

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

OCT 13 2010

[REDACTED]
Bellerose, NY [REDACTED]
[REDACTED]

October 4, 2010

United States Department of Transportation
National Highway Traffic Administration
Office of Defect Investigation NVS-210
1200 New Jersey Avenue SE
West Building
Washington, D.C. 20590

RE: Correction for ODI Number 10358927

I filed a complaint yesterday, October 3, 2010 and wish to make a correction to what I wrote. What appears in my complaint reads as follows:

“I received a letter from a Toyota manager offering me \$1,000 to buy a new ONE.”

Please correct my wording so that it reads:

“I received a letter from a Toyota manager offering me \$1,000 to buy a new Toyota VEHICLE.”

I am enclosing a copy of the Toyota manager’s letter and I am still waiting for a return call from Toyota.

If you have any further questions, please feel free to call me.

[REDACTED]

MC
110210
TGW

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From the Desk of
Rich Provenzano

received 10/2/10

Dear [REDACTED]

My name is Rich Provenzano and I am the General Manager of Star Toyota, I am writing to you because we have a Special Payment Reduction Program that can be to your benefit.

I am extending this special offer to Toyota customers only.

[REDACTED]

You are eligible to terminate your finance or lease agreement earlier than you think and upgrade to a new Toyota, near or below your current monthly payment. Even if your vehicle is not paid off, you may be able to drive away in a new Toyota vehicle at a lower payment!

Due to the high demand for quality pre-owned vehicles like yours, you may be able to trade in with no penalty, no money down and no additional fees. This program may also allow you to upgrade your current vehicle to a new body style with better gas miles per gallon.

[REDACTED] bring this letter to the dealership and we will make your first month's payment up to \$1000 on your new Toyota.

This program is being offered only to those receiving this letter. We would need to see your car to give you a free appraisal, please call to schedule an appointment.

Don't wait, this is a one time program and will be over on Monday, October 18!

Sincerely,

Rich Provenzano

General Manager

Call 1-888-722-0617
with all phone inquiries.
There will be a dedicated
consultant awaiting your call.

Star Toyota
205-11 Northern Blvd. • Bayside, NY 11361
1-888-722-0617 • www.startoyota.net



FILE A SAFETY COMPLAINT

Form 100% complete.

[Complaint](#) » [Vehicle](#) » [Consumer](#) » [Preview](#)

Safety Complaint Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: **10358927**

Click on the "Print Complaint" button to see a print version of the confirmation page to print for your records.

[Print Complaint](#)

Acknowledgement

An e-mail was sent to

Complaint Information

Description:

My 2003 Rav4 has always been very sluggish from a dead start and any kind of sudden acceleration but I knew that I would eventually reach the legal speed limit. Driving 1 1/2 weeks ago, however, brought my attention to another, far more serious acceleration problem, far worse than just sluggishness. The SUV was shifting out of gear automatically and I feared for my safety as I was in moving traffic and I was having trouble moving. I immediately decided to take it to the Toyota dealer. Luckily the dealership was close to where I was. They kept my car from approx. 3:30p.m. that Friday until the following Monday. At first, they thought it was the transmission and said they needed until Monday to know for sure. I was told by the Service Rep. to not worry, that it may be far less expensive than I think. That Monday, I got a call from the Serviced Rep that he had both good news and bad news. They found the problem - an ECU problem but that I was out of warranty and I would have to buy a new one. I told them to go ahead and install it as I couldn't see any alternative. The work was done and the final cost for the unit and labor was \$1,300.00. I told the Service Rep that I felt shafted because the warranty expired after 80,000 and I had 84,000 miles at the time. Further, I have the SUV for just 7 years, not the limit of 8 years under the original warranty for the ECU. I went on the internet and

discovered the NY Times July, 2010 letter announcing many problems like mine with transmission damage as well and Toyota would now cover it all. According to the letter, Toyota had extended its warranty for the transmission to 150,000 miles and 10 years for the ECU ! I called the Service Rep and he said Toyota headquarters rep was there and said I had no extended warranty. The service manager never returned my call. I finally called Toyota headquarters and filed a complaint with them. I received a letter from a Toyota manager offering me \$1,000 to buy a new one.

Approximate Incident Date:

9/24/2010

Your responses to the questions regarding the incident:

Deaths/Injuries: No

Property Damage: No

Crash: No

Fire: No

Police Report: No

*NOTE
Change*

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Vehicle Information

VIN: JTEGH20V830 [REDACTED]

Year, Make, Model: 2003, TOYOTA, RAV4

Failure Mileage: 84,898

Speed: 20

Vehicle Component Information

Component 1: ELECTRONIC STABILITY CONTROL

Component 2: POWER TRAIN:AUTOMATIC TRANSMISSION

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Consumer Information

Name: [REDACTED]

Daytime Phone: [REDACTED] Ext:

Evening Phone:

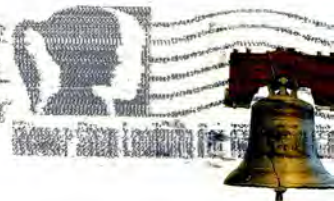
E-mail: [REDACTED]

Fax:

Address: [REDACTED]

City, State, Zip: Bellerose, NY [REDACTED]

TRIBORO NY 112
BKLYN-QNS-STATEN ISL
05 OCT 2010 PM 3.7



Bellerose, NY

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