, WHO STATED THAT THERE WERE NO RECALLS ADDRESSING THE FAILURE. THE DEALER ALSO INFORMED THE CONTACT THAT SHE WOULD HAVE TO PAY FOR THE REPAIRS. THE MANUFACTURER WAS NOTIFIED AND OFFERED NO OTHER ASSISTANCE. THE FAILURE MILEAGE WAS 273,505.

**May 28, 2010 - Cotati, CA - Front**

THURSDAY MAY 20TH 2001 BALL JOINT FAILED ON LEFT FRONT, DOING 35MPH. WHEEL CAME OFF. RECALL STARTING WITH SEQUOIAS MANUFACTURED AUGUST 2001. MINE WAS MANUFACTURED MAY 2001. MY VEHICLE WAS NOT UNDER RECALL SO THEY REFUSED TO FIX IT AND THE DEALER WANT'S \$4800 FOR THE REPAIRS. THEY CITED ON THE ESTIMATE THAT REASON FOR FAILURE IS "UNKNOWN". THEY STATED THE RIGHT SIDE BALL JOINT IS FINE BUT THEY SUGGEST REPLACING IT FOR ANOTHER \$500. I WAS COULD HAVE HAD A CAR FULL OF TEENAGERS GOING DOWN THE FREEWAY AT THE TIME, MY DAUGHTER WANTED ME TO DRIVE CARPOOL FOR A FIELD TRIP, LUCKILY I COULDN'T DRIVE FOR THEM.

**May 24, 2010 - Austin, TX - Front, Wheel Bearing**

MY WIFE AND I OWN A . ON 5/21/10, THE RIGHT FRONT BALL BEARINGS FAILED. THE BRAKE LINE SNAPPED AND THE WHEEL FELL UNDER THE CAR. LUCKILY MY WIFE HAD JUST TURNED ONTO A ROAD AND WAS GOING AT A SLOW SPEED AND WAS ABLE TO PULL TO THE SIDE - ESPECIALLY SINCE SHE IS 8 MONTHS PREGNANT. THIS SEEMS TO BE CONSISTENT WITH PROBLEMS THAT LED TO A RECALL OF THE SAME MODEL VEHICLE FOR 2004-2007. TOYOTA SAID THAT THIS WAS NOT PART OF A RECALL AND THERE WAS NOTHING THEY COULD DO ABOUT IT. IT SEEMED IMPORTANT TO MAKE YOU AWARE OF THIS AS I AM CERTAIN THAT THIS WOULD HAVE BEEN MUCH WORSE IF MY WIFE WAS TRAVELING AT HIGHER SPEEDS. IT IS ESPECIALLY DISCONCERTING THAT THIS SAME ISSUE WAS FOUND IN LATER MODELS OF THE SAME VEHICLE.

**Feb 20, 2009 - Newberry Springs, CA - Front**

TL CONTACT OWNS A . WHILE EXITING THE HIGHWAY AT 35 MPH, THE CONTACT ATTEMPTED TO MAKE A RIGHT TURN AND IT FELT AS IF A TIRE HAD BLOWN. THE STEERING WHEEL BECAME EXTREMELY HOT AND HE WAS BARELY ABLE TO MANEUVER THE VEHICLE OFF THE HIGHWAY. HE NOTICED THAT THE TIRE DETACHED FROM THE MOUNTING. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC AND THEY STATED THAT THE BALL JOINTS FAILED. NO REPAIRS HAVE BEEN MADE. THE VIN WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 127,000.

