

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 70

JUN 23 2010

[REDACTED]  
Austin, TX [REDACTED]  
June 15, 2010

CL-10341176-2034

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation (NVS-210)  
1200 New Jersey Avenue SE  
Washington, DC 20590

**RE: Project:** NHTSA Hotline Center  
**Case:** Toyota ECM Problem  
**Case Number:** 270082

**Contact Information: NHTSA ID: 224730**

Dear Sirs:

In reference to the above, I am enclosing documentation that I previously sent to you but was returned to me, due to using an 'incorrect or insufficient' address. The problem that I have experienced with my 2006 Toyota Corolla was a Failed Engine Control Module.

After reviewing the enclosed information, please let me know if you have any questions or you need any additional information. Please feel free to contact me at the above address or e-mail me at the following address: [REDACTED]

Thank you for all your help in this matter.

Very truly yours,

[REDACTED]

[REDACTED]

Enclosures

KB  
062910  
TGW

[REDACTED]  
Austin, TX 78717  
May 24, 2010

NHTSA Headquarters  
1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590

Re: 2<sup>nd</sup> Request for warranty coverage of engine control module

Dear Sirs:

As you can see by the enclosed correspondence, the Engine Control Module on my 2006 Toyota Corolla recently failed. While the car was barely out of warranty, I feel the failure was because of the defect that has become a major problem for this company. Can you help me to find a way of recourse?

Thank you for your advice in this matter.

Sincerely,

[REDACTED]  
[REDACTED]

Enclosures – Letters to Toyota (2/18/10 and 5/19/10)  
Repair Bill  
Pictures of defective Toyota ECM

2006 Toyota Corolla LE  
(VIN # 2T1BR32E96C [REDACTED])

[REDACTED]  
Austin, TX [REDACTED]

May 19, 2010

Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Ave. Dept. WC11  
Torrance, CA 90501

Re: 2<sup>nd</sup> Request for warranty coverage of engine control module

Dear Sir or Madam:

On February 23, 2010 I sent a letter to you explaining a serious problem with my 2006 Toyota Corolla LE (VIN # 2T1BR32E96C [REDACTED]). The Engine Control Module (ECM) failed and compensation was requested for the cost of replacing this component. This letter requests reconsideration of your negative response to my written request dated February 23, 2010 and follow up request over the phone. To show my deep concern about this matter, I am sending a copy of this correspondence to the National Highway Traffic Safety Administration (NHTSA).

I received a telephone call from Toyota concerning Toyota Case Number 1004222271. The Toyota representative stated my request for Toyota to cover the costs of replacing the faulty ECM would not be honored because the repair was not performed at a Toyota dealership. This response is not logical. First, safety dictated that I take the car to the nearest repair facility. Second, I have the original, faulty ECM and am willing to return the ECM to Toyota for inspection and analysis in order to resolve this safety issue. For your reference, I have included photos of the faulty ECM. Hence, any concerns about the repair being performed at non-dealer shop would be ameliorated because the problem can be verified by testing the faulty ECM.

I trust that Toyota's current advertising campaign concerning safety is not merely puffery and window-dressing. If Toyota is truly concerned with its customers' safety and satisfaction, you will stand behind one of the most critical components in any Toyota, the ECM.

I request a reply concerning this matter in writing. If you have any questions about this letter, feel free to e-mail me at rlpwilson@juno.com or write to me at my above-stated home address.

Respectfully yours,

A large black rectangular redaction box covering the signature and name of the sender.

Enclosures:

Letter dated February 23, 2010  
Three photos of ECM

C: NHTSA Headquarters  
1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590

[REDACTED]  
Austin, TX 78717

February 18, 2010

Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Ave.  
Dept. WC11  
Torrance, CA 90501

Re: Request for warranty coverage of engine control module

Dear Sir or Madam:

I encountered a serious problem with my 2006 Toyota Corolla LE VIN 2T1BR32E96C [REDACTED]. I purchased my Corolla because of my deep respect for the quality and reliability the Toyota name represented and the excellent reputation of the Corolla. I previously owned a Toyota and was very happy with it, as I have been with my Corolla up until now. I maintained my Corolla meticulously according to the recommended maintenance schedule. Because of my maintenance habits and care for my Corolla, I expected to have many years of problem free service from my Corolla.

At approximately 86,000 miles, the transmission stopped shifting properly. When going uphill on a steep incline, the transmission would downshift as usual to climb the hill. However, after reaching the crest and starting downhill, the transmission would not shift again to the proper gear. The engine would race and finally a proper shift would occur. Then, at 86,870 miles, the transmission would not shift from 1<sup>st</sup> to 2<sup>nd</sup> gear, and it would suddenly shift with a strong jerk. After about 3 of these shocking, jerky shifts, the dash warning light instructed me to immediately seek service. I drove to the closest repair facility to my home, a local AAMCO Transmission garage.

