SEP 17 2010

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New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service & Intake Center
124 Halsey Street, 3rd Floor, Newark, NJ 07102

CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

PAULA T. DOW
Attorney General

THOMAS R. CALCAGNI
Acting Director

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

August 27, 2010

[redacted]
Fairlawn, NJ [redacted]

Re: Toyota
File No.: # 53167

Dear [redacted]

Your letter to ***Attorney General Paula T. Dow*** has been referred to us for review and response. Because the allegations you made in your letter are not within the Division's jurisdiction, we are referring this matter to:

National Highway Traffic Safety Administration
400 7th Street, SW Room 5232
Washington, DC 20590
(888) 324-4236

All future correspondence, including inquiries and copies of additional documents, should be addressed to them.

Sincerely,

Patricia D. Pate
Supervisor
Consumer Service Center

PDP:ss
CSC11B-AG.frm

From: [redacted]
To: <citizens.services@lps.state.nj.us>
Date: 5/19/2010 12:37 AM
Subject: Help with Dangerous Toyota Issue [WEBMAIL.LPS]

Affiliation Code: WEBMAIL.LPS
Prefix:
First Name: [redacted]
MI:
Last Name: [redacted]
Suffix:
Address1: [redacted]
Address2:
City: Fair Lawn
County: 02
State: NJ
Zip: [redacted]
Zip +4:
Country: US
E-mail: [redacted]
Comments: Ms. Dow,

I can use your help. Friday my car began having intermittent transmission problems; causing my transmission to begin slipping -- suddenly and unexpectedly causing a loss of power to the wheels while in traffic. I immediately took it to my mechanic.

To my surprise, he told me that the transmission needed to be replaced along with the ECM (computer controller). Since I don't have an extra $3,500 laying around, I typed "2003 RAV4 Transmission" into Yahoo.

I then learned that Toyota was aware of the problems with the ECMs back in 2006. The New York Times wrote about it in August 2009. Toyota sent out a "Technical Service Bulletin" to the dealers - TC002-06, Revised March 3, 2006. Nothing was every sent to the 250,000 RAV4 owners.

Excerpt:
"Some 2001 – 2003 model year RAV4 vehicles equipped with an automatic transaxle may exhibit a harsh shift condition and/or M.I.L. "ON" with DTC P0750, P0753, P0755, P0758, and/or P1760 stored. Improvements have been made to the Engine Control Module (ECM) (SAE term: Powertrain Control Module/PCM) manufacturing process to reduce the possibility of this condition occurring. Use the following procedure to repair the vehicle."

http://RAV4World.com/tsb/2001/TC002-06.pdf

What I learned is that they repaired it through the dealers up to 80,000miles. Most of the time, it doesn't happen until over 90,000. My car has 101,000. The problem is not due to wear and tear or normal use. There is a "known defect" that we as consumers, were never told about.

I called Toyota...twice...and they told me that since it was not a "recall", they don't have to fix it. There are hundreds of people like me who have posted comments on websites.

I suspect that since no one has died yet that they don't believe that a recall or permission for the dealers to make the necessary repairs in order to make the cars safe, is warranted.

This is a dangerous situation. My car is in very good shape and should last another 100,000 miles. If I need to accelerate and my car won't move, I risk getting into an accident. The car is undriveable without this repair since the ECM eventually destroys the transmission.

I have contacted the Better Business Bureau, the DOT, and every other site and organization to report automotive safety issues.

I have even started a blog to help publicize my plight.

http://recallrav4.blogspot.com

I believe that your influence may help bring this to light, and eventually...resolution.

Thanks in advance.

[redacted]

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CONSUMER SERVICE CENTER
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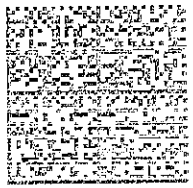
NEWARK, NJ 07101



Pitney Bowes

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Defects
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