
Portland, Oregon 


February 11, 2014

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington, DC 20590

FEB 21 2014

Dear U.S. Department of Transportation:

I am forwarding a complaint I filed with the Attorney General regarding my 2005 Toyota Camry. The car is at Gresham Toyota, Portland, Oregon, where I purchased it from in 2005. I haven't authorized any repairs yet because I am upset about the engine being defective and Toyota refusing to repair or replace it. Please read the enclosed complaint.

Thanks,



NM
22114
SMD



PUBLIC INQUIRY UNIT
P.O. BOX 944255
SACRAMENTO, CA 94244-2550
(916) 322-3360
TOLL FREE: (800) 952-5225
TTY: CA Relay Service
(800) 735-2922

February 7, 2014

PIU: 567793

[REDACTED]
Portland, OR [REDACTED]

RE: Toyota Motor Sales, U.S.A., Inc.

Dear [REDACTED]

Thank you for your recent correspondence to the Office of the Attorney General.

We have reviewed your correspondence and determined that the following agency is in a much better position to render assistance to you in this matter. If you wish to pursue the matter further, we suggest you contact:

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington, DC 20590
DOT Auto Safety Hotline: 1-888-327-4236
Internet: <http://www.nhtsa.gov/>

We hope that our effort to help you to identify the correct government office to address your concern will be beneficial to you.

Again, thank you for contacting the Office of the Attorney General.

Sincerely,


Lupe Zinzun
Public Inquiry Unit

For **KAMALA D. HARRIS**
Attorney General



CONSUMER COMPLAINT AGAINST A BUSINESS/CORPORATION

Please read the Information Collection, Use and Access
notice on page 3.

Mail Form to:

Kamala D. Harris
Attorney General

PUBLIC INQUIRY UNIT

(916) 322-3360/ (800) 952-5225 Toll Free - CA only

TTY/TDD (800) 735-2929 (California Relay Service)

For TTY/TDD outside California contact your state's relay service
number at <http://www.fcc.gov/cgb/dro/trsphonebk.html>

AG Web Site: <http://www.ag.ca.gov/>

Public Inquiry Unit
Office of the Attorney General
P.O. Box 944255
Sacramento, CA 94244-2550

SECTION 1 - Your Information

Mr. Ms. Mrs. Ms.	First Name [REDACTED]	Last Name [REDACTED]	MI [REDACTED]
Mailing Address [REDACTED]			
City Portland	State OR	Zip Code [REDACTED]	Country, if not U.S.
Day Phone Number [REDACTED]	Cell Phone Number [REDACTED]	Member of the U.S. Armed Forces? [REDACTED]	Military Family Member [REDACTED]
County of Residence US		E-Mail Address [REDACTED]	

SECTION 2 - Information About Company Against Which You Are Complaining

Full Name of Company Toyota Financial Services			
Mailing Address PO Box 60114			
City City of Industry	State CA	Zip Code 91716	Country, if not U.S.
Company's Internet Address (URL) www.toyota.com		E-Mail Address	
Telephone Number (800) 874-8822		Fax Number	

SECTION 3 - Complaint Information

Product, item or service involved 2005 Toyota Camry			
Date of Transaction 05/24/2005		Account Number (if applicable)	
Total amount paid 23,354.36	Amount in dispute 2,400	How was payment made: ☒ Cash ☒ Check ☒ Credit Card ☐ Debit Card ☐ Money Order ☐ Wire Transfer ☒ Finance Agreement ☐ Other	
Did you sign a contract or lease? ☒ Yes ☐ No	Where was the contract signed? Gresham Toyota	Starting date 07/08/2005	Expiration date 06/08/2008
Date you complained to the company or individual 01/06/2014 ☒ By Mail ☐ By Telephone ☐ In Person		Person Contacted Toyota representative	His/Her phone number
Results No Results			
What result would you consider fair? I would like Toyota to repair defective engine			
Have you contacted another agency about this? ☐ Yes ☒ No		If yes, name of agency	
Do you have an attorney in this case? ☐ Yes ☒ No		If yes, name of your attorney	Attorney's Phone Number
Has your complaint been heard or is it scheduled to be heard in court? ☐ Yes ☒ No			
If yes, where and when?			
If already heard, what was the result?			

