

**From:** [Wells, T. Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: FW: Follow up to ODI Complaint: ----ODI 11065804-----  
**Date:** Thursday, February 22, 2018 3:52:23 PM  
**Attachments:** [Updated 11065804.pdf](#)

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**From:** DataQuality, DataQuality (NHTSA)  
**Sent:** Thursday, February 22, 2018 3:25 PM

**Subject:** FW: FW: Follow up to ODI Complaint: ----ODI 11065804-----

complaint

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**From:** [REDACTED]  
**Sent:** Thursday, February 22, 2018 3:22 PM  
**To:** EVOQ (NHTSA) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)>

**Cc:** DataQuality, DataQuality (NHTSA) <[DataQuality@dot.gov](mailto:DataQuality@dot.gov)>  
**Subject:** RE: FW: Follow up to ODI Complaint: ----ODI 11065804-----  
Please find an updated complaint attached here.

Let me know if you need more details.

Thank you  
[REDACTED]

----- Original Message -----  
Subject: FW: Follow up to ODI Complaint: ----ODI 11065804-----  
From: "EVOQ (NHTSA)" <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)>  
Date: Tue, February 20, 2018 5:00 am  
To: [REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received  
30-JAN-2018

Repository   
Reference No.  
11065804

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City HELENA State AL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
Evening Telephone Number [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side [REDACTED]  
Make TOYOTA Model SEQUOIA Model Year 2018  
Date Purchased Dealer's Name and Telephone Number Engine: No: Cylinders Fuel Type:  
Original Owner  Dealer's City State Zip Code  
Transmission Type  Antilock Brakes  Cruise Control Powertrain Multiple Failure: Incident Date(s) 10-OCT-2017

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 180000 VEHICLE SPEED CONTROL, 250000 ELECTRONIC STABILITY CONTROL, 030000 BRAKES (PWS)  
Failure Mileage 12 Failure Speed

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)  
DOT No. (Example: DOTM19ABC036)  Original Equipment  Prior Repair Failure Location:  
Tire Component Code Tire Failure Type:

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: Date Manufactured: Model No./Name:  
Seat Type: Installation System:  
Child Seat Component Code: Failed Part:

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash  Yes  No Fire  Yes  No Number of Persons Injured Number of Deaths Reported to Police N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL\* THE CONTACT OWNS A 2018 TOYOTA SEQUOIA. ON SEVERAL OCCASIONS, WHEN THE VEHICLE WAS STARTED, THE ADAPTIVE COLLISION WARNING SENSOR ILLUMINATED. THE CONTACT STATED THAT THE VEHICLE WAS TURNED OFF AND BACK ON, AND THE VEHICLE WOULD RESET ITSELF. THE FAILURE RECURRED SEVERAL TIMES. ON SEVERAL OCCASIONS, WHILE DRIVING VARIOUS SPEEDS WITH NO OTHER VEHICLES AHEAD, THE AUTO BRAKING FEATURE INDEPENDENTLY ACTIVATED AND THE "BRAKE, OBSTACLE AHEAD" WARNING MESSAGE ILLUMINATED. THE VEHICLE WOULD THEN SUDDENLY BRAKE INDEPENDENTLY. THE VEHICLE WAS TAKEN TO THE DEALER (HOOVER TOYOTA, 2686 JOHN HAWKINS PKWY, HOOVER, AL 35244, (205) 978-2600) WHERE THE FORWARD FACING CAMERAS AND SENSORS WERE REPLACED; HOWEVER, THE FAILURE RECURRED. THE CONTACT STATED THAT SEVERAL WARNING INDICATORS ILLUMINATED AT TIMES, INCLUDING THE BLIND SPOT MONITORING SYSTEM MALFUNCTION, ADAPTIVE COLLISION SENSOR, BRAKE OBSTACLE AHEAD WARNING INDICATOR, AND ADAPTIVE CRUISE CONTROL. THE VEHICLE WAS TAKEN BACK TO THE DEALER TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT THE BUMPER SENSORS AND SIDEVIEW MIRRORS WHERE THE FORWARD COLLISION SENSORS WERE HOUSED NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE VEHICLE WAS TAKEN BACK TO THE DEALER AND WAS REPLACED WITH A SIMILAR VEHICLE. THE CONTACT STATED THAT THE REPLACEMENT VEHICLE EXPERIENCED SIMILAR FAILURES. THE CONTACT STATED THAT TH

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]  
Phone(s): Contact: [REDACTED]  
Vehicle: 5TDDW5G10JS [REDACTED]

Main: [REDACTED] 0  
2018 SEQUOIA SILVER

[Click to View Cust Copy](#)  
Cell:

Mileage: 364  
Service advisor: 998061  
Tag number: [REDACTED]

Payment type: CASH  
Promised time: 06:00 PM  
Promised date: 10/05/2017

Waiter: No  
Estimate: 0.00  
Customer Comments: No

~~~~~  
A CUSTOMER STATES ALL DASH LIGHTS WERE ON WHILE DRIVING THIS MORNING  
AND A WARNING LIGHT STATING TO VISIT HIS DEALER, PLEASE CHECK AND  
ADVISE

|               |      |              |               |             |
|---------------|------|--------------|---------------|-------------|
| MISC          | CT   | ADDL CONCERN | 0.00          | 0.00        |
| Tech(s): 9999 |      |              |               |             |
| Pts:          | 0.00 | Lbr:         | 0.00          | Other: 0.00 |
|               |      |              | Total Line A: | 0.00        |

~~~~~

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]  
 Phone(s): Contact: [REDACTED]  
 Vehicle: 5TDDW5G10JS [REDACTED]

Main: [REDACTED]  
 2018 SEQUOIA SILVER

[Click to View Cust Copy](#)  
 Cell:

Mileage: 475  
 Service advisor: 998061  
 Tag number [REDACTED]

Payment type: CASH  
 Promised time: 06:00 PM  
 Promised date: 11/10/2017

Waiter: No  
 Estimate: 0.00  
 Customer Comments: No

A CUSTOMER STATES BSM ERROR LIGHT AND AND LANE DEPARTURE ERROR  
 LIGHT KEEP COMING ON AND OFF PLEASE CHECK AND ADVISE  
 752051 W OUTER REAR VIEW 0.40 39.04  
 MIRROR ASSY (REMOTE  
 CONTROL TYPE)

Tech(s): 997456  
 87910-0C570

1 MIRROR ASSY, OUTER R 1,083.63

Pts: 1,083.63 Lbr: 39.04 Other: 0.00 Total Line A: 1,122.67

Story: 475 752051 40 FPN 87910-0C570...T1/87....T2/71....DTC  
 C1AB4. OPEN IN RH OUTER DOOR MIRROR ASSY. REPLACED RH DOOR  
 MIRROR PER DIAGNOSTIC TREE.

B CHECK TIRE PRESSURE  
 MISC CT SET PRESSURES TO 0.00 0.00  
 FACTORY SPECS

Tech(s): 997456

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

C RA#TOY-1430  
 RENTAL IR RENTAL 0.00 0.00

Tech(s): 9999

MISC IR RENTAL 980.00  
 Pts: 0.00 Lbr: 0.00 Other: 980.00 Total Line C: 980.00

D\*\* REPLACE BLIND SPOT SENSORS  
 833991 W TO REPLACE BLIND SPOT 2.80 273.28  
 SENSORS AND SWAPPING  
 FROM A KNOW NEW  
 VEHICLE FROM NEW CAR  
 TO THIS VEHICLE

Tech(s): 997456

88162-0C060 2 SENSOR, BLIND SPOT M 1,612.86

88162-0C060 1 SENSOR, BLIND SPOT M 806.43

Pts: 2,419.29 Lbr: 273.28 Other: 0.00 Total Line D: 2,692.57

Story: 475 833991 280 FPN 88162-0C060...T1/8A...T2/71....AFTER  
 REPLACING PS DOOR MIRROR, DTC C1AB4 AND C1AB5 WERE  
 DUPLICATED. OPENED TA CASE # [REDACTED] WAS TOLD TO REPLACED  
 BOTH BSM SENSOR LOCATED BEHIND REAR BUMPER AND CALIBRATE PER  
 TOYOTA TECHNICAL. ONE SENSOR BACK ORDERED. INSTALLED SENSORS  
 FROM ANOTHER 2018 SEQUOIA AND CALIBRATED TO THIS VEHICLE PER  
 FTS. ORDERED SENSORS AND INSTALLED ORDERED SENSORS AND  
 CALIBRATED TO OTHER SEQUOIA.

