

FEB 14 2018

CL-11074773.1694

Corona CA

Phone

Fax

January 25 2017

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

P.O. Box 259001

Plano, TX 75025-9001

Dear sir/Madam,

We are writing this letter in connection with the vehicle safety issues which was leased from your authorized dealer Oremor of Tustin, Inc 36, Auto center drive, Tustin CA 92782 on January 15 2018.

Leased vehicle particulars:

Mark and Model: 2017 Toyota Prius Two

VIN No: JTDKBRFUXH35

Odometer Mileage when leased: 9

Odometer mileage as on Jan 25 2018: 431

We experienced swaying and wobbling while driving the vehicle on a freeway. It would literally sway and makes driver and fellow passengers scared of getting into a serious accident.

This vehicle swayed and wobbled couple of times while driving for VERY FIRST TIME ON A FREE WAY on January 15, 2018 (From Dealership to back home) around 8.42 PM while driving on California State Route 91 (Going East) when Wind speed was around 1.86 Miles/Hour (South), Max Gust speed 11.18 Miles/Hour and vehicle speed was 72 Miles per hour.

This problem could have resulted into serious injury or death.

We also experienced serious safety issue with the steering wheel. It becomes hard while driving the vehicle and becomes heavy while even changing the lanes on a freeway. It is the same regardless if vehicle turns left or right, it feels heavy. It feels like vehicle equipped without the power steering.

ET
2-21-18
UO

These safety issues substantially impair the use, value or safety of a car as warranted by Toyota Motors Sales.U.S.A Inc.

We immediately made a **written complaint to the dealership on JAN 15, 2018 (VERY FIRST DAY)** and fixed up an appointment for vehicle inspection for Jan 18, 2018.

AFTER THREE HOURS OF "VIGOROUS and EXTENSIVE "INSPECTION Service advisor at Tustin Toyota informed us **that these are the vehicle design features and we cannot do anything about it.**

He further advised us to drive only at posted speed limit irrespective of flow of the traffic and speed of ALL OTHER VEHICLES IN CAR POOL LANES AND FAST TRACK LANES. It was further stated in writing that vehicle CAN NOT be tested at more than the posted speed limit.

We have attached the copy of inspection report for your ready reference.

We would like to inform you about the California DMV rules as explained in their handbook is as follows:

Speed Limits

California has a "Basic Speed Law." This law means that you may never drive faster than is safe for current conditions. For example, if you are driving 45 mph in a 55-mph speed zone during a dense fog, you may be cited for driving "too fast for conditions."

Regardless of the posted speed limit, your speed should depend on:

- **The number and speed of other vehicles on the road.**
- Whether the road surface is smooth, rough, graveled, wet, dry, wide, or narrow.
- Bicyclists or pedestrians on or crossing the roadway.
- Whether it is raining, foggy, snowing, windy, or dusty.

IT IS NEITHER POSSIBLE FOR US TO GET THE DMV HANDBOOK RULES CHANGED NOR TO DRIVE ONLY AT THE POSTED SPEED LIMIT IRRESPECTIVE OF SPEED OF THE OTHER VEHICLES ON THE ROAD.

This issue is likely to cause death or serious bodily injury if the vehicle is driven on California freeways at the speed explained as the basic speed law.

We are the proud and loyal customers of Toyota autos as we have been driving Highlander, Camry, RAV since almost last two decades without any issues and recently referred our friends for the Toyota product.

We request you to get at least lease changed to the safer vehicle as due to this serious safety issues my mom who is [REDACTED] years old would no more want to have share ride and it would also be a serious area of concern while driving with our toddler of age [REDACTED] on California freeways.

We reserve our legal rights accorded under The Song-Beverly Consumer Warranty Act 1970 (Civ. Code, § 1793.22) and other privileges and protections under the federal safety commission and California consumer protection act for the auto safety and vehicle warranty.

We are writing this letter without any prejudice to draw your attention for the serious safety design issues and hope to resolve it amicably without any delay.

Thank You



- 1) NHTSA Headquarters
1200 New Jersey Avenue SE.
West Building
Washington, DC 20590
- 2) Department of Consumer Affairs
Consumer Information Division
1625 North Market Blvd., Suite N 112
Sacramento, CA 95834

RO#



36 Auto Center Drive, Tustin, CA 92782

Service (714) 832-3355

www.tustintoyota.com

Email: service@tustintoyota.com

BAR# ARD225715 EPA# CA0000195206 CAR0000037069



Customer#

Address:

CORONA, CA

Home

Work

Mobile

Preferred

E-Mail:

Advisor: Alex L68

Year: 2017

Make: Toyota

Promised: 1/18/2018 2:00 PM

Advisor: Cruz, Alex

Model: Prius

Engine: L4, 1.8L, DOHC 16V

Created: 1/18/2018 11:49 AM

E-Mail: acruz@tustintoyota.com

Color: CLASSICSILVER MET License: -NoF-

Del Date:

Warr Exp:

Serv Date:

Mileage In/Out: 431 /

No Comments

Comments:**Original Concerns:**

		OPCODE	DISPATCH	TECH	LABOR TYPE	LINE	AMT
A	ORIGINAL CONCERN	0	S10		CT		
	CUSTOMER STATES: CUSTOMER STATES AT HIGHWAY SPEEDS VEHICLES STEERING WHEEL FEELS HARD. CHECK AND ADVISE.						
B	ORIGINAL CONCERN	0	S10		CT		
	CUSTOMER STATES: CUSTOMER STATES FEELS VIBRATION ON HIGHWAY SPEEDS. CHECK AND ADVISE						
C	PERFORM TIRE, BRAKE AND LIGHT INSPECTION.	TC	S10		CT		
	CUSTOMER STATES: PERFORM TIRE, BRAKE AND LIGHT INSPECTION.						

