Experience with Toyota Fremont

Fremont dealership visit dates: 06/20/2025, 06/25/2025
Address: 5851 Cushing Pkwy, Fremont, CA 94538

Sunnyvale dealership visit date: 07/02/2025
Address: 898 W El Camino Real, Sunnyvale, CA 94087

Owner: Crystal N.
Vehicle details: 2021 GR Supra
VIN: WZ1DB0C00MW038114

Purpose: I went to my nearest dealer in an attempt to get an issue resolved with my 2021 Toyota GR Supra. The issue pertained to the inability to complete oil level measurement using the car's tablet, despite meeting adequate driving conditions.

The problem: Toyota Fremont claimed they were running the appropriate diagnostic tests, but lied to me each time about the tests they performed and what the results were. They claimed the oil level and pressure in my car was adequate, but I had another Toyota dealer verify the results and they confirmed on their end that my pressure was lower than normal. This is unacceptable because it could lead to engine failure. Overall I am pretty disappointed due to the deflection and lying that occurred during my visits.

Summary of issues

This is a complete summary of the discrepancies I found with Toyota Fremont. For a detailed list of when this occurred in the timeline, please refer to this section.

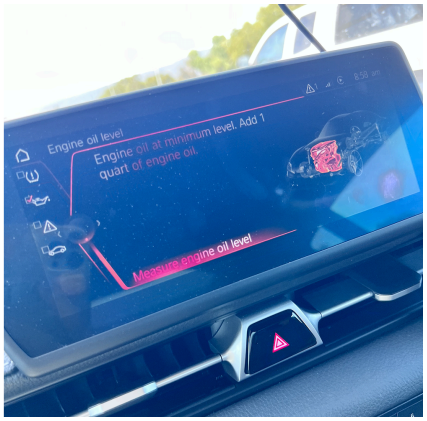
What they claimed they did **They = the master Supra tech at the Fremont Toyota dealership**	**What was actually found**
They claimed they had my car on a lift and they performed a visual inspection under my car.	I verified via my dashcam footage that my car was never on a lift during both visits to Fremont Toyota.
They claimed they checked my oil pressure by running a test on the oil pressure sensor which gave a "healthy reading" of 40psi.	I verified via another Toyota dealer that my oil sensor psi is actually reading at 29 psi, which is below the acceptable range (33-41psi), which could potentially lead to engine damage. I was advised to cease driving my car at any motorsports activities.
They claimed their device couldn't read my car's oil level, and that	I verified via another Toyota dealer that the screenshot I was shown

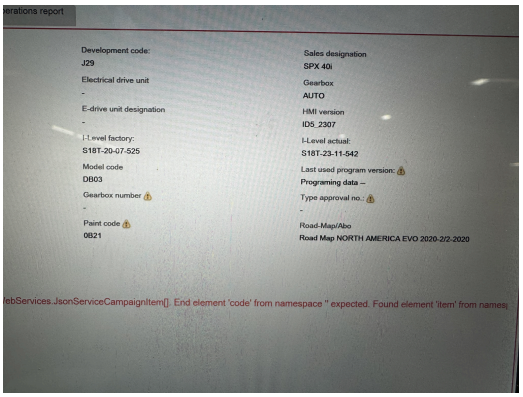
they only showed a binary reading of “good or not good.” During a second visit, they showed me a screenshot where they said their device could actually read my oil level, and it was showing 98%.	was for service intervals. The 98% reading is supposed to represent the time before my next oil change, and has **nothing** to do with oil level.
They claimed they were able to read through my oil measurement test onboard using my vehicle’s tablet. I asked this multiple times.	I verified at the dealer that this wasn’t working after they claimed it was working for them. I also verified via my dashcam footage that they tried to run the test in my car, and they acknowledged it dropped off at 17% and dismissed the issue.