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE



CONSUMER COMPLAINT AGAINST A BUSINESS/CORPORATION

Kamala D. Harris
Attorney General

SECTION 4 - Information About the Transaction

How was initial contact made between you and the business?

- ☐ Person came to my home
- ☒ I went to company's place of business
- ☐ I received a telephone call from business
- ☐ I telephoned the business
- ☐ I received information in the mail
- ☐ I responded to a radio/television ad
- ☐ I responded to a printed advertisement
- ☐ I responded to a website or e-mail solicitation
- ☐ I received a fax solicitation
- ☐ I attended a trade show or convention
- ☐ Other _____

Where did the transaction take place?

- ☐ At my home
- ☐ At company's place of business
- ☐ By mail
- ☐ Over the phone
- ☐ Via computer (website or e-mail)
- ☐ Trade show or convention
- ☐ Other _____

SECTION 5 - Important Information

- If the complaint falls within the jurisdiction of another local, state or federal agency, you will be provided with appropriate referral information. In addition, the complaint may be shared with other government agencies.
- Please include copies of any supporting documents you may have, such as correspondence, contracts, invoices, receipts, etc. Do not send originals.
- This office does not have the authority to give private legal advice or provide private legal representation to individual consumers.

SECTION 6 - Details of Complaint (use additional sheets if necessary)

See attached sheets

SECTION 7 - Statement

I affirm that the information herein is true and accurate, and will sign a statement if needed.

☒ YES ☐ NO

You may send this complaint to the party named and I authorize that party to release any and all information with regard to this complaint.

☒ YES ☐ NO

Signature

Date:

2/10/14



CONSUMER COMPLAINT AGAINST A BUSINESS/CORPORATION

Kamala D. Harris
Attorney General

Information Collection, Use and Access

Collection and Use of Personal Information. The Public Inquiry Unit of the California Department of Justice collects the information on this form as authorized by Government Code Sections 11180, 11181, and 11182. The Unit uses this information to review your complaint. In addition, any personal information collected by state agencies is subject to the limitations in the Information Practices Act and state policy. The Department of Justice's general privacy policy is available at

<http://oag.ca.gov/privacy-policy>

Providing Personal Information Is Voluntary. You do not have to provide the personal information requested. If you do not wish to provide personal information, such as your name, home address, or home telephone number, you may remain anonymous. In that case, however, we may not be able to contact you or help resolve your complaint.

Access to Your Information. You may review the comment or complaint that you submitted to the Public Inquiry Unit as permitted by the Information Practices Act. Please note, when submitting a comment or complaint to the Public Inquiry Unit, you should submit copies and retain your originals, as the Unit cannot return original documents.

Possible Disclosure of Personal Information. In order to follow up on your complaint, we may need to share the information you give us with the party you complained about or with other government agencies. This may include sharing any personal information you gave us. The information you provide may also be disclosed in the following circumstances:

- In response to a Public Records Act Request, as allowed by the Information Practices Act;
- To another government agency as required by state or federal law;
- In response to a court or administrative order, a subpoena, or a search warrant.

Contact Information: For questions about a written comment or complaint that you submitted to the Public Inquiry Unit, please fill-out and submit our online form, available at:

<http://oag.ca.gov/contact/general-comment-question-or-complaint-form>

Please specify in the "Your Comments" section the specific Public Inquiry Unit record that you are seeking. Or you may mail your request to Public Inquiry Unit, Office of the Attorney General, P.O. Box 944255, Sacramento, CA 94244-2550. In addition, if you are seeking records maintained by another Department of Justice program, you should contact that program directly.

COMPLAINT ACTIVITY REPORT Case # 330468**BBB of Silicon Valley****Consumer Info:**

Portland, OR

Business Info: Toyota Motor Sales U S A, Inc.