The technician ran a diagnostic test and found that the Engine Control Module was defective and needed replacement. The technician called the local Toyota dealer [Charles Maud] (Austin, TX), and the local dealer refused to warranty the problem. The technician stated that the AAMCO shop had replaced the same ECM on 3 separate cars in the past 6 months. One of the cars had less than 50,000 miles on it. He expressed concern over the problem and lamented the trend he observed with Toyota's quality. Both the AAMCO technician and I felt the local dealer's response that the car was out of warranty was unfair given the serious nature of the failure of an Engine Control Module. Nonetheless, I rely on my Corolla, so I paid \$871.84 for a new Engine Control Module (receipt enclosed).

After the repair was completed, I researched this issue on-line. Many forums (including Toyotanation.com) report failures Engine Control Modules in 2006 Corollas. The failure of the Engine Control Module in my Corolla is not an isolated incident. The failure of the Engine Control Module is very distressing to my wife and me because it had the potential to put our lives at risk, and we were forced to bear an expensive repair. The widespread problems with Corolla Engine Control Modules should have prompted Toyota to issue a recall for this problem because this is not only an issue of reliability but also an issue of safety.

I request that Toyota reimburse me for the new Engine Control Module and consider the repair under warranty. My future confidence in Toyota will largely depend on the response I receive to this request. If you have any questions about this letter, feel free to e-mail me at

[REDACTED] or call me at [REDACTED].

Respectfully yours,

[REDACTED]  
[REDACTED]

CUSTOMER SERVICE MGR (LAST)		(FIRST)		DATE		<b>No. 105276</b>	
<b>BRANDON</b>		<b>WILSON</b>		<b>RICHARD</b>		<b>1/25/10 10:25</b>	
RESS		CITY		STATE/PROV. ZIP/POSTAL CODE		MILEAGE	
[REDACTED]		<b>AUSTIN</b>		<b>TX</b>		<b>86877</b>	
YEAR		MAKE		MODEL		TRANSMISSION TYPE	
<b>2006</b>		<b>TOYOTA</b>		<b>COROLLA</b>		<b>U341F</b>	
ORIGINAL CENTER		ORIGINAL RO		ORIGINAL MILES		ORIGINAL DELIVERY DATE	
[REDACTED]		[REDACTED]		[REDACTED]		<b>12/05</b>	
LIC. PLATE NO./STATE		BUSINESS PHONE		PROD. DATE		ENGINE SIZE	
<b>GSD704</b>		[REDACTED]		<b>12/05</b>		<b>1.8L</b>	
HAT NUMBER		EMAIL ADDRESS		# 1741			

INTERNATIONAL  
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CUSTOM ID 1: BRANDON  
CUSTOM ID 2: GREG  
CUSTOM ID 3: ALLAN

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WC	SERVICE DESCRIPTION	PRICE
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SP	SEPARATE WARRANTY TERMS & CONDITIONS APPLY TO EACH SERVICE. ASK THIS INDEPENDENTLY OWNED AAMCO CENTER FOR A COPY OF THE WARRANTY TERMS.	
	AAMCO PROTECT C AUTHORIZATION: B	
	1 ECM	674.15
	2.3 LABOR - REMOVE AND REINSTALL	204.70
	1 SUPER SAVER	-80.00
	AUTHORIZATION: BY	

PARTS SHOWN AS EXCHANGE ARE NOT RETURNABLE

<b>TRANSMISSION</b>	<b>LABOR: 0.00</b>	<b>SUBTOTAL: -23.97</b>	<b>SERVICE PLUS</b>	<b>LABOR: 204.70</b>	<b>SUBTOTAL: 798.85</b>
<b>PARTS: 0.00</b>			<b>PARTS: 594.15</b>		

**SHOP SUPPLY FEES	23.97
TOTAL LABOR	204.70
TOTAL PARTS	594.15
SUBTOTAL	822.82
TAX	49.02
TOTAL	871.84

**CERTIFICATION**  
This certifies that the automotive components described above have been properly repaired and restored to sound working condition.