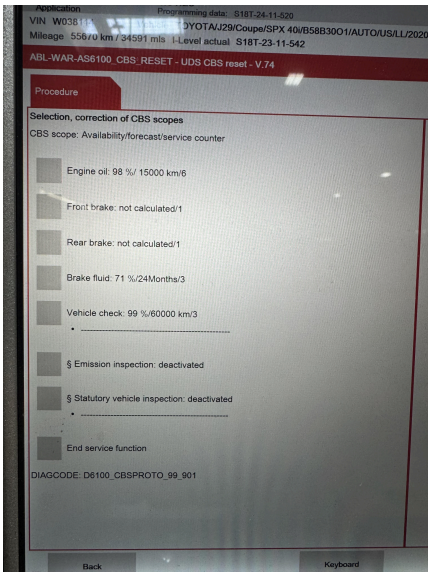
Timeline

The following shows a detailed description of the events that transpired.

Date	Event	Description
06/20/2025	**First Fremont dealer visit** Purpose is to troubleshoot and verify issue	**I had an appointment with Toyota Fremont at 10:45AM** **Service advisor: Belal N.** ● Upon arrival, I met with Belal and went over my concerns with him. He acknowledged them and made a note in the invoice and advised that I can either wait in the dealership or they can order a ride home for me. I decided to wait. ● Partway into waiting, Belal introduces me to their **master tech and foreman, Te L.**, to answer questions and let me know what they’ll be doing. Te is one of their Supra specialists, so I initially felt at ease since he also owns a Supra. Te mentions that it could either be the oil sensor or oil pump that needs to be replaced, but they’ll need to verify first. **Diagnostic and findings** ● Some time goes by and Te returns to provide me with an update. He mentions that they performed a number of diagnostic tests, including a visual check under my car, checking for codes, the oil pressure sensor psi, and the oil level. This is what he found: ○ **Visual check:** They had my car on a lift, and mentioned the area around my sensor was clean (I later confirmed on my dashcam that my car was never put on a lift) ○ **Fault codes:** none detected ○ **Oil pressure sensor psi:** 40psi, which is within range (I later confirmed with another Toyota dealer that my pressure is actually at 29psi, below the acceptable range). ○ **Oil level**: Te mentioned that their device cannot read the exact oil level amount, and it only gives them a binary result, which he told me was either good or not good. **Conclusion** Te mentions that because the findings didn’t seem to allude to an issue with the sensor or the pump, but suggested they

		run a software update on my car since he thinks that is causing the issue with the oil measurement. My car also has a recall related to the software update. He mentions they can do it today, but I decline and mention I will make a future appointment.
06/23/2025	**Low oil warning**	On the way to work which is a 26 mile drive from where I live, I got a low oil warning notification in my car. I was very confused because Te told me a few days earlier that my oil level was fine.  Since I keep a quart of oil with me in my car, I decided to top off 1 quart since that was what the notification advised. I called Te and told him what happened. I asked him why my oil level was fine from my last visit when I suddenly got a low oil warning a few days after. He assured me that it was likely a coincidence and to bring my car back in for the software update. I told him I was concerned and wanted to do an oil change to see if my sensor was faulty or not. **After work, I performed an oil change at a friend's house.** **Findings:** • **Drained ~6 quarts of oil (this was after I'd topped off 1 quart).** The supra calls for 6.5-7 quarts of oil for an adequate oil change. This means I got the warning when I had 5 quarts in my car, which is clearly under the limit. If my oil level was adequate during my last dealership visit, would I really be getting this warning?
06/25/2025	**Second Fremont dealer visit** Purpose is to perform the software update and diagnose the issue again	**I had an appointment with Toyota Fremont at 3:45PM** **Service advisor: Cuong D. (CD)** **I returned to get my software updated as advised by Te.** **Diagnostic and findings** • Te advises that they won't be able to do the full update because that would actually take too long. He mentions that the software update has fixed my oil measurement issue. He shows me the following screenshots: • **He points out that the I-level factory shows my software has been updated**

		 • **He shows me this screenshot on his device claiming “my oil level now reads at 98%”** ○ I asked him how this is possible because earlier he told me their device can’t read the exact oil level in terms of quantity ○ He dismisses my comment and claims my car is fixed ○ I later confirmed at another Toyota dealer visit that what Te told me in this screenshot has nothing to do with oil level. This 98% percentage represents the service interval for my next oil change, and has **nothing** to do with oil level.



