

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

To:NTSB

MAY -1 2015

A man named "Damion" AT TOYOTA (800-231-4331)has informed me that Toyota will not help or assist me in any way with the repairs to my 2011 Toyota Sequoia with only 50,438 miles. He also inferred that Toyota does not fear the EPA even though the warrantee published in Motor Trend Magazine states. As follows,

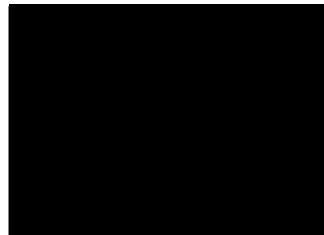
"Emissions control equipment is required by Federal law to be covered for five years or 50,000 miles). I have exceeded the 50,000 miles- barely, but not the 5 years since my vehicle is only a 2011. Please review the attached documents and letter and retain for your files.

Question is why? If Toyota knows of this existing problem affecting many users why doesn't Toyota

Properly correct this re-occurring problem? PLEASE NOTE THIS VECHICLE WAS MFG.IN OCTOF 2010,CASE # [REDACTED] PHONE 1-800-331- 4331 -X4 -X spoke with Clay, said Toyota will not help.

Please respond to this complaint!

Thank you



NOLA [REDACTED]

3/5/2015

ET
5115
SMD

CUSTOMER #:

RAY BRANDT TOYOTA

2460 VETERANS BLVD.
KENNER, LA 70062
(504) 465-2020



INVOICE

PAGE 1

NEW ORLEANS, LA

HOME: CONT:
BUS: CELL:

SERVICE ADVISOR: 80625 DAVID ZOLLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	11	TOYOTA SEQUOIA	5TDZM5G10BS		50438/50438		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01NOV10	01OCT10	01NOV2013	17:00	12FEB15	0.00	CASH	12FEB15
R. OPENED	READY	OPTIONS:					
12:57	12FEB15	15:22	12FEB15				

LINE	OPCODE	TECH	TIME	HOURS	LIST	NET	TOTAL
A CHECK ENGINE LIGHT ON, PLEASE CHECK & ADVISE.							
CEL CHECK ENGINE LIGHT ON							
34 ISP							
50438 UPON INSPECTION FOUND PO418 SECONDARY AIR PUMPS P106B AIR PMP DRIVER (WATER INTRUSION) 1.00 (T-SB-0160-11) RECOMMEND TO REPLACE AIR PUMPS AND AIR PMP DRIVER \$2643.00 PLUS TAX. THE CUSTOMER DECLINED THIS SERVICE REPAIR AT THIS TIME.							

B PERFORM FREE MULTI POINT INSPECTION							
MPI PERFORM FREE MULTI POINT INSPECTION							
34 ISP							
50438 PERFORM INSPECTION							

C C/REQUEST TO CHECK THE BRAKES							
40 INSPECT BRAKES BRAKES ARE GOOD							
34 ISP							
50438 INSPECT BRAKES BRAKES ARE GOOD							

(N/C)

(N/C)

(N/C)

EST: 0.00 12FEB15 12:57 SA 80625

COPY

*TRIED TO PAY
GIRL SAID ME
PUT AWAY CREDIT CARD*

What is value of Auto? value

*John
Mech shop*

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
PARTS AMOUNT	0.00		
GAS, OIL, LUBE	0.00		
SUBLET AMOUNT	0.00		
MISC. CHARGES	0.00		
TOTAL CHARGES	0.00		
LESS INSURANCE	0.00		
SALES TAX	0.00		
PLEASE PAY THIS AMOUNT	0.00		



COPY



My 2011 Toyota Sequoia is most probably (51,000miles total and very well maintained) the last Toyota I will recommend to friends or associates , the Toyota dealership says that I need a new air pump and a new air pump driver(cost before taxes will be \$2643 plus taxes plus my time lost due to this repair). I am astonished at the cost involved. THIS VECHICE HAS NEVER FLOODED but the dealership notes that this problem was caused by possibly (water intrusion) the vin number is 5tdzm5g10bs [REDACTED] the report/ invoice from Ray Brant Toyota is [REDACTED] Please respond.