- **May 19, 2008 - Little Rock, AR - Front**  
 WE HAD A 100,000 MILE SERVICE WITH A TOYOTA DEALER. SHORTLY AFTER THE VSC/ABS LIGHTS STARTED COMING ON WHENEVER THE VEHICLE WAS PLACED IN DRIVE. THEY INSIST IT IS THE SKID CONTROL AND ECU COMPUTERS THAT NEED TO BE REPLACED. I HAVE IDENTIFIED A NUMBER OF OTHER CONSUMERS WITH THE SAME COMPLAINT. WHEN WILL NHTSA INVESTIGATE THIS AND FORCE A RECALL?
- **Feb 26, 2008 - Brooksville, FL - Automatic Stability Control (Asc)**  
 MY VSC ENGAGES AT TIME WHILE TRYING TO MERGE ON TO THE INTERSTATE WITH DRY PAVEMENT, CAUSING THE VEHICLE TO LOOSE POWER, I HAD A TRACTOR TRAILER JUST ABOUT RUN IN TO THE BACK OF MY SEQUOIA BECAUSE OF THIS. THIS IS A SAFETY PROBLEM AND SHOULD BE CORRECTED .
- **Oct 16, 2007 - Venice, FL - Automatic Stability Control (Asc)**  
 (VSC) PROBLEM ON MY . WAS TOLD THE STEERING ANGLE SENSOR IS BAD/ NOT WORKING AND NEEDS TO BE REPLACED..
- **Jul 31, 2007 - Fullerton, CA - Suspension**  
 PURCHASED A 2001 SEQUOIA. AFTER WARRANTY EXPIRED, & CONTINUING TO TODAY, VSC/TRAC OFF LIGHTS COME ON WHILE DRIVING, BUT GOES OFF BY ITSELF. RESEARCHED THE ISSUE & FOUND THAT THIS PROBLEM IS COMMON & COSTLY TO FIX. PLEASE INVESTIGATE IF THIS IS A DEFECT & SAFETY RECALL ISSUE. THANKS.
- **Jun 04, 2007 - Pasadena, CA - Front Control Arm, Lower Ball Joint**  
 ON FRIDAY, MAY 25, 2007 AT APPROXIMATELY 2:45PM, MY WIFE [REDACTED] WAS TRAVELING ON THE NORTHBOUND 57 FREEWAY TRANSITIONING TO THE WESTBOUND 210 FREEWAY. AT THIS POINT, SHE LOST CONTROL OF THE VEHICLE. HYSTERICAL, SHE STILL MANAGED TO NAVIGATE THE VEHICLE OVER TO WHAT IS A QUASI SHOULDER ON THIS TRANSITION ONLY TO EXIT THE VEHICLE, EXAMINE THE AFFECTED AREA (PASSENGER FRONT WHEEL), TO FIND THAT THE WHEEL ITSELF HAD COME APART FROM THE VEHICLE LOOKING LIKE A "PANCAKE." IT WOULD ONLY BE A FEW MOMENTS BEFORE PASSERSBY STOPPED STATING TO HER (AFTER THEY HAD EXAMINED THE DAMAGE) THAT HER BALL-JOINT HAD BROKEN ALONG WITH SEVERAL OTHER PARTS OF THE SUSPENSION. SHE WAS LUCKY SHE WASN'T KILLED (OR, MY ENTIRE FAMILY FOR THAT MATTER ON A TRIP TO SAN FRANCISCO WE HAD TAKEN ONLY THREE WEEKS BEFORE THIS DATE). MY WIFE TELEPHONED ME ON MY CELL PHONE, AT WHICH POINT I CALLED THE AUTO CLUB FOR A TOW. SHORTLY AFTER, A CHP OFFICER HAD APPEARED ON THE SCENE AS WELL AS A TOW-TRUCK DRIVER. TRAFFIC WAS BACKED UP FOR APPROXIMATELY 3 MILES. HOWEVER, BOTH THE CHP PERSON AND THE TOW-TRUCK DRIVER STATED MORE SPECIFICALLY THAT, THE LOWER BALL-JOINT HAD FAILED. MY WIFE WAS PETRIFIED. WHEN I GOT IN THERE, A SERVICE-WRITER (I HAVE HER CARD SOMEWHERE ELSE) HAD ALREADY UNDERTAKEN A SEARCH TO SEE IF MY VEHICLE FELL UNDER A RECALL. I FOUND IT CURIOUS THAT SHE'D DO A SEARCH FOR THIS SPECIFIC RECALL IF SHE DID NOT ALREADY KNOW EXACTLY WHAT WAS WRONG WITH THE VEHICLE (AS IF SHE HAD SEEN THIS EXACT KIND OF DAMAGE BEFORE). IN OTHER WORDS, I AM REASONABLY CERTAIN THAT SHE KNEW EXACTLY WHAT WAS WRONG WITH THE TRUCK WHEN I BROUGHT IT IN. AS OF THIS MORNING, I SPOKE WITH THE SYMES SERVICE MANAGER (LOUIS) WHO IN TURN STATED THAT HE SPOKE WITH HIS "AREA DIRECTOR" "TOMO." HE INSTRUCTED HIS SERVICE MANAGER, LOUIS, TO TELL ME THAT TOYOTA WILL NOT BE TAKING CARE OF THIS AS IT DOES NOT FALL WITHIN THE VEHICLES RECALLED.