- Te confirms that my oil measurement can be read properly through his dealership device, and also on my car's tablet. I asked him, "Was the oil measurement able to read all the way through, and not stop at 18%?" He confirms, "Yes, it reads all the way through".

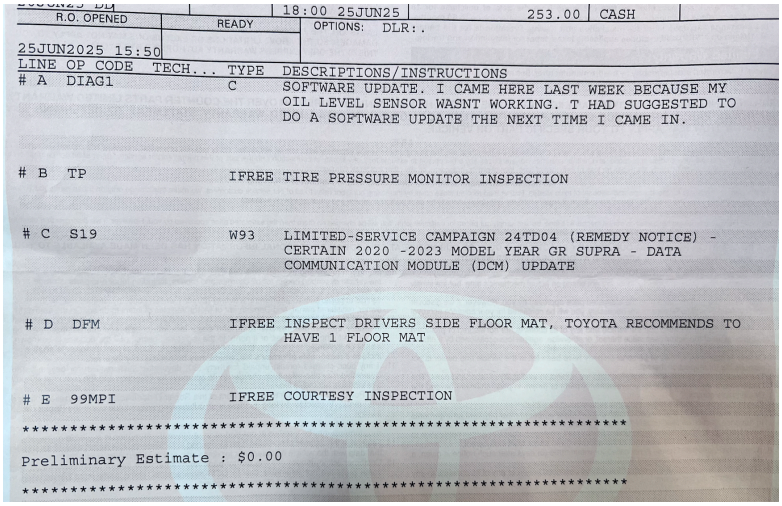
I was skeptical, but decided to take my car. In the service area, I entered my car, and performed the oil measurement test. I was disheartened to see the oil measurement cancel out at 17% this time. I asked Te how they were able to read the measurement earlier if it's not working now. He advised that I should drive the car for at least 30 mins. This seemed very fishy to me because they just claimed they were able to read it.

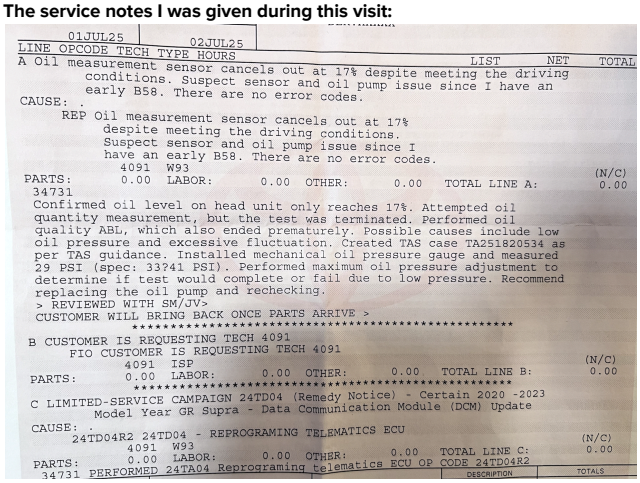
I took my car back and decided to go for a 30 min drive that evening. Unsurprised, the issue was still persisting. I emailed Te to let him know the issue is still there. He responded saying they will look into parts for me.

