

2006 MAR 28 PM 12:25

February 27, 2006

Mr. Jim Press
President of Toyota Motor Sales
19001 South Western Avenue, WC11
Torrance, California 20509

add to
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Dear Mr. Press:

As a follow up to my letter of February 5, 2006, a call was received from Michelle in your office. She contacted the dealership that serviced my 2005 Toyota Corolla, and indicated they could not duplicate the extended crank issue with my car. Therefore, Toyota cannot take any additional action to address this matter.

I am writing you to voice my continued concern, since the car still has an extended crank problem on an irregular basis. Sometimes the car starts very smoothly and occasionally it will shake the entire car multiple times before turning over the engine. This cannot be good for the long term life cycle of this vehicle.

Having purchased and owned a new Toyota Tacoma since 1999, it is clear that your company produces excellent vehicles. However, there remains an issue with the Corolla. Mr. Dave Wishnow, Service Director, at Jim Koons Automotive Companies recognized this problem when the technicians and shop manager did not know it was an issue. He had them install an updated software package. Perhaps the software package still needs some attention in terms of the programming for this model car. I remain concerned that my vehicle has not been repaired to address the extended crank matter.

Sincerely,

Arlington, VA

✓cc: U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigations, NVS-206
400 7th Street, S.W.
Washington, D.C.

Enclosure

NHTSA
add
3/29/06

February 5, 2006

Ms. Elaine Matsuda
National Customer Relations
Toyota Motor Sales
19001 South Western Avenue, WC11
Torrance, California 20509

Dear Ms. Matsuda:

As a seven year owner of a Toyota Takoma, I know the value of the vehicles produced by your company and appreciate the service that has been received over the years. I special ordered my 2005 Toyota Corolla a little over a year ago. It includes a number of upgrades, e.g., CD/stereo system, aluminum alloy wheels, and leather interior. It has been in for service a number of times to Koons Arlington Toyota in Arlington, Virginia. This dealership is mindful of good customer service, and they do good work. However, they do not seem to be able to repair the extended crank condition on my car. Here is the sequence of events:

- **Initial Regular Service**—During one of the initial recommend service intervals with an oil and filter change, I mentioned that the vehicle often shakes upon start up. The technician indicated this was a normal condition and did not note it on the service statement.
- **Second Regular Service**—Again, the extended crank condition was mentioned, and the technician said they went out and started another 2005 Corolla, and this was normal with this vehicle.
- **October 2005 Service**—The extended crank condition was mentioned, and I was asked to sit in the vehicle to indicate when this was a problem with the technician. The response was this occasionally happens with his Cadillac upon start up. The matter was discussed with the Shop Foreman, and he did not believe it was an issue. I then brought the matter up with the Service Department Manager, and he acknowledged there is an extended crank issue with this vehicle and installation of new software was needed to address the matter. The installation of new software was then completed (Enclosure 1), and a copy of Toyota's Bulletin on the extended crank condition was provided for reference upon my request.
- **January 2007 Service**—After operating the vehicle for a couple of months, the extended crank returned on an irregular but noticeable basis. This condition was reported to the Service Department, but they indicated that the condition could not be duplicated. Therefore, no action was taken.

• **January and February Calls to Toyota's National Customer Relations Office**—I talked with two representatives on October 31, 2005 (Jenetta—Reference Number [REDACTED]), and then again on February 1, 2006 (Rob—Reference Number [REDACTED]) outlining the problem with the vehicle. A Case Manager called after the second contact and listened to the sequence of events (Fabiola—Same Reference Number). Her recommendation was to take the vehicle to another dealership to see if they could analyze the problem and correct it.

With all due respect, I believe you continue to have a software issue with the 2005 Corolla that has not been corrected. It may be another issue that requires research and resolution by your company. Customers should not be asked to take vehicles to another dealership to see if they can spot a problem and correct it. While I likely will do as recommended, this is not a good response to my inquiry and concerns. All dealerships (service managers and technicians) need to be fully informed of this matter and be more responsive to fixing the condition. They also need to be provided the tools in their toolkit to correct the condition. The periodic substantial shaking of this vehicle upon start up will ultimately cause other defects, and impact the life cycle of this car. Your attention to this matter would be greatly appreciated.

Sincerely,

[REDACTED]
Arlington, Virginia
[REDACTED]

cc: U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigations, NVS-206
400 7th Street, S.W.
Washington, D.C. 20590

Enclosures



Technical Service BULLETIN

September 22, 2005

Title: 1ZZ-FE ENGINE EXTENDED CRANK CONDITION Models: '05 - '06 Corolla & Matrix

EG042-05

ENGINE

Introduction Some 2005 - 2006 model year Corolla and Matrix vehicles equipped with a 1ZZ-FE engine may exhibit an intermittent extended crank condition after a hot soak. The engine control module logic has been modified to improve this condition.

NOTE:

- Version 13.0a or later Diagnostic Tester software is required to perform this procedure.
- Before proceeding, verify the ECM (Engine Control Module) (SAE term: Powertrain Control Module/PCM) calibration has NOT been updated by checking for the Authorized Modifications Label (shown in step 1 of the Repair Procedure).

Applicable Vehicles

- 2005 model year Corolla and Matrix vehicles equipped with the 1ZZ-FE engine.
- 2006 model year Corolla and Matrix vehicles equipped with the 1ZZ-FE engine produced BEFORE the Production Change Effective VINs shown below.

Production Change Information

MODEL	PLANT	PRODUCTION CHANGE EFFECTIVE VIN
2006 Corolla	TMMC	2T1BR3#E#6C564248
	NUMMI	1NXBR3#E#6Z568797
	TMC	JTDBR3#E#60059367
2006 Matrix	TMMC	2T1KR3#E#6C557291

Warranty Information

OP CODE	DESCRIPTION	TIME	MODEL YEAR	OPP	T1	T2
EG5020	Recalibrate ECM (PCM) Engine	0.5	2005	89661-02C0# 89661-02C1# 89661-0112# 89661-0113# 89661-0204#	87	99
			2006	89661-02C90 89661-02D00 89661-02D10 89661-02D40 89661-02D50		

Applicable Warranty*:

This repair is covered under the Toyota Federal Emissions Warranty. This warranty is in effect for 96 months or 80,000 miles, whichever occurs first, from the vehicle's in-service date.

* Warranty application is limited to correction of a problem based upon a customer's specific complaint.



Toyota Supports ASE Certification

Parts
Information

PREVIOUS PART NUMBER	CURRENT PART NUMBER	PART NAME	QTY
N/A	00451-00001-LBL	Authorized Modification Labels	1

NOTE:

Authorized Modification Labels may be ordered in packages of 25 from the Materials Distribution Center (MDC) through Dealer Dally or by calling the MDC at 1-800-622-2033.

Required
SSTs

ITEM NO.	SPECIAL SERVICE TOOLS (SSTs)	PART NUMBER	QTY	DRW**
1	Toyota Diagnostic Tester Kit* NOTE: - All components from this kit/set are required 12 Megabyte Diagnostic Tester Program Card (P/N 01002593-005) with version 13.0a Software (or later) is required 	TOY220036	1	9
2	CAN Interface Module Kit* NOTE: All components from this kit/set are required 	01002744	1	9

* Essential SSTs.

** Refers to drawer number in SST Storage System.

NOTE:

Additional Diagnostic Tester Kits, CAN Interface Modules, Program Cards, or other SSTs may be ordered by calling SPX/OTC at 1-800-833-8335.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**