- **Dec 20, 2006 - Folsom, CA - Front, Control Arm, Lower Ball Joint**  
 FRONT SUSPENSION, LOWER CONTROL ARM, BALL JOINT SEPARATED WHILE BACKING THE VEHICLE OUT OF THE DRIVEWAY. THE FRONT PASSENGER SIDE WHEEL COLLAPSED AND FOLDED UNDER THE WHEEL WELL CAUSING DAMAGE TO THE SUSPENSION, AXLE, AND VEHICLE BODY.
- **Aug 24, 2006 - Marlborough, CT - Automatic Stability Control (Asc)**  
 GOT 02/2001 MANY PROBLEMS. ONE IS VSC SYSTEM WARN LIGHTS ON, TOTAL ACTIVATION OF VSC SYSTEM FOR NO REASON. 8/04 BROUGHT TO DEALER, VSC WARNING LIGHTS ON AND SOMETIMES POWER CUT, VERY DANGEROUS! DEALER FOUND "YAW RATE SENSOR MAY POSSIBLY BE MALFUNCTIONING, BUT EVERYTHING WORKING ACCORDING TO MANUFACTURER SPECIFICATIONS NO PROBLEM AT THIS TIME. VSC SYSTEM WORKING AS DESIGNED. OK TO RETURN TO SERVICE." 7/06 CHECK ENGINE LIGHT ON. BROUGHT TO DEALER 8/3/06, TOLD NOTHING WRONG, PROBABLY LOOSE GAS CAP. WE HAD HEARD THAT EXCUSE BEFORE. 8/18/06 ON A TRIP FROM CT TO SC, VSC OFF/ VSC TRAC OFF WARNING LIGHTS CAME ON AND BEEPED. ARRIVED AT OUR DESTINATION, PARKED CAR FOR 1 HOUR. DROVE ABOUT 1 MI VSC SYSTEM FULLY ACTMATED BROUGHT US TO COMPLETE STOP IN TRAFFIC, ALMOST REAR ENDED! TOOK TO LOCAL DEALER (8/21). \$191 LATER WAS TOLD IT WAS A SENSOR MALFUNCTION NOT A SAFETY ISSUE WHAT SO EVER. SERVICE REP SAID "ABSOLUTELY NOT A PROBLEM TO DRIVE TO CT PERFECTLY SAFE". 3 HOURS LATER VSC OFF /VSC TRAC OFF WARNING LIGHTS CAME ON. ON OUR LAST STOP WARNING LIGHTS WENT OFF AS USUAL BUT DID NOT COME BACK ON RIGHT AWAY. INSTEAD VSC SYSTEM WENT INTO TOTAL ACTMATION ON I81 AT 70 MPH! LUCKILY WE WERE IN RIGHT LANE. MADE IT TO NARROW SHOULDER. GOT VEHICLE UNDER CONTROL, THE SHOULDER HAD RUN OUT AND WE WERE ABOUT 1 FT FROM HITTING THE GUARDRAIL. WE COULD HAVE BEEN KILLED AND COULD HAVE CAUSED A 40 CAR PILE UP WITH MANY DEATHS! BROUGHT VEHICLE TO OUR LOCAL DEALER. PROBLEM SO DANGEROUS THAT I DON'T WANT TO GET IN THIS CAR AGAIN! I WILL NEVER FEEL SAFE OR TRUST TOYOTA SERVICE AGAIN. TOYOTA NEEDS TO EDUCATE DEALER SERVICE DEPTS AND RECALL THIS VEHICLE BEFORE SOMEONE DIES. THIS IS ONLY ONE OF MANY PROBLEMS WE HAVE HAD WITH THIS CAR AND TOYOTA SERVICE. WE COULD HAVE BEEN KILLED OR HURT TWICE (NOT JUST THIS INCIDENT) BECAUSE OF MALFUNCTIONS AND TOYOTA SERVICE MISTAKES. WE BOUGHT THIS VEHICLE BECAUSE OF TOYOTA'S REPUTATION FOR SAFE, QUALITY-BUILT VEHICLES. WE GOT NEITHER!
- **Aug 23, 2006 - Marlborough, CT - Automatic Stability Control (Asc)**  
 DT CONSUMER STATED THE VSC WARNING LIGHT ILLUMINATED. THE DEALER BELIEVED THE PROBLEM WAS THE YAW RATE SENSOR. THE CHECK ENGINE LIGHT ILLUMINATED, THE DEALER TOLD THE CONSUMER THERE WAS NOTHING WRONG, AND IT WAS PROBABLY A LOOSE GAS CAP. WHILE DRIVING, THE VSC ACTIVATED, THE CONSUMER WAS ABLE TO GAIN CONTROL OF THE VEHICLE. UPDATED 09/15/06.
- **Jan 09, 2006 - Westminster, MD - Automatic Stability Control (Asc)**  
 DURING NORMAL DRIVING VSC, TRAC CONTROL AND BRAKE LIGHTS ALL LIT UP. LIGHTS GO OFF AND COME BACK ON INTERMITTENTLY. I HAVE BEEN ON EDMUNDS WEBSITE AND SEEN TOO MANY OTHER PEOPLE WITH THIS EXACT ISSUE. IT WILL COST ON THE AVERAGE OVER \$1,000 TO CORRECT. MY VEHICLE IS NO LONGER COVERED UNDER WARRANTY AND IS TOO YOUNG AND EXPENSIVE TO HAVE THIS ISSUE. THIS IS SOMETHING THAT I FEEL TOYOTA SHOULD RECALL.