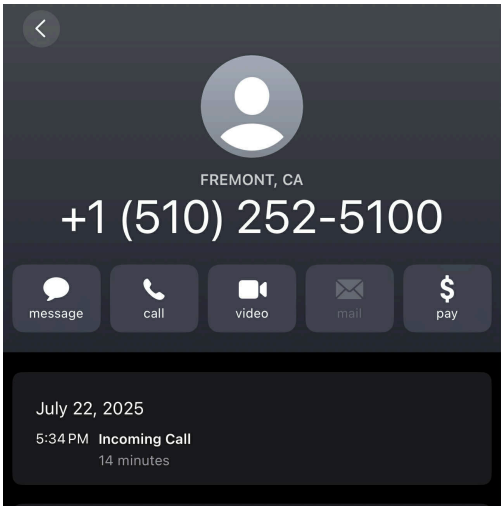
That evening, I decided to check my dashcam footage to see if they actually performed the tests they claimed to have performed. I was very disappointed to find out they did not.

Findings:

- In the first dealer visit, Te claimed he had my car on a lift and they did a visual inspection.
  - Nowhere in my dashcam footage did it show my car was on a lift.
- Te claimed he verified that the oil measurement was able to read all the way through to 100%.
  - There was another tech running the measurement in the car, and you can hear him saying "oh, it stops at 17%". Te is seen telling the tech in the video that the car needs to be driven for adequate oil measurement to be run.

		The service notes I was given during this visit:  18:00 25JUN25 | 253.00 | CASH R.O. OPENED | READY | OPTIONS: DLR:. 25JUN2025 15:50 LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS # A DIAG1 C SOFTWARE UPDATE. I CAME HERE LAST WEEK BECAUSE MY OIL LEVEL SENSOR WASNT WORKING. T HAD SUGGESTED TO DO A SOFTWARE UPDATE THE NEXT TIME I CAME IN. # B TP IFREE TIRE PRESSURE MONITOR INSPECTION # C S19 W93 LIMITED-SERVICE CAMPAIGN 24TD04 (REMEDY NOTICE) - CERTAIN 2020 -2023 MODEL YEAR GR SUPRA - DATA COMMUNICATION MODULE (DCM) UPDATE # D DFM IFREE INSPECT DRIVERS SIDE FLOOR MAT, TOYOTA RECOMMENDS TO HAVE 1 FLOOR MAT # E 99MPI IFREE COURTESY INSPECTION ********** Preliminary Estimate : $0.00 **********
07/01/2025	**First Sunnyvale dealer visit** I wanted to get a second opinion from another master Supra tech who would be more transparent. Several people recommended Toyota Sunnyvale.	**I had an appointment with Toyota Sunnyvale at 8:45AM–** since I had meetings at work to attend, my friend named Aren (who is fully aware of my situation) dropped off my car and talked to the master Supra tech there. **Service advisor: Tony W.** **The master Supra tech at Toyota Sunnyvale was already familiar with the issue prior to my car arriving. He knew this was likely due to an issue with the oil pump, which affected early model 2021 GR Supras. He decided to start a routine diagnosis.** **Diagnostic and findings** ● Confirmed with Aren on the spot that performing an oil level check, using the in car system, stops at 17%. ● The tech opened a case with Toyota and the techline, as part of standard troubleshooting procedure and to get more accurate guidance. ● He used a diagnostic tool to check for codes and to check the oil pressure. ● He used a manual gauge to check oil pressure a second time to confirm that the electronic oil pressure sensor is working correctly both readings showed oil pressure below spec. **Conclusion** ● The master Supra tech concluded that indeed the oil pump needs to be replaced, but the parts are currently on backorder. This is an ongoing process with Toyota Sunnyvale.

