

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

JUL 06 2010



OFFICE OF DEFECTS INVESTIGATION (ODI)

SAFETY COMPLAINT CONFIRMATION

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: **10332484** ←

Your Complaint Information

Acknowledgement

An e-mail was sent to [REDACTED]

Complaint Information

Description:

ello, my name is [REDACTED] I live in Manassas, VA and I am experiencing a vehicle trouble from a Toyota Scion XB. This is a model of a 2008 Toyota Scion XB. Well as I speak right now my vehicle has 49,409 miles and it is still sitting in their shop since 05/10/2010 for the transmission to be replaced. They thought it was a sensor problem but then they ended to tell me that my vehicle is having already a transmissions problem. I brought my vehicle to them on 05/09/2010 because I was driving on a 30/45 mph lane and it starting to vibrate pretty unsual. The next day the service department called me and said that they do not hear anything wrong with the vehicle so then i took it back left on my way out. Well the next day it started to occur again and this time it was much heavier the vibration. So I took it back to the same person that i've have dealt with in this issue. And I had explained to him that the issue is not fixed. I explained to him that "I still fill the vibration on my vehicle you need to text drive it yourself so you'll know what I am trying to explain". Well the guy did text drive it and of course he did describe it that it is an unsual noise that the Scion XB is doing. he also indicated to me that it is too soon for this vehicle to be having a transmission issue. So they will have their Toyota Technicians guys to take a look at it. And the 3 weeks are almost here and my car it is still sitting in their shop to be fixed. Now, the big question is " Will this car be safe for me to drive with myfamily on the Highway"? Yes, they are changing the transmissions but what will happen if this transmission breaks down on me 1 year from now or even months from now. when I am in the local steets or highway I will really be worried especially when i am with my childrens. Can you please HELP ME with some suggestions or any tips that I need to do? I fill very unsafe now that this vehicle it is not going to be SAFE VEHICLE FOR ME TO DRIVE ANYMORE! Thank you!

Approximate Incident Date:

5/10/2010

Your responses to the questions regarding the incident:

Deaths/Injuries: No

Property Damage: No

Crash: No

Fire: No

Police Report: No

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Equipment Information

Make: TOYOTA

Model:

Scion XB
PT908-33070

Serial Number: JTLKE50E381 [REDACTED]

Purchase Date: 9/1/2007

Part Number:

Original Equipment: ~~No~~ Yes

Location in

Vehicle:

Description:

Equipment Component Information

Component 1: EQUIPMENT:MECHANICAL

Component 2: EQUIPMENT:OTHER:LABELS

[top](#)**Consumer Information**

Name: [REDACTED]

Daytime Phone: [REDACTED] Ext:

Evening Phone: [REDACTED]

E-mail: [REDACTED]

Fax: [REDACTED]

Address: [REDACTED]

City, State, Zip: Manassas, VA [REDACTED]

Country: USA

Referral Source: Television News Report

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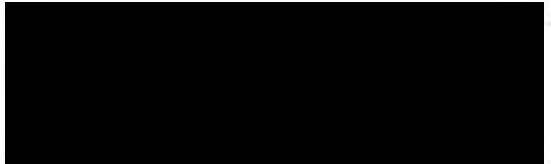
Sent a copy to correct my
vehicle model & VIN #.

make: Toyota

model: Scion XB (2008)

VIN #: JTLLKE50E381 [REDACTED]

Thanks.



Manassas, Va



NO VA 220

26 JUN 2010 PM 4 T



US Dept. of Transportation
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Office of defect investigation
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