- **Jan 04, 2006 - Bowie, MD - Front, Control Arm, Lower Ball Joint**  
 DRIVING SOUTH BOUND ON RT. 301 IN BOWIE, MD. BEGAN TO SLOW AND MOVED RIGHT INTO THE EXIT LANE TOWARDS MOUNT OAK RD. WEST BOUND. HEARD A LOUD NOISE AND THE LEANED OVER TOWARD THE DRIVERS SIDE FRONT WHEEL. IT BECAME EXTREMELY HARD TO TURN THE STEERING WHEEL AND BRAKING POWER WAS GREATLY REDUCED AND THE SEQUOIA WAS BASICALLY UNCONTROLLABLE. WAS ABLE TO STEER SLIGHT TOWARDS THE RIGHT TO AVOID BEING PULLED BACK INTO TRAFFIC. IMPACTED A SAFETY MEDIAN, DESIGNED TO PROTECT CARS ENTERING THE HIGHWAY FROM THOSE EXITING THE HIGHWAY, AND CROSSED COMPLETELY OVER IT THE WHEEL HUB HAD SEPARATED FROM THE LOWER CONTROL ARM. THE TIRE, WHEEL RIM, HUB, STEERING RACK, STEERING TIE ROD, CONTROL ARMS, BRAKE LINES, DRIVE AXLE, ETC. HAD ALL BEEN DAMAGE SEVERELY. PICTURES OF THE SCENE SHOW A SINGLE SKID MARK FROM THE DRIVER'S SIDE FRONT WHEEL CLEARLY. THE SINGLE SKID MARK INDICATES THAT ONE WHEEL WAS NOT ROTATING AT ALL, WHILE THE OTHER THREE WERE ROTATING FREELY, OR UNDER THE CONTROL OF THE ANTI-LOCK BRAKES. I FOUND NO MY 2001 RECALLS. I LATER FOUND NHTSA CAMPAIGN ID NUMBER : 05V225000 INDICATING A RECALL DUE TO FAILED BALL JOINTS IN THE 2002-2004 SEQUOIA. THE SEQUOIA MODEL WAS FIRST AVAILABLE AS A MY2001 AND INITIAL INTRODUCTION WAS LATE IN 2000. MY2002 STARTED IN THE LATE SUMMER OF 2001. I FIND IT HARD TO BELIEVE THAT SO QUICKLY AFTER THE MODEL INTRODUCTION TOYOTA WOULD MAKE MAJOR CHANGES IN THE SUSPENSION AND/OR BALL JOINTS. IT WAS BY LUCK ONLY THAT NO ONE WAS INJURED OR KILLED DUE TO THE SUSPENSION FAILURE, TOYOTA NEEDS TO REACT QUICKLY AND NOTIFY MY2001 OWNERS OF THIS DANGEROUS DEFECT. NOT ONLY DID THE SUSPENSION FAIL, CAUSING THE WHEEL TO MOVE BACK AND JAM INTO THE REAR WHEEL WELL AREA, BUT IT SEEMED TO CAUSE AN ALMOST TOTAL LOSS OF BRAKING ABILITY. I BELIEVE THE ANTI-LOCK BRAKES RESPONDED TO THE LOCKED FRONT WHEEL BY MODULATING THE POWER TO THE OTHER WHEELS RESULTING IN LESS BRAKING FORCE.
- **Dec 06, 2005 - Roseburg, OR - Front, Control Arm, Upper Ball Joint**  