800 331-4331

Location Involved: (Same as above)**Consumer's Original Complaint:**

I purchase a brand new Toyota Camry 5/24/2005. I paid \$585.51 a month for three year for the car. I am the only owner of the vehicle. It has been a great car w/no major problems. About a month ago I started having problems w/the car. I was told it needed a new ignition coil and a tune up. I have always repaired items that need repair. The same problem keep happening. I took the car to leif's to get a second opinion. Today the mechanic called me and told me the car needs a new engine. I was shocked. He said there was a technical bulletin regarding the issue but Toyota won't pay for the new engine. He is afraid to get a used engine because it might have the same problem. This something extraordinary that I didn't expect and I don't have funds available for a repair like this. I am very disappointed in Toyota. I thought I was buying a car that would last for a least 200,000 miles. I was going to buy a new Toyota but maybe I should look elsewhere.

Product_Or_Service: New Car**Account_Number:****Consumer's Desired Resolution:****DesiredSettlementID:** ReplacementI would like Toyota to pay for the new motor my car needs.**BBB Processing**

01/06/2014	web	BBB	Case Received by BBB
01/06/2014	PP	BBB	Case Reviewed by BBB - Member
01/06/2014	Otto	EMAIL	Send Acknowledgement to Consumer
01/06/2014	Otto	EMAIL	Notify Business of Dispute - Member
01/14/2014	WEB	BBB	RECEIVE BUSINESS RESPONSE : Please accept our apologies for this situation and for any inconvenience you may have been caused. The warranty on the vehicle has expired. When a vehicle is out of warranty, the owner assumes the responsibility for repair costs. In some situations Toyota may offer to provide out of warranty assistance for repairs needed. The engine on the vehicle is covered under the 60 months or 60,000 miles warranty, whichever occurs first, from the vehicle's in-service date.

We have reviewed your circumstances, taking into consideration the manufacturer's limited warranty, the service history of the vehicle and the type of repair. Unfortunately, due to the mileage and age of the vehicle, we are unable to offer any assistance.

01/14/2014	PP	EMAIL	Forward Business response to Consumer
01/15/2014	WEB	BBB	BBB REVIEWS CONSUMER REBUTTAL TO BUSINESS RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

I just spent \$2500 dollars doing repairs, plus an additional \$1100 to repair a scratch in the paint. When the problems w/the car continued and it was check by Leif's, they said the car can't be repaired because of a manufacture problem with the engine. There is a TB but Toyota isn't offering and repairs.

01/21/2014	Otto	EMAIL	Forward Consumer Rebuttal to Business
01/29/2014	WEB	BBB	RECEIVED BUSINESS' REBUTTAL RESPONSE : Please accept our apologies for this situation and for any inconvenience you may have been caused. Toyota has located three Technical Service Bulletins(TSB) relating to this vehicle. The coverage for these TSB's is 96 months/80,000miles, which now makes this vehicle beyond this coverage. Unfortunately due to the time and mileage on the vehicle we cannot offer assistance.

01/31/2014	PP	EMAIL	Send Business' Rebuttal Response to Consumer
02/03/2014	WEB	BBB	CONSUMER REJECTS BUSINESS' FINAL OFFER : (The consumer indicated he/she DID NOT accept the response from the business.)

I am taking the car to Gresham Toyota where it was purchased. I already spent \$3,000 on repairs now the car is requiring additional repairs costing more then the blue book value of the car. I purchased a new Toyota because of the their reputation for quality cars. I was thinking of purchasing a new Toyota but I think I will look else where. I will be filing a complaint with the Attorney General regarding Toyota's refusal to pay for this manufacture defect repair.

Leif's Auto Center - Tigard*The Finest In Auto Repair***Authorization**

Bill To

1579465

Portland, OREGON
USA

Phone

Email

Plate

Description Grey 2005 / **OTLFORLIFE**

Make Toyota Camry LE

Engine L4-2362 2.4 USA

Odometer 125,086

VIN JTDBE30K853

PO # 74191

Work Order # 0001122277

Invoice # N/A

Svc Advisor Scruton, Dean

Technician Simmons, Greg

Invoice Date Jan 06 2014

Appointment Jan 06 2014 3:17 pm

Promised Jan 06 2014 5:17 pm

503-289-9370**Reported Problems****Check Engine Light Stays On**

Describe the problem?