Original Estimate Total:\$0.00

I hereby authorize the repair work hereinafter 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 employee's 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, and any reasonable attorney's fees.

Revised Estimate	Date	Time	By

I acknowledge notice and oral approval of an increase in original estimated price:

Customer Signature: _____

Date: _____

Authorized Signature: _____

1

Customer Copy



CUSTOMER #:

UNIT#

CORONA, CA

HOME:

BUS:

CONT

CELL

INVOICE

DUPLICATE 1

PAGE 1



36 AUTO CENTER DRIVE - TUSTIN, CALIFORNIA 92782

(714) 832-3111

www.tustintoyota.com

Email: service@tustintoyota.com

SERVICE ADVISOR: 7168 ALEX CRUZ

BUS: [REDACTED]		CE: [REDACTED]		SERVICE ADVISOR: [REDACTED]		7168 ALBA CRUZ		
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT	TAG
CLASSIC SI	17	TOYOTA PRIUS		JTDKERFUXH3 [REDACTED]			431/432	[REDACTED]
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE	
15JAN18 DE			14:00 18JAN18		0.00	CASH	18JAN18	
R.O. OPENED		READY	OPTIONS:	STK: [REDACTED]	DLR: [REDACTED]	ENG:1.8 LITER		

11:49 18JAN18	14:34 18JAN18	LIST	NET	TOTAL
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A CUSTOMER STATES CUSTOMER STATES AT HIGHWAY SPEEDS VEHICLES STEERING

WHEEL FEELS HARD. CHECK AND ADVISE.

0 WORKING AS DESIGN

7183 IO

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)

432 test drove on freeway steering working as designed, drove vehicle at the legal speed limit on highway 65mph

B CUSTOMER STATES CUSTOMER STATES FEELS VIBRATION ON HIGHWAY SPEEDS. CHECK AND ADVISE

0 NO VIBRATION FELT AT THIS TIME AT LEGAL HIGHWAY SPEEDS

7183 IO

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)

432 no abnormal vibration on test drive, drove vehicle at legal highway speed 65mph,

C CUSTOMER STATES PERFORM TIRE, BRAKE AND LIGHT INSPECTION. TC PERFORM TIRE, BRAKE AND LIGHT INSPECTION.

7183 IO

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 (N/C)

432 done

WSA-71A1F29D

PAID BY
TOYOTA

JAN 18 2018

HOURS OPEN 7:00AM UNTIL 10:00PM MONDAY - FRIDAY SATURDAY 7:00AM - 6:00PM				DESCRIPTION LABOR AMOUNT PARTS AMOUNT OIL, LUBE TIRE AMOUNT MISC. CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT		TOTALS 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00	
STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.		ORIGINAL ESTIMATE \$ AUTHORIZED REVISED ESTIMATE \$ LABOR CHARGES ARE \$ FLAT RATE HOUR. "I acknowledge notice and oral approval of an increase in the original estimated price."		PAID BY TOYOTA JAN 18 2018			
CUSTOMER SIGNATURE		CUSTOMER SIGNATURE					

BAR# ARD225715

EPA# CA0000195206
CAR000037069

CUSTOMER COPY



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Service (714) 832-3355

www.tustintoyota.com

Email: service@tustintoyota.com

BAR# ARD225715 EPA# CA0000195206 CAR000037069



Customer Name	Service Advisor	Technician	RO
	Alex Cruz	Mike Coy	
Vehicle Information			Thursday, January 18, 2018
Make: Toyota	Year: 2017	License:	
Model: Prius	Mileage: 431	Vin: JTDKBRFUXH	

Original Concerns		
A	0	ORIGINAL CONCERN
B	0	ORIGINAL CONCERN
C	TC	PERFORM TIRE, BRAKE AND LIGHT INSPECTION.

Test Drive, Interior	
☒	Other - Interior
Underhood & Exterior	
☒	Other - Underhood & Exterior
Tires & Brakes	
☒	Other - Tires & Brakes
Under Vehicle	
☒	Other - Under Vehicle
Findings: steering	

NA, CA

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL



7017 2680 0000 9552 0820



1000



20590

U.S. POSTAGE
PAID
CORONA, CA
92878
JAN 26, 18
AMOUNT

\$7.41

R2305K134085-11

NHTSA HEADQUARTERS
1200 NEW JERSEY AVE SE.
WEST BUILDING
WASHINGTON, DC 20590

Department of Transportation

To: W45-212

Location Code: DOT

Cost Center: 4 West

Mail Point: NVS-220

External Carrier: PRIORITY

Sender:

Manufacturer:

Purchase Order:

DOT

1/30/2018 12:43:02 PM



70172680000095520820