E\*\* AFTER VEHICLE SITS FOR 24 HOURS BSM AND REAR CROSS TRAFFIC ERROR  
 MESSAGE APPEARS

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]  
 Phone(s): Contact: [REDACTED]  
 Vehicle: 5TDDW5G10JS [REDACTED]

Main: [REDACTED]  
 2018 SEQUOIA SILVER

[Click to View Cust Copy](#)  
 Cell:

Mileage: 475  
 Service advisor: 998061  
 Tag number: [REDACTED]

Payment type: CASH  
 Promised time: 06:00 PM  
 Promised date: 11/10/2017

Waiter: No  
 Estimate: 0.00  
 Customer Comments: No

MISC	CT	FTS TESTING HARNESS AND COMPONENTS RELATED TO BSM	0.00		0.00
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Tech(s): 997456

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

Story: 475 820991 470 FPN 82164-0C830...T1/8A...T2/71...DTC  
 C1AB4 AND C1AB5. WORKING WITH FTS TESTED BSM SYSTEM ON  
 VEHICLE. REMOVED KICK PANELS. TESTED CONNECTOR 0H1 PIN 6,  
 MH2 PIN 13, MH1 PIN 5 AND GROUND H1 ALL FOR CORRECT SIGNAL,  
 CONTINUITY AND PIN FIT IN CONNECTIONS. TESTED BUZZER LOCATED  
 BEHIND B PILLAR AT CONNECTOR 053 PINS 1 AND 2 FOR PIN FIT,  
 CORROSION AND SIGNAL. TESTED CONNECTOR P02 PIN 17 BEHIND C  
 PILLAR FOR POWER AND PIN FIT. INSPECTED FUSE PANEL ON ECU  
 IG1 NO 4 FOR PIN FIT AND POWER LOCATED UP INSTRUMENT PANEL.  
 DIS ASSEMBLED DS DOOR MIRROR AND USING AN OSCILLOSCOPE TEST  
 SIGNAL GOING TO MIRROR INDICATOR. WHEN THEN COMPARED THOSE  
 SIGNALS WITH AN OSCILLOSCOPE TO ANOTHER KNOWN GOOD SEQUOIA  
 BSM MIRROR. ALSO INSPECTED CONNECTOR 055 AT LH BSM SENSOR  
 FOR CORRECT SIGNAL AND PIN FIT. NO WIRING ISSUES FOUND WITH  
 FTS

F**	752051	W	INSTALL D/S DOOR MIRROR OUTER REAR VIEW MIRROR ASSY (REMOTE CONTROL TYPE)	0.40		39.04
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Tech(s): 997456  
 87940-0C570

Pts: 1,083.63 Lbr: 39.04 Other: 0.00 Total Line F: 1,122.67

Story: 475 752051 40 FPN 87940-0C570...T1/87...T2/71..... DTC  
 C1AB5. REPLACED MIRROR ASSEMBLY PER FTS AFTER CHECKING  
 HARNESSES AND PIN FIT

Customer Pay	0.00
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

# Repair Order Detail - Internal Copy

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

[Click to View Cust Copy](#)

Phone(s): Contact: [REDACTED]

Main: [REDACTED]

Cell:

Vehicle: 5TDDW5G10JS [REDACTED]

2018 SEQUOIA SILVER

Mileage: 570

Payment type: CASH

Waiter: No

Service advisor: 998061

Promised time: 06:00 PM

Estimate: 0.00

Tag number: [REDACTED]