Any engine performance problems?

When did the problem start?

Any related problems?

Customer comments:

Labor To Diagnose Problem

1.00 hrs.

\$115.00 *

Work Performed By: Simmons, Greg

Discount (\$5.75)

Sub \$109.25

Inspections Requested**36 Point Courtesy Mechanical Inspection****Services Requested****Lube, Oil & Filter Service-Oil For Life**

5W30 MOBIL SPECIAL ENGINE OIL

.00 Units

\$0.00

5W30 MOBIL SPECIAL ENGINE OIL

5.00 Units

\$20.00

Oil Filter

1.00 Units

\$3.95

Labor

\$6.00 *

Discount (\$29.95)

Sub \$0.00

Engine Assembly - Replace

Remove and Replace components as required to access and install materials, and/or perform needed service, adjustments as required. Additional fluids may be required to complete this service. Retest and verify repair as required. Perform final road test where applicable.

7145 - Oil Filter (Gold)

1.00 Units

\$6.94 / Unit

\$6.94 *

1057253 - 5W30 MOBIL SPECIAL ENGINE OIL

4.00 Quarts

\$4.50 / Quart

\$18.00 *

00272-SLLC2 - Toyota OEM Long Life Coolant

2.00 Units

\$22.69 / Unit

\$45.38 *

1010K8G - Fuel System Service

1.00 Units

\$44.95 *

4589 - Spark Plug - Laser Iridium

4.00 Units

\$74.76 *

218093 - Fuel Injector - New

2.00 Units

\$426.16 *

2979 - Radiator

1.00 Units

\$226.32 *

1542407 - Thermostat - Oc Specified

1.00 Units

\$45.70 *

Temperature 180 Degree F / 82 C

1.00 Units

\$25.63 *

9462 - Hose - Radiator Upper

1.00 Units

\$35.08 *

9461 - Hose - Radiator Lower

1.00 Units

\$5,391.80 / Unit

\$5,391.80 *

Engine Assembly

23.00 hrs.

\$105.00 / hr.

\$2,415.00 *

Labor

Discount (\$437.80)

Sub \$8,317.92

14344 SW 72nd Ave, Tigard, OR 97224-8011
503-620-5343 www.leifs.com

Work Order #0001122277

Page 1 of 2

Deferred Work

Cabin Air Filter - Replace

Valve Cover Gasket(s) - Replace

Water Pump - Replace

Motor Mount(s) - Replace

Power Steering Fluid Flush-Red

Power Steering Pump - Replace

Total Labor	
Total Parts	\$2,403.50
Total Before Taxes & Miscellaneous Charges	\$6,023.67
	\$8,427.17
(*) Shop Supplies	\$25.00
(E) Environmental Charge	\$20.00
Totals	\$8,472.17

Authorization Comments

< Edit The Standard Comment >

Customer Signature: _____

September 9, 2013, I took my 2005 Toyota Camry to Firestone on Burnside. I had the water pump replaced. I paid \$514.72 for the repairs.

October 26, 2013, the battery in my Toyota Camry was dead. I went to Sears and got a new battery. The battery light was still on in the car, so I took the car to Sears. I was told I needed to replace the alternator which I did for a cost of \$339.22 not including the new battery I purchase for \$114.00.

November 11, 2013, I took the car to Firestone because it was running rough. I was told the car needs a new ignition coil, also Air filter, spark plugs & other misc. I paid \$412.82 for the recommended repairs.

The car started running rough again, so I took it back to Firestone. I was told it needed another ignition coil; they did it free because they didn't tell me I should have replaced all four ignition coils.

On November 19, 2013, my car was vandalized and the passenger's side was keyed. I filed an insurance claim and took the car to Leif's the middle of December to repair the scratch. The service light had come back on and the car was running rough again, since picking the car up from Firestone the last time. People were starting to tell me to get a second opinion, so I asked Leif's to check the engine.

