

NVS-200

NOV 15 2013

CL-10553420-7024

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

EXECUTIVE SECRETARIAT

2013 NOV 14 A 11:43

RECEIVED - NHTSA

6 November 2013

Administrator

National Highway Traffic Safety Administration

1200 New Jersey Avenue S.E.

Washington, D.C. 20590

To whom it may concern;

During the summer of 2013, we received a letter from Toyota advising of a pending recall affecting our 2003 Tundra truck (defective wafer possibility in airbag deployment). We were told we'd hear more as this possible hazard was investigated, and possibly a recall letter.

We subsequently did receive a recall letter (attached) stating that this is an 'Urgent Safety Recall' (which we shall see was apparently not that urgent). We were told to schedule this visit to our local dealer, 'Toyota of Tri Cities' and plan on an hour unless scheduling at this site would require it stay longer. Apparently that was not true either, as evidenced below.

Our adult daughter re-adjusted her work schedule to take our truck by for us, as we had an appointment for 25 Sept 2013 at 11:00AM. She arrived at 10:53, and then waited for comfortably over 2 hours. When the truck was turned back over to her, she was given a lengthy list of suggested repairs totaling over \$1240. and entailing an additional 10 hours of labor, to be performed at a later date. These included such things as replacing spark plugs, putting on a timing belt, flushing the fuel injection, etc. (the truck was running perfectly, and still is).

As none of this pertained even remotely for the reason she was there, she asked about the recall issue. She was told that they were unable to perform that at the time, and we needed to call to make an appointment for that.

I immediately called that afternoon to speak to the service manager, a man named Leonard, and was told he reports to 'Dwight' but both of them were gone. I talked to a 'Nancy' who spent some time assuring me she could handle this complaint. The name of 'Raul Sanchez' was at the top of the form I had received back.

In summary, Nancy told me that there is a module that needs to be replaced, but they did not know what style of module it was, so they needed to remove it to be sure. As this made no sense considering they had over 2 hours to accomplish that, I pressed for details. She spoke to Raul and then reported that Toyota had some kind of issue with their Internet connection for

NM
11/2013
SMD

engine dialysis (my interpretation of what she was describing) and, as such, could not connect with your computer system to do whatever needed to be done.

My response was, if you have an I.S. problem, it is yours, not mine, and you should have told me that before we wasted 2 hours of our time for something that was not going to be accomplished. Instead, that time was spent digging up new things to have us bring the truck back for in the way of future maintenance. The final insult was to actually tell us that and expect us to be happy. Are you kidding me?

Before this was over, I did speak to the Service Manager, Leonard. who called me that night. He admitted this was lame, and had no suggestion other than to assure us it would be handled when we brought the truck back in for yet another appointment. I was told to "...wait a week to ten days" and the Internet issue would surely be resolved and we could proceed.

A couple of weeks later, we decided to try this again (remember, this is an 'Urgent Safety Recall'). I contacted the dealership e-mail from the website and explained our situation. I got a response on 15 October 2013 from the dealership (Todd Snell) thanking us for our inquiry and assuring us we'd get a reply to this issue.

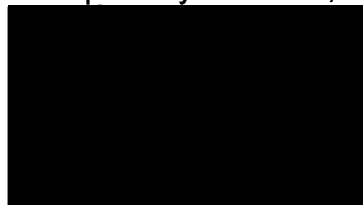
I received a reply from a Chana Holt on 16 October 2013. She said all the expected things about how sorry everybody was, and suggested we pick a date and time that work for us and she would do her best to accommodate that. She said that Raul and Leonard work Tues through Saturdays, and they could have the parts ordered in advance so it was all ready to go, and urged me to set the date.

After comparing our work schedules, my wife and I picked a date and time a week away and submitted this to Chana in our e-mail response to her. We heard nothing; the date came and went and there was no contact, nor has there been any since.....

Unless of course you count the message we got from them on October 24th, inviting us to some sort of 'Trunk or Treat' for Halloween. We are nearly 60, and our priorities at this point are the safety of our airbag deployment in our truck, not attending a Halloween party.