Promised date: 11/08/2017

Customer Comments: No

~~~~~  
A CUSTOMER STATES BSM MONITOR SYSTEM MALFUNCTION LIGHT IS ON AND  
REAR CROSS TRAFFIC LIGHT IS ON PLEASE CHECK AND ADVISE

|      |    |                       |      |      |
|------|----|-----------------------|------|------|
| MISC | CT | TECH GATHERED DATA    | 0.00 | 0.00 |
|      |    | WITH SCAN TOOL -      |      |      |
|      |    | CUSTOMER TOOK VEHICLE |      |      |
|      |    | UNTIL MONDAY          |      |      |

Tech(s): 9999

|      |      |      |      |        |      |               |      |
|------|------|------|------|--------|------|---------------|------|
| Pts: | 0.00 | Lbr: | 0.00 | Other: | 0.00 | Total Line A: | 0.00 |
|------|------|------|------|--------|------|---------------|------|

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Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]  
 Phone(s): Contact: [REDACTED]  
 Vehicle: 5TDDW5G10JS [REDACTED]

Main: [REDACTED]  
 2018 SEQUOIA SILVER

[Click to View Cust Copy](#)  
 Cell:

Mileage: 1,605  
 Service advisor: 269  
 Tag number: [REDACTED]

Payment type: CASH  
 Promised time: 06:00 PM  
 Promised date: 12/11/2017

Waiter: No  
 Estimate: 0.00  
 Customer Comments: No

A WEATHERSTRIP ON D/S DOOR COMING OFF  
 MISC W FOUND KICK PANEL TO BE LOOSE. NOTHING ELSE FOUND 0.00 0.00

Tech(s): 997456  
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

B WIND NOISE FROM OUTSIDE MIRROR SINCE REPLACEMENT  
 MISC W MDT, FTS AND DFOM DROVE VEHICLE AND CONFIRMED THERE WAS NO ABNORMAL WIND BUFFETING NOISE. 0.00 0.00

Tech(s): 997456  
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Customer Pay	0.00
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

**TOYOTA**

**CUSTOMER SERVICES**

November 20, 2017

[REDACTED]  
Helena AL [REDACTED]

Re: VIN: 5TDDW5G10JS [REDACTED]  
Vehicle's Year and Model: 2018 SEQUOIA 4X4

Dear [REDACTED]

Thank you for providing Toyota Motor Sales, U.S.A., Inc. (Toyota) the opportunity to evaluate your claim. After evaluating this matter, Toyota is extending the following offer:

In the interest of customer satisfaction, Toyota offers to replace your vehicle with a similarly equipped vehicle. On your behalf, Toyota will pay all applicable fees associated with your replacement vehicle pursuant to applicable law. Please refer to the enclosed worksheet for details regarding your required contribution for a replacement vehicle (if applicable).

The foregoing offer is conditional and subject to the following terms: 1) When you surrender the subject vehicle, it must be delivered with clear title. 2) You must sign a release and settlement agreement. 3) The vehicle must also be clean and free of any damage, beyond normal wear and tear (see enclosed vehicle condition guidelines). 4) You agree to provide verifiable information regarding the terms and conditions of the existing lease and payoff, and will grant Scion permission to contact the lessor/lienholder to verify lease and payoff information. Please note that settlement funds will be made available at the surrender transaction (if applicable).

If you would like to accept the offer as stated above, please sign and return a copy of this letter via email [JEANETTE.BARCELO@SETOYOTA.COM] or facsimile to 954-363-6917. In addition, please include a copy of your current vehicle title and/or registration with the signed offer letter. Once we receive the signed acceptance, and the necessary transaction documents are prepared, a representative from Impartial Services Group (ISG) will contact you to schedule the surrender transaction.

If you have questions regarding this offer, please contact me at 954-420-4781.

Sincerely,

Jeanette Nunez  
Toyota Customer Relations

### Vehicle Condition Guidelines

- At the time that your vehicle is returned to Toyota, it must not have interior/exterior damage that is beyond normal wear and tear for a vehicle with similar age/mileage. The vehicle should also conform to the following general guidelines:
- The vehicle interior and exterior must be clean prior to the vehicle surrender transaction.
- Any missing equipment, cracked or broken windshields and windows, interior damage or body dents should be repaired in advance of your surrender transaction. Should your vehicle have any damage beyond normal wear and tear, you will be expected to pay for it prior to the completion of your surrender transaction. Arrival at the surrender transaction with damage can result in the dealership preparing an estimate and you paying the dealership for the repairs to be completed or rescheduling of the surrender transaction for another date and time once you have had the repairs performed.
- All original equipment and any accessory for which you are receiving a refund must be on the vehicle and operable at time of surrender. If you chose to remove a non-reimbursable accessory from the vehicle, prior to surrender, you must do so at your own expense. You will be responsible to pay for any damage beyond normal wear and tear that was created by or exposed by the removal of a non-reimbursable accessory.
- All tires must have at least 4/32" tire tread wear remaining and also be the same brand and size.
- Any or all bumper stickers must be removed. You will be responsible for the cost of the repair for any damages caused by the bumper sticker removal.
- All sets of keys and remotes must be presented at surrender. You will be expected to return two (2) sets of keys and remotes (if applicable) and one (1) valet key. If you are unable to locate all keys and remotes, you will be expected to pay the replacement cost for them at the transaction.
- All accessories (i.e., Owner's Manual, Owner's Manual Supplement, First Aid Kit, Wheel Lock keys, Spare Tire, Jack and Tool Kit, CD Magazine, etc.) must be returned or replaced.
- All personal belongings should be removed from the vehicle before the vehicle surrender transaction.