On January 6, 2014, Leif's mechanic Dean advised me I should replace the engine, quoting me \$8,317.92. He said there was water in the engine but a Technical Bulletin from Toyota had said that the engine couldn't be repaired. My understanding was the heads couldn't be removed because of an engine defect; the screws on the manifold or heads were coming loose and that's how the water was getting in. Toyota was not free repair or replace of engines with this problem.

The car has 125,000 miles and blue book value is \$6,000, so I decided to wait on the repair. I brought the car home and filed a complaint with Toyota hoping to get some assistance with the repair. I got this response from Toyota today.

"Please accept our apologies for this situation and for any inconvenience you may have been caused. Toyota has located three Technical Service Bulletins(TSB) relating to this vehicle. The coverage for these TSB's is 96 months/80,000miles, which now makes this vehicle beyond this coverage. Unfortunately due to the time and mileage on the vehicle we cannot offer assistance."

I called Gresham Toyota where I purchased the car new in 2005, and talked to the service manager Carson. He said they could repair the car. I dropped the car off today February 10, 2014. Carson called me and reported there is a possible a blown head gasket that needs to be replaced. To replace the head gasket all the screws holes must be redrilled-this is the Technical Bulletin part. It would cost roughly \$2400, plus the air conditioner compressor is going out.

He also said it would need a new water pump which I just replace September 9, 2013. I started complaining about the cost to redrill all the screw holes. Then Carson began saying that in case where Toyota pays for repairs such as this, all the previous repairs would have to have been done through a Toyota dealership.

The Toyota dealership is so expensive I can't afford to get minor repairs done there like brakes and tires that's why I take the car to Firestone.

September 25, 2009, I had a repair done at Broadway Toyota. The repair reads "66299 check engine light on 1.50 code p0031 in ECU.A/F ratio heater circuit fault. Heater element in sensor testing bad. Replaced sensor & cleared code. I paid \$804 for this repair.

September 10, 2012, I took the car to Broadway Toyota for an oil change. One light behind the heater knob wasn't working (I thought it was a fuse so I asked them to replace it). They said it would cost \$99, I thought that was expensive but agreed to pay it. I was later advised that "107898 heater control lights are LED and part of the circuit board. Heater control replacement is \$796. I had to decline because of the cost. I thought the heater circuit they referenced sounded like the previous repair I paid \$804 for on September 25, 2009.

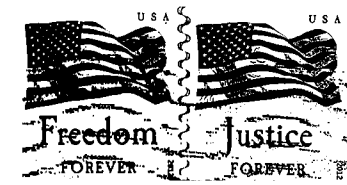
The point being if I took the car to 5 different places I would get 5 different explanations. The mechanic at Leif's said the engine was assembled in Mexico and is defective. He said he wouldn't replace it with a used engine because it might have the same defect.

Now Carson at Gresham Toyota is saying it is a blown head gasket that I am responsible to pay for it and it is not an engine defect. I don't mind paying for maintenance on my car but I don't believe I should pay \$2500 to redrill the screw holes that are a defect in the engine. Also has I referred above it looks like I paid for a new heater circuit but then needed a new heater circuit again.

I am very unhappy with Toyota due to this recent engine issue and the Heater Circuit. I paid \$804, then they tried to charge me to replace it again. I actually had Firestone replace the heater circuit w/a used one because I couldn't afford to pay another \$804.

I would be more than happy to pay for the air condition compressor even though no one else mentioned it. They didn't give me a quote but I am guessing it is really expensive but I don't feel like I am being treated fairly having to pay \$2400 to repair the head gasket that can't be fixed without redrilling all the screw holes. I agree with Dean at Leif's, I don't think the Toyota engine is high quality like I was expecting.

I purchased the Toyota brand new from Gresham Toyota, I am the only owner, and I have always taken very good care of the car. It looks beautiful on the outside after the insurance paid \$1100 to repair the scratch but it has been sitting in my drive way ever since. I was advised not to drive the car. I would like Toyota to repair their defective engine.



U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington, DC 20590