 I OWN A AND THE FRONT LEFT BALL JOINT IS MAKING A POPPING NOISE. I CONTACTED TOYOTA AND THEY TOLD ME THEY ARE NOT OFFERING A REMEDY CAMPAIGN FOR THE . THEY HAVE A REMEDY CAMPAIGN ON THE SEQUOIA AND TUNDRA FOR 2002-2004. THEY ARE NOT OFFERING A REMEDY CAMPAIGN FOR THE 2001 SEQUOIA EVEN THOUGH THE FRONT ENDS ARE THE SAME. I AM CONCERNED NOT ONLY FOR MY FAMILY, OTHER OWNERS AND THE GENERAL PUBLIC THAT WALK, RIDE AND DRIVE ON OUR PUBLIC ROADS. WHEN THE BALL JOINTS FAILS THE VEHICLE WILL WRECK AND CAUSE SERIOUS INJURIES TO ALL PEOPLE IN THE VEHICLE OR CLOSE TO THE ACCIDENT. IT DOES NOT MAKE ANY SINCE THAT THE 2002-2004 SEQUOIA AND TUNDRAS HAVE A REMEDY CAMPAIGN AND THE 2001 SEQUOIA DOES NOT WHEN THEY HAVE THE SAME FRONT END.
- **Jun 16, 2005 - Calexico, CA - Front**  
 VEHICLE: SR5 2WD. FRONT SUSPENSION PROBLEM. SINCE OBTAINING THE VEHICLE IN APRIL 2001 I NOTICED A PROBLEM IN THE STABILITY OF THE FRONT END OF THE VEHICLE. I TOOK IT TO THE DEALERSHIP (I-10 TOYOTA IN INDIO) ON 3 SEPARATE OCCASIONS AND THEY WERE UNABLE TO IDENTIFY THE PROBLEM. WHEN I HEARD ABOUT THE RECALL (05V225000) I ANTICIPATED THAT THIS WAS THE TROUBLE THAT I HAD ALL ALONG WITH THE SEQUOIA. WHEN I LOOKED INTO THE RECALL IT TURNED OUT THAT IT REFERRED TO 2002 TO 2004 VEHICLES ONLY. COMMON SENSE TELLS ME THAT IF THE TROUBLE EXISTED ON SUBSEQUENT MODELS AFTER ITS INCEPTION TO THE MARKET, IT IS ONLY OBVIOUS THAT 2001 MODELS ARE TO BE INCLUDED. I UNDERSTAND THAT RECALL LETTERS WILL BE ISSUED STARTING IN JULY 2005. I AM FILING THIS COMPLAINT BECAUSE I AM AWARE THAT 2001 MODELS WILL NOT BE INCLUDED AND I RESPECTFULLY REQUEST THAT 2001 YEAR MODELS ARE ALSO RECALLED. THE INSTABILITY WITH THE FRONT END CONTINUES. THE TIRES HAVE BEEN CHANGED 3 TIMES TO DIFFERENT TYPES AND THE INSTABILITY CONTINUES. PLEASE VERIFY WITH YOUR INTERNAL ENGINEERS IF THE BALL JOINTS UTILIZED ON 2001 MODELS WERE ANY DIFFERENT THAN LATTER MODELS. YOU WILL FIND THAT THE SAME MECHANISMS HAVE BEEN USED UNTIL NOW THAT THIS ISSUE IS BEING ADDRESSED BY YOUR OFFICE. YOUR ATTENTION AND SUBSEQUENT POSITIVE INCLUSION OF MY PETITION IS APPRECIATED. HECTOR CASAS
- **Jun 16, 2005 - Calexico, CA - Front, Control Arm, Lower Ball Joint**  
 VEHICLE: SR5 2WD. FRONT SUSPENSION PROBLEM. SINCE OBTAINING THE VEHICLE IN APRIL 2001 I NOTICED A PROBLEM IN THE STABILITY OF THE FRONT END OF THE VEHICLE. I TOOK IT TO THE DEALERSHIP (I-10 TOYOTA IN INDIO) ON 3 SEPARATE OCCASIONS AND THEY WERE UNABLE TO IDENTIFY THE PROBLEM. WHEN I HEARD ABOUT THE RECALL (05V225000) I ANTICIPATED THAT THIS WAS THE TROUBLE THAT I HAD ALL ALONG WITH THE SEQUOIA. WHEN I LOOKED INTO THE RECALL IT TURNED OUT THAT IT REFERRED TO 2002 TO 2004 VEHICLES ONLY. COMMON SENSE TELLS ME THAT IF THE TROUBLE EXISTED ON SUBSEQUENT MODELS AFTER ITS