- You will be required to sign any and all documentation necessary to transfer title to Toyota Motor Sales, U.S.A., Inc. All titleholders (other than the lender/lessor) listed on the title must be present at the surrender transaction.
- You will be required to provide authorization to your lender or lessor, as needed to provide the manufacturer with payoff information.
- During the surrender transaction, a representative from Impartial Services Group (ISG) will conduct a vehicle inspection and complete a report that includes, but is not limited to, the items stated above.

**By signing below, I accept the repurchase offer as stated below:**

\_\_\_\_\_

\_\_\_\_\_ Date

Additional information to case number 11065804

At the beginning of October I have purchased my 1st Toyota Sequoia Platinum 4x4.

The dealer was:  
Hoover Toyota  
2666 John Hawkins Pkwy, Hoover, AL 35244  
Phone: +1-205-978-2600

The VIN for that vehicle was 5TDDW5G10JS [REDACTED] (model 7944 A).

It too had issues with:

- Rear cross traffic sensor
- Blind spot monitor
- Adaptive cruise control \*
- Front camera ( used for lane departure I assume ) \*

What does that mean in real life:

- For no apparent reason, usually when the vehicle was started in the morning all the safety sensors were lost, and I got a message asking me to visit dealer. When the sensors were lost in traffic there was no functionality of the above mentioned sensors.
- At times when the vehicle was on adaptive cruise control I have noticed sudden acceleration and illogical breaks - to the point that I had to disengage the system for fear of safety
- Loss of front camera message was briefly displayed at times - this is the camera that controls lane departure and adaptive cruise control ( I assume )

I am inserting a few short videos links which I have captured with my phone with the loss of blind spot monitor and rear-cross traffic.

First video [REDACTED] refers to vehicle VIN 5TDDW5G10JS [REDACTED] the error appears when the vehicle is started; if the vehicle is shut off and then restarted apparently the error does not display anymore at the 2nd restart. At this point the vehicle was taken to the dealer who acknowledged the defect and proceeded with working on it. Please note the mileage in the video as this will shot a time line in the upcoming videos.

Second video [REDACTED] refers to vehicle VIN 5TDDW5G10JS [REDACTED] - this was supposed to be fixed in the previous visit. It wasn't. Went to the dealership and have a new ticket opened. They proceeded with working on the vehicle again.

Third video [REDACTED] refers to vehicle VIN 5TDDW5G10JS [REDACTED] this was just miles after the previous fix, and in a matter of a day. Still not fixed.

Forth video [REDACTED] refers to vehicle VIN 5TDDW5G10JS [REDACTED] at this point the dealer called in Toyota SE tech who also could not fix it.

At this point Toyota has agreed to replace the vehicle, as they could not fix it.

The new replacement vehicle is also a Sequoia Platinum model 7933 A.

The VIN number for this 2nd vehicle is: 5TDDY5G1XJS [REDACTED]

The 2nd day after I took possession of this vehicle I have noticed the same issue repeating again.

Here is a short video which I have captured: [REDACTED]

Please note the mileage - is 20 miles.

At this point I have notified the dealer of the issue and at the time of this email, they are working on the vehicle.

Here are a few of my observations, with the hope that those may help you with your investigation:

- There is not a set of circumstances that is common when the error shows up. In fact the dealer could reproduce the error in various environments at the dealership without difficulty and also recorded all the defects on Toyota network.

- Acceleration and sudden breaks - appears to be linked with the times when the blind spot monitor and rear cross traffic errors appear. I was not able to take videos of that, due to the fact that it happened in traffic and at speeds between 30-60 MPH. Did not find a common set of conditions which would be common (e.g. rain, night, cold weather, etc.). This happens totally random and it occurred about 4-5 times during the time I had the first vehicle ( VIN 5TDDW5G10JS [REDACTED] )

- The dealer has followed the TOYOTA procedure for fixing it, replacing sensor in a certain order. At the forth occurrence, in less than a month, the same sensor that was replaced was deemed as defective again - even though it was a totally new sensor previously replaced.

- On the second vehicle, VIN 5TDDY5G1XJS [REDACTED] I see the same sensor being defective, in the same order like the previous vehicle.

I am not a specialist in TOYOTA or mechanic in any vehicles, but I find statistically hard to believe that these issues are just random:

- Same exact components are breaking down in a sequential order all the time
- From my own research it happens to Sequoia Platinum only ( I could be wrong here )
- The frequency of the same defect on different vehicles
- This issue is not present ( to my knowledge ) on previous Platinum models

Please let me know what can I do to further assist you on this matter, and should you need more detail please do not hesitate to contact me or call me at (205) 267 5102 - anytime.

Attached below are:

- internal repair orders
- letter from Toyota SE for a buyback of the initial Sequoia (VIN: 5TDDW5G10JS [REDACTED])

When the 2nd vehicle was delivered to me, and it too had exactly the same errors, I have refused that vehicle due to the fact that it was a different engine than my initial one, and that it had the same defects. Following a conference call with the Toyota SE lead technical support (Alan Lamb) I was told that a "fix" will be available soon, and that Toyota will take care of it. To date, this did not happen.

At the moment I am still driving the initial vehicle, with the defect still present.