With the recall notice, Toyota had provided an additional form that states that if we felt they have ".... failed or unable to remedy the defect within a reasonable time" we should contact the Administrator of the National Highway Traffic Safety Administration. At this time, we are exercising that option and hope to hear from someone about how to proceed.

Respectfully submitted,



Kennewick, WA. 

CUSTOMER #: 152391

*Appt
Waiter*

382147



KENNEWICK, WA

WORKORDER

6321 W. Canal Drive
Kennewick, WA 99336
Phone: (509) 736-9900
Fax: (509) 736-1331
www.toyotaoftricity.com

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 758 SANCHEZ, RAUL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	03	TOYOTA TUNDRA	5TBRT38143S [REDACTED]		95179/	HF2J2	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN04 DD			** WAITER **			CASH	
R.O. OPENED	READY	OPTIONS:					
25SEP2013 10:53							

LINE	OP CODE	FRH	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	RECALL	0.00		WT45	DOF-Safety Recall DOF Remedy Notice - 2003 - 2004 MY Corolla, Corolla Matrix, and Tundra and 2002 - Early 2004 MY Sequoia Vehicles - Front Passenger Airbag Inflator Module
# B	FMI	0.00		WT45	PERFORM DRIVERS FLOOR MAT INSPECTION PROCEDURE, CHECK FOR INCOMPATIBLE, UNSECURED OR DOUBLE-STACKED FLOOR MAT, IF ANY OF THOSE CONDITIONS APPLY, CORRECT CONDITION, IF IT CAN'T BE CORRECTED PUT IT ON THE PASSENGER SIDE AND THEN INFORM THE CUSTOMER

*Leonard - Svc-Manager
0730 - 1630*

Reports to Dwight

- (5.0) T-belt 550*
- (3) belt + w 19.95*
- (2.0) Spark-plugs 289.95*
- (1.0) F I - Flush*

(1.0) SP DFL T-Cover 249.95

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

RAUL SANCHEZ

Subject: Recall for Toyota of Tri-Cities

From: chanah@tricitytoyota.dealer.com (chanah@tricitytoyota.dealer.com)

To: [REDACTED]

Date: Wednesday, October 16, 2013 4:42 AM

[REDACTED]

Im sorry that your experience with us has been less then satisfying. Raul works Tuesday through Saturday and most recalls are scheduled in the morning. I will forward your letter to both Raul and Leonard to make sure we get parts that are needed ordered prior to your arrival. What dates and times work best for you? I would like to try and accomidate your schedule as much as possible to alleviate any more possible frustrations with this process. Again I apoligize for your previous expereince and look forward to hearing from you soon.

Sincerely,

Chana L. Holt
Service/Sales Lead
Business Development Center
Toyota of Tri-Cities/ Thrifty Car Sales/ Gresham Toyota
509-736-9900 Ext 2016

If you no longer want to receive our email at this address [click here to unsubscribe](#)

Subject: 2nd Annual Toyota of Tri-Cities Trunk or Treat Event
From: cmarquart@tricitytoyota.dealer.com (cmarquart@tricitytoyota.dealer.com)
To: [REDACTED]
Date: Thursday, October 24, 2013 5:44 PM

Toyota of Tri-Cities 2nd Annual Trunk or Treat Event

Put the kids in their costume and join us at Toyota of Tri-Cities on **Sunday, October 27th from 1pm to 4pm** for food, fun, games, prizes, and of course **CANDY!**

This is an annual event for the whole family to enjoy!!

Special "Thank You" to our presenting business partners - Burger Ranch, Cherry Creek Radio, Coca-Cola, Gesa Carousel of Dreams, Habitat for Humanity-Tri-Cities, NW Beauty Supply, Outback Steakhouse, Papa John's Pizza, Rascal Rodeo, Scion Racing, and Spare Time Lanes & Arcade



Kennewick, WA



Administrator
National Highway Traffic Safety Admin.
1200 New Jersey Ave. S.E.
Washington, D.C.
20590