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SEP 14 2010



***New Jersey Office of the Attorney General
Division of Consumer Affairs
Office of Consumer Protection***

Date Reviewed: _____
From: _____

Log # 06-24-10G0000053167

Referred. To National Highway Traffic Safety Administration US Dept of Transportation
Office of Defects Investigation (NVS-210)

Complaint Status: **CLOSED** *Follow Up*

Complainant: [REDACTED] Vs: TOYOTA

Nature of Complaint
DEFECTIVE MERCHANDISE
Product/Service Code
645 - MV MANUF

Comments: reviewed by PP

Division of Consumer Affairs
Office of the Director

Date Entered: 7/16/2010

File No. 8832

Due Date: 7/26/2010

Referral Type: OAG

Consumer - 5 Days

Name: [REDACTED]

E-Mail Address: [REDACTED]

Address: [REDACTED]

Fair-Lawn

NJ [REDACTED]

Office: OCP - Complaint Review Unit

Assigned To: Tom Daniels

Reference No.:

Issue or Area of Complaint: Additional correspondence regarding his complaint Toyota did not advise consumers about a transmission defect in the RAV4 models.

Response Type: Respond on Behalf of Governor (Communicate with consumer, Copy Sharon Joyce, OAG)

Comment:

Forward To:

Status: Open

Forward with all drafts and responses to:

**Barbara L. Corney
Division of Consumer Affairs
Office of the Director
124 Halsey Street, 7th Fl.
Newark, NJ 07102**

Office of the Attorney General

Citizens' Services

Date: 07-12-2010

Received Date : 07-09-2010
Correspondence Date : 05-19-2010
Subject : Consumer Complaints - General
Name : [REDACTED]
Affiliation :
Assigned to : Sharon Joyce
Division of Consumer Affairs
Due Date : 07-23-2010
Issue : additional correspondence regarding his complaint Toyota did not advise consumers about a transmission defect in the RAV4 models
Comment :
Response Type : Respond on behalf of Governor
Response Date :

Forward with all drafts, response copies, and original correspondence to:

Kristi J. Golden
Citizens' Services
Office of The Attorney General
Richard J. Hughes Justice Complex
8th Floor, West Wing, CN-080
Trenton, NJ 08625

From: "Office of The Governor (imailagent)" <imaocr@gov.state.nj.us>
To: <citizens.servicesocr@lps.state.nj.us>
Date: 7/8/2010 9:00 AM
Subject: OCR mail (Intranet Quorum IMA00465256)
Attachments: IQFormatFile.txt

OFFICE OF THE GOVERNOR
OFFICE OF CONSTITUENT RELATIONS
STATE HOUSE
P.O. BOX 001

125 West State Street
Trenton, New Jersey 08625

PHONE: (609) 777-2500
FAX:(609) 292-3454

* RTS - REPLY TO SENDER REFERRAL SLIP *

Referred to DepartmentDepartment of Law and Public Safety

Attention Attorney General Paula Dow

Date Referred 5/19/2010

Please Return By 7/28/2010

Workflow ID 1305874

Constituent Name [REDACTED]

Address [REDACTED]

City, State, Zip Fair Lawn, New Jersey [REDACTED]

constituent email [REDACTED]

Constituent phone [REDACTED]

Constituent phone [REDACTED]

O.C.R. Responsible Elizabeth Collazo

CONSTITUENT E-MAIL MESSAGE:

QC 5/19/2010 12:47:21 AM Dear Governor Christie,

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

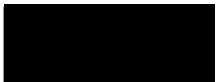
safety issues.

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.



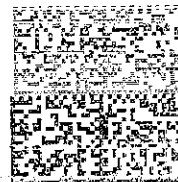
INSTRUCTIONS: Please reply directly to constituent and return this referral slip with a written indication of the action taken and the original correspondence.

Note: When returning the referral to OCR, please mark the envelope which contains the referral to the attention of the OCR staff person indicated next to the 'O.C.R. Responsible' entry.

NJ Office of the Attorney General
DIVISION OF CONSUMER AFFAIRS
CONSUMER SERVICE CENTER
P.O. BOX 45025
NEWARK, NJ 07101

US Dept. of Transportation
NHTSA Headquarters
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

Office of Defects Investigation (NVS-210)



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