Thank You

Sec 17

F.D.I.X
NAT. Safety Council Paper

Toyota
Customer experience center
800 887-4331
LO & RPT are put me in
contact with
Darrin at East Jefferson center
NOT
60 with cheapest dealer



N. O. La. [REDACTED]

Date 2/26/2015

ERIC Burgess in Plaintiff to
Admiral Vehicle

called
Cc/ consumer report 3/6/2015 NANCY's CONSUMER

NTSB called.

Friday
2/27/2015
OUTCOME
No
Satisfaction
Called Toyota at 888 240-9371 spoke to MIKE
Wesley is - My job is to lead ES client to AN ASSOCIATE OR
FROM MIKE

Who will send
Toyota

Product Specialist MIKE
Put me in touch with APTON

He put me on hold
FROM MIKE TO Jessie
Forward to my com
Research
Told MIKE & JESSIE
ABOUT LETTER &
CONSUMER REPORT

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Home > Used Cars > Toyota > Sequoia > 2011 Toyota Sequoia > Warranty

2011 Toyota Sequoia Warranty

Overview

Model Summary

- Get a Free Price Quote
- Find a Local Dealer
- Low Rate Financing
- Free Insurance Quote

Find it used

Classifieds



More Photos

2011 Toyota Sequoia

Average Resale Value: \$36,142

MPG Range: 13 - 18 mpg

Bodystyles: SUV

[PRICE NEW MODEL](#)

[SEARCH CLASSIFIEDS](#)

Pricing

- Resale Values
- Option Packages
- Ownership Costs
- Certified Costs
- Payment Calculator
- Dealer Quote

Multimedia

- Exterior Photos
- Interior Photos
- 360 Photos
- Miscellaneous
- Videos
- Colors

Compare

- All Trims
- Select a Vehicle
- Competitors

Specifications

- Performance
- Handling
- Exterior
- Interior
- Warranty

- Performance
- Handling
- Exterior
- Interior
- Warranty

Trim

Basic 3 year / 36,000 miles

Free Maintenance N/A

Drivetrain 5 year / 60,000 miles

Roadside 2 year / 25,000 miles

Rust 5 year / Unlimited miles

[Click here to contact a dealer to learn more details about warranties & pricing.](#)

UHMW SHEET - NATURAL VIRGIN 0.63x24x24
 \$97.46 [Click here >](#)

interstateplastics.com

Basic Warranty: The basic warranty covers everything except items that are subject to wear and tear or replacement in the ordinary course of vehicle ownership, such as oil and air filters, wiper blades and brake pads. Tires and batteries are often excluded, but usually have their own warranty provided by the manufacturers of those items. Emissions equipment is required by Federal law to be covered for five years or 50,000 miles.

Drive Train Warranty: In some cases the drive train warranty continues after the basic warranty has expired. This part of the warranty covers most of the parts that make the vehicle move, including the engine, transmission, drive axles and driveshaft. Like the basic warranty, consumable parts such as hoses and belts are not covered. However, most of the internal parts of the engine, such as the pistons and bearings, which are also subject to wear and tear, are covered by the drive train warranty.

Roadside Assistance: Many manufacturers provide a service that will rescue you if your car leaves you stranded, even if it's your fault. Lock yourself out of your car? Run out of gas? Got a flat tire? A call to the manufacturer's toll-free number will result in somebody showing up who can help you out. There is a huge variance in these programs so check ahead of time to see what is covered and what you will have to pay for.

COPY

SUBSCRIBE TODAY

TREND

ONE YEAR ONLY \$10

DIGITAL EDITION AVAILABLE!

2011
5
2016 Year It is
NOW 2015