*[Signature]*  
Authorized Signature

**COMPLETION CERTIFICATE**  
I acknowledge receipt of the vehicle and a copy of this Repair Order.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Delivery Date

**A0634E2**

**4**

**89661-02K22-**  
**COMPUTER, ENGINE**

Carton # 00000999993352598569

2010-01-22

Ctrl # 10W55870

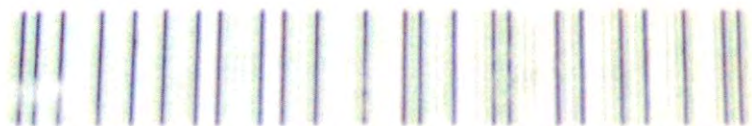
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Wave # 201001220018

Dealer # 42236

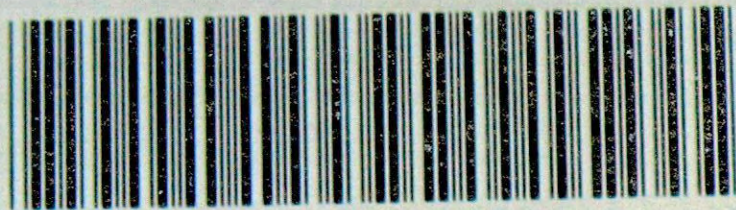
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# TOYOTA

COMPUTER, ENGINE CONTROL

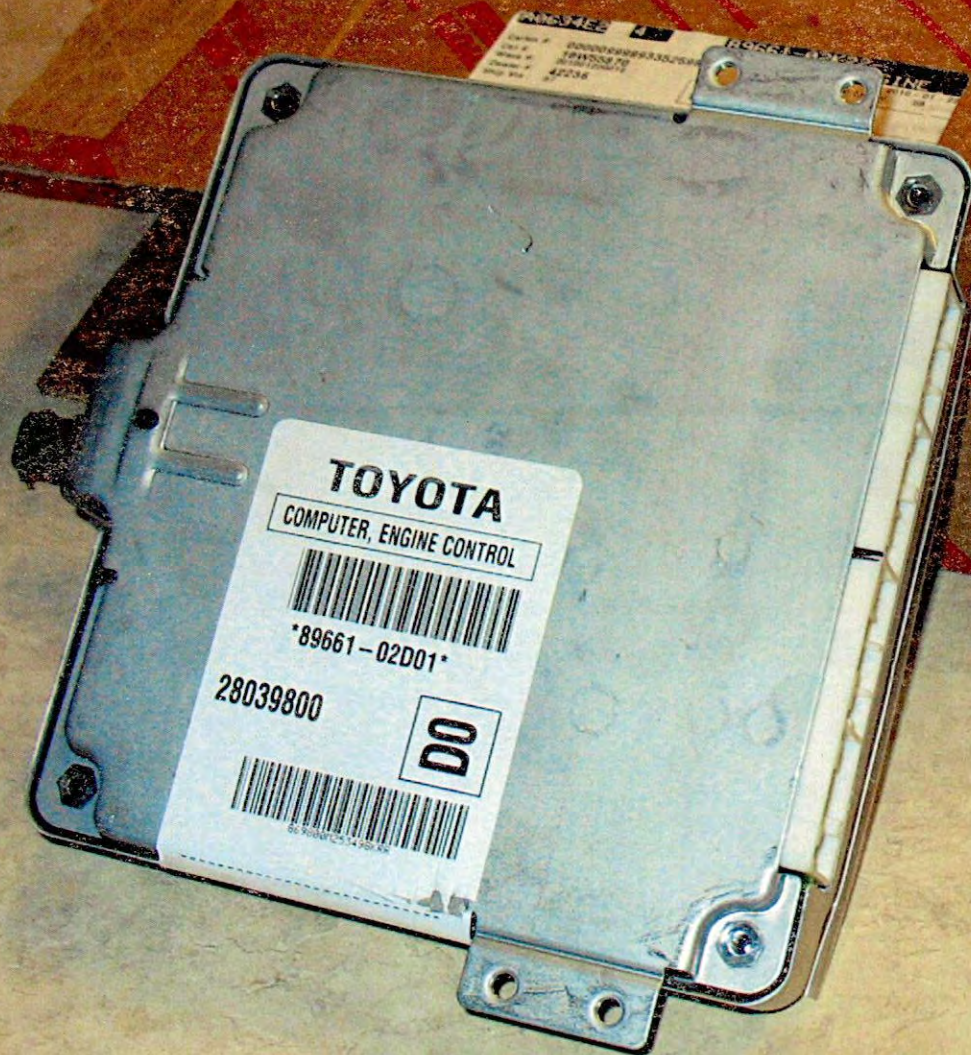


\*89661 - 02D01\*

28039800



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**TOYOTA**

COMPUTER, ENGINE CONTROL



\*89661-02D01\*

28039800



Austin, TX

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation (NVS-210)  
1200 New Jersey Avenue SE  
Washington, DC 20590

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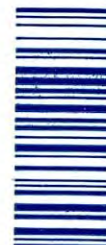
[Redacted address]

W48-226

To/Destinataire:

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation (NVS-210)  
1200 New Jersey Avenue SE  
Washington, DC 20590

Country of Destination/Pays de destination:



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