07/02/2025	**Second Sunnyvale dealer visit** I went there to pick up the car and consult with their master Surpa tech	**I went to the dealership to pick up my car and consult with the tech's findings.** The master Supra tech helped explain to me what he found, what steps are required to proceed with a warranty claim (as the oil pump issue should be covered under the Toyota powertrain warranty). Based on my questions, he also helped clarify some of the things that Fremont Toyota had found, which were incorrect. **The service notes I was given during this visit:**  01JUL25 02JUL25 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A Oil measurement sensor cancels out at 17% despite meeting the driving conditions. Suspect sensor and oil pump issue since I have an early B58. There are no error codes. CAUSE: . REP Oil measurement sensor cancels out at 17% despite meeting the driving conditions. Suspect sensor and oil pump issue since I have an early B58. There are no error codes. 4091 W93 (N/C) PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 34731 Confirmed oil level on head unit only reaches 17%. Attempted oil quantity measurement, but the test was terminated. Performed oil quality ABL, which also ended prematurely. Possible causes include low oil pressure and excessive fluctuation. Created TAS case TA251820534 as per TAS guidance. Installed mechanical oil pressure gauge and measured 29 PSI (spec: 33?41 PSI). Performed maximum oil pressure adjustment to determine if test would complete or fail due to low pressure. Recommend replacing the oil pump and rechecking. > REVIEWED WITH SM/JV> CUSTOMER WILL BRING BACK ONCE PARTS ARRIVE > ********** B CUSTOMER IS REQUESTING TECH 4091 FIO CUSTOMER IS REQUESTING TECH 4091 4091 ISP (N/C) PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 ********** C LIMITED-SERVICE CAMPAIGN 24TD04 (Remedy Notice) - Certain 2020 -2023 Model Year GR Supra - Data Communication Module (DCM) Update CAUSE: . 24TD04R2 24TD04 - REPROGRAMING TELEMATICS ECU 4091 W93 (N/C) 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 PARTS: 34731 PERFORMED 24TA04 Reprograming telematics ECU OP CODE 24TD04R2 DESCRIPTION TOTALS
07/10/2025	**Submitted letter to Toyota Brand Engagement center (Toyota USA)**	**Submitted a letter to the Toyota Brand engagement center.** • **Received a response on 7/14** advising that I can get in touch with the Customer Relations Manager at Fremont Toyota or they can contact them on my behalf. • **I responded on 7/17** asking them to reach out on my behalf. • **Toyota BEC responded on 7/21** that they reached out to Fremont
07/21/2025	**I post a Google Review about Fremont Toyota**	**Summarized my situation and included 2 photos from this document.** **Google Review link**
07/22/2025	**The service manager, Monte Munoz calls me on 7/22/2025 to follow up on the review**	**Talked to Monte on the phone for 20 mins:** • Many apologies were given by Monte that I perceived to be lip service: "I'm sorry this happened" and "I'm sorry you feel this way" • Monte had asked if I'd paid any diagnostic fees during my visits. I responded that I wasn't charged for any of the diag fees during my visits. Monte mentioned that if I had paid, he'd issue me a refund. • Monte had asked if I told Sunnyvale Toyota about my Fremont experience. I said yes, and that I had really good service there and they initiated the proper troubleshooting steps, such as calling the tech line and opening a case with Toyota for my warranty. This is something Fremont did not do. Monte then responded that I only got really good service there because I complained. My personal comment is "why do I need to complain to get good

		service? Shouldn't that be part of the experience?" ● I elaborated on some of the discrepancies that I discovered regarding the tests that Fremont had alleged to have done and the data they alleged to have found. Monte claimed he would need to look into it directly with the tech. Monte also mentioned that Te, their master tech, is the smartest guy he knows and that he is a mentor to all the techs on the floor. I brought up how a highly regarded tech in his eyes should know the difference between an oil service interval indicator and the oil level indicator as referenced in this screenshot. I also pointed out that on my end, I verified that the alleged jobs weren't done based on my dashcam video and the results that a separate Toyota dealer found. ● Monte made an inappropriate comment saying that: "in these cases, there are 2 things that need to be fixed, either the car/situation, or the customer." ● Monte concluded the call by saying that since I was never charged for my visits, they will "always be available for me to provide exceptional service." There has been no accountability to look into the blatant lying and discrepancies in data based on the findings I'd presented. The call made me feel gaslit and extremely unhappy. 

Resources

- Oil level measurement known issue (Forum link)