INCEPTION TO THE MARKET, IT IS ONLY OBVIOUS THAT 2001 MODELS ARE TO BE INCLUDED. I UNDERSTAND THAT RECALL LETTERS WILL BE ISSUED STARTING IN JULY 2005. I AM FILING THIS COMPLAINT BECAUSE I AM AWARE THAT 2001 MODELS WILL NOT BE INCLUDED AND I RESPECTFULLY REQUEST THAT 2001 YEAR MODELS ARE ALSO RECALLED. THE INSTABILITY WITH THE FRONT END CONTINUES. THE TIRES HAVE BEEN CHANGED 3 TIMES TO DIFFERENT TYPES AND THE INSTABILITY CONTINUES. PLEASE VERIFY WITH YOUR INTERNAL ENGINEERS IF THE BALL JOINTS UTILIZED ON 2001 MODELS WERE ANY DIFFERENT THAN LATTER MODELS. YOU WILL FIND THAT THE SAME MECHANISMS HAVE BEEN USED UNTIL NOW THAT THIS ISSUE IS BEING ADDRESSED BY YOUR OFFICE. YOUR ATTENTION AND SUBSEQUENT POSITIVE INCLUSION OF MY PETITION IS APPRECIATED. HECTOR CASAS
- **Dec 08, 2004 - Frankfort, MI - Automatic Stability Control (Asc)**  
 TRACTION CONTROL SYSTEM (VSC/TRAC) WILL INTERMITTENTLY NOT FUNCTION FOR NO APPARENT REASON, CAUSING VSC/TRAC LIGHTS TO ILLUMINATE AND POTENTIALLY COMPROMISING VEHICLE SAFETY. DIAGNOSTIC CHECK OF VEHICLE REVEALS A PROBLEM WITH THE BRAKE BOOSTER AND/OR A SENSOR WITHIN THE BRAKE BOOSTER ASSEMBLY THAT IS PRONE TO INTERMITTENT FAILURE ON THIS VEHICLE. REPLACEMENT OF THE PARTS IN QUESTION ARE PROHIBITIVELY EXPENSIVE (OVER \$1,000) AND ONLY COVERED UP TO 3YR/36K MILE ON THE VEHICLE. THERE IS A DEFINITE FAILURE TREND PRESENT IN THIS PARTICULAR VEHICLE AND TOYOTA KNOWS ABOUT THEM, GIVEN THE TSBS THAT EXIST FOR THIS PROBLEM. THIS ISSUE NEEDS TO BE ADDRESSED AS A RECALL TO ENSURE ALL VEHICLES, ESPECIALLY ONES OUT OF WARRANTY COVERAGE, ARE REPAIRED PROPERLY.
- **Aug 27, 2004 - Golden, CO - Suspension**  
 THE FRONT BRAKING SYSTEM ON 2001 SEQUOIA WAS REPLACED AND UPGRADED. THE BRAKE JOBS WERE PERFORMED AT THE FOLLOWING MILEAGES: 15K, 25K, 30K, 55K, AND 74K MILES. THE LEFT WHEEL RATTLED OVER THE ROUGH ROAD, THE REAR LEFT STRUT MADE A NOISE WHEN GOING OVER BUMPS DUE TO A BROKEN SHOCK, AND THE ENGINE LIGHT HAD COME ON.
- **Mar 15, 2004 - West Columbia, SC - Suspension**  
 WHILE DRIVING AT ANY SPEED AND WHEN THE BRAKES WERE APPLIED THE VEHICLE SURGED FORWARD. DEALER HAS TRIED TO FIND THE CAUSE OF THE PROBLEM ON SIX DIFFERENT OCCASIONS. ALSO, WHEN VEHICLE WAS AT A STOP LIGHT IT TREMBLED VIOLENTLY.



LONG BEACH, CA



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TUE 04 OCT 2011 PM

U.S.D.O.T.  
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