



GEORGIA DEPARTMENT OF LAW
Consumer Protection Division

CHRISTOPHER M. CARR
ATTORNEY GENERAL

2 Martin Luther King, Jr. Drive SE
Suite 356
Atlanta, Georgia 30334

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(404) 656-3790

Writer's Direct Dial: 404-651-8600
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December 19, 2022

[REDACTED]
Marietta, Georgia [REDACTED]

Re: Reference File Number [REDACTED]
Business Name: Toyota Motor Sales, U.S.A., Inc.

Dear [REDACTED]

The Georgia Department of Law, Consumer Protection Division received your complaint regarding Toyota Motor Sales, U.S.A., Inc. Upon review of this matter, it appears to be the type of allegation handled by the National Highway Traffic Safety Administration (NHTSA).

We have forwarded a copy of your complaint to the NHTSA for review. Please direct all future correspondence to that agency at the following address:

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Bldg.
Washington, DC 20590
Phone: 888-327-4236
TTY: 800-424-9153
Website: <http://www.nhtsa.gov>

Thank you for bringing this situation to our attention.

Sincerely,


D. Hicks
Administrative Generalist

cc: National Highway Traffic Safety Administration (w/attachment)





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SUMMARY OF COMPLAINT

AGCPD reference file number: [REDACTED]

Date complaint received: 9/29/2022

Consumer name [REDACTED]

Address: [REDACTED] Marietta, Georgia [REDACTED]

Phone(s): [REDACTED]

E-mail: [REDACTED]

Name of business: TOYOTA MOTOR NORTH AMERICA

Address: 6565 Headquarters Dr., Plano, TX 75024

Phone: 409-292-4000

Month / Year of transaction: 2022

Complaint details as submitted:

I have a 2014 Toyota Prius 3, have taken to my local dealership Marietta Toyota twice, to show a hissing sound coming when you apply brakes, its like a air leak noise. I did some research on this, and found that too many issues pertaining to this issue. Also when coming at a very low speed and applying brake there is big noise from the left tire brake assembly. Dealer checked it out twice and said that all PRIUS including 2023 makes this brake actuator noise, no need to worry and the brakes wont fail. I hope and pray so, otherwise I am ready to litigate this and have Toyota corp issue a major recall and have it fixed prior any American citizens have any fatal consequences. I want the GA state govt and the federal govt to look into this issue very seriously. thanks for your time.

CUSTOMER #:

MARIETTA**TOYOTA/SCION, Inc.**

INVOICE

750 COBB PARKWAY - P.O. BOX 4597

MARIETTA, GA 30061

PHONE: (770) 422-1490

www.mariettatoyota.com

MARIETTA, GA

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CONT
CELL

SERVICE ADVISOR: 315 GREG MCGAHA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	14	TOYOTA PRIUS	JTDKN3DU4E		144169/144169		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR15 DD			18:00 19MAY22		140.00	COD	19MAY22
R.O. OPENED		READY	OPTIONS: DLR:		ENG:1.8 Liter		

10:06 19MAY22 15:51 19MAY22

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S HE HEARS A HISSING NOISE WHEN BRAKING, THE NOISE IS MORE
PREDOMINANT IN THE AFTERNOONS THAN 1ST THING IN THE MORNING

062 BRAKE ACTUATOR ASSEMBLY NOISE, ALL PRIUS CARS

DO THIS

763 MARTIN, BILL LIC#: 763

CP

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
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TECH NOTES BRAKE ACTUATOR
ASSEMBLY NOISE, TECH NOTES ALL
HYBRID PRIUS CARS MAKE NOISE.
REPLACING ACTUATOR ASSEMBLY
WITH A NEW ONE MAY OR MAY NOT
MAKE THE NOISE QUITE SO LOUD?
EST \$1,743 PLUS TAX FOR A NEW
ONE.

You may be selected by TOYOTA to receive a
Service Satisfaction Survey. This survey
indicates how well we are meeting the needs
of our customers. We would appreciate you
taking time to complete and return the
survey. We appreciate your business and look
forward to servicing your vehicle. THANK YOU

SERVICE HOURS:
MONDAY - FRIDAY
7:00 A.M. TO 7:00 P.M.

SATURDAY
8:00 A.M. TO 4:00 P.M.

TOYOTA**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. Not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control. I hereby authorize the repair work herein set forth to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck 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. All work guaranteed for 90 days or 4000 miles, whichever comes first.

CUSTOMER SIGNATURE

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/DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

PLEASE READ WARRANTY INFORMATION ON REVERSE SIDE.

GEORGIA DEPARTMENT OF LAW

Consumer Protection Unit

2 Martin Luther King, Jr. Drive, S.E.

Suite 356

Atlanta, Georgia 30334

PRESORT NET CLASS

PRESORT



US POSTAGE



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National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
West Building
Washington, DC 20590-0001

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