#10072720601

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January 22, 2011

CL-10370704-8884

JAN 31 2011

Toyota Motor Sales, U.S.A, Inc.
Toyota Customer Experience, WC10
19001 South Western Avenue
Torrance, CA 90509

I am the owner of a 2005 Toyota Corolla that is part of a Safety Recall on the Engine Control Module (ECM) for Corolla's equipped with the 1ZZ-FE engine. In summer of 2010, my car experienced harsh shifting and my check engine light came on with diagnostic code P2716.

Immediately, I took my car to Faulkner Toyota, located in Harrisburg Pennsylvania where the diagnosis was to replace the ECM. That afternoon I contacted Toyota Customer Service to seek whether or not the replacement would qualify under the federal emissions warranty even though the engine mileage was more than 80,000 – my reasoning was if the ECM is a mechanical failure whether it was mile 1 or mile 91,000 than the part was a failure regardless when the check engine light comes on; the Customer Service representative sternly told me no. ***On July 27, 2010 I paid Faulkner Toyota in full $825.33 for replacement of the ECM. Please see the attached Invoice, Invoice with Receipt, and Proof of Ownership (title). This letter is seeking reimbursement for the ECM replacement under the ECM Safety Recall Notice. Please forward reimbursement to:***

[redacted]
Harrisburg, PA [redacted]
Tel. [redacted]

Following the replacement of the ECM, my Corolla continues to experience harsh shifting – on September 16, 2010, I took my Corolla back to Faulkner Toyota for a diagnosis. Faulkner Toyota concluded that the *new* ECM part was performing satisfactorily and after a $224.35 transmission flush and further testing, ***Faulkner Toyota diagnosed my Corolla with the need to replace the transmission.***

Similar to 2001-2003 Toyota RAV4s (see attached research); the ECM mechanical failure has caused damage my transmission, ultimately resulting in the need to replace the transmission. At the current time, I am greatly dissatisfied with the expected performance of my Corolla – I have owned my Corolla since it had less than 10 miles on the engine. I am deeply concerned with Toyota's lack of action regarding the ECM malfunction's effect on the Toyota Corolla transmission. When a vehicle's transmission does not perform as it should, has resulted from a mechanical failure, and poses a safety concern due to inadequate transmission performance, the safety of Toyota consumers should be a top priority. ***Toyota is aware of the transmission failure in the RAV4s resulting from the ECM malfunction and should proactively address this very same issue in the Corolla ECM Safety Recall.***

I have filed a complaint with the National High Safety Administration and ***in addition to my reimbursement, am seeking as to whether or not Toyota will offer an extended warranty option (like that of the 2001-2003 RAV4s) to cover the replacement of damaged transmissions resulting from ECM failure in Corollas.***

MC
020311
TGW

My contact information is listed above. I appreciate and look forward to the reimbursement and a response.

CC: National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington DC 20590

[redacted]

TOYOTA

2005-2008 Corolla and Matrix

Recall Home

In The News

Read what these respected news sources are reporting about us:

In The News

Does this affect you?

To find out if your vehicle is involved in the recent recalls, you can enter your VIN (Vehicle Identification Number) on The Toyota Owners Web site to find out if your specific vehicle is involved:

Check your VIN

"Most" is not "all"

Customer FAQs for 2005-2008 Toyota Corolla and Matrix Recall

1. Which models are affected by the recall?

Toyota is recalling approximately 1.13 million 2005-2008 Model Year Toyota Corolla and Corolla Matrix vehicles sold in the United States with the 1ZZ-FE engine and two-wheel drive. No other Toyota or Lexus vehicles are involved in this recall.

2. What is the condition that prompted Toyota to take this action?

Some Electronic Control Modules (ECMs) on the involved vehicles may have been improperly manufactured. As a result, it is possible that a crack may develop at certain solder points or on the electronic component used to protect circuits against excessive voltage (varistor) on the ECM's circuit boards.

In most cases, if a crack occurs at certain solder points or on certain varistors, the check engine may illuminate, harsh shifting could result, or the engine may not start. In limited instances, if cracking occurs on particular solder points or varistors, the engine could stop while the vehicle is being driven.

3. Are there any warnings that this condition has occurred?

[redacted] the check engine light will illuminate if this condition occurs and the vehicle may experience harsh shifting. However, there may be some cases where the check engine light does not illuminate and harsh shifting does not occur.

4. What is Toyota going to do to fix this problem?

As part of the recall, the ECM on involved vehicles will be replaced at no charge to the owner.

Beginning in mid-September 2010, Toyota will mail an interim notification to advise owners of this recall and the fact that they will receive a future notice when parts become available to complete the repairs.

5. How long will it take for a dealer to repair my automobile?

The repair will take approximately 40 minutes per vehicle, depending on the dealer's workload.

6. Is the repair covered by warranty? Will I have to pay any money out of pocket for this repair?

This repair will be performed at no charge to the customer. Owners who have previously paid for replacement of the ECM to address this specific condition should refer to their owner letter for reimbursement consideration instructions.

7. What should an owner do if they have concerns about driving their vehicle before the remedy is performed or experience the condition?

If a customer is concerned about driving the vehicle before the remedy is installed, he/she is asked to please contact their local Toyota dealer or the Toyota Customer Experience Center.

If a customer believes the vehicle has experienced ECM failure, he or she is asked to contact the local Toyota dealer for diagnosis and, if applicable, repair at no charge to the owner.

8. Does Toyota have any record of accidents or injuries related to this defect?

Toyota is aware of three unconfirmed accidents alleged to be related to this condition. One of the accidents reported a minor injury.

9. What should I do if I still have questions or concerns?

If you still have questions or concerns that have not been addressed here, please contact the Toyota Customer Experience Center at 1-800-331-4331.

Toyota Announces Voluntary Safety Recall on Certain Toyota Corolla and Corolla Matrix Models

TORRANCE, Calif., August 26, 2010 – Toyota Motor Sales (TMS), U.S.A., Inc., today announced that it will conduct a voluntary safety recall involving approximately 1.13 million 2005-2008 Model Year Toyota Corolla and Corolla Matrix vehicles sold in the United States to address some Engine Control Modules (ECM) that may have been improperly manufactured. No other Toyota or Lexus vehicles are involved in this recall.

On vehicles equipped with the 1ZZ-FE engine and two-wheel drive, there is a possibility that a crack may develop at certain solder points or on the electronic component used to protect circuits against excessive voltage (varistor), on the ECM's circuit board. In most cases, if a crack occurs at certain solder points or on certain varistors, the check engine may illuminate, harsh shifting could result, or the engine may not start. In limited instances, if cracking occurs on particular solder points or varistors, the engine could stop while the vehicle is being driven.

There are three unconfirmed accidents alleged to be related to this condition, one of which reported a minor injury.

Steve St. Angelo, Toyota chief quality officer for North America, said, "This recall is an example of our commitment to standing by our products and being responsive to our customers. Our goal is to help ensure that Toyota drivers are completely confident in the safety and reliability of their vehicles."

As part of the recall, the ECM on involved vehicles will be replaced at no charge to the owner. Beginning in mid-September 2010, Toyota will mail an interim notification to advise owners of this recall and the fact that they will receive a future notice when parts become available to complete the repairs. Owners who have previously paid for replacement of the ECM to address this specific condition should refer to the owner letter for reimbursement consideration instructions.

CUSTOMER #: 78772

192886

INVOICE

DUPLICATE 1
PAGE 1

FAULKNER Toyota
3400 Paxton Street * Harrisburg, PA 17111
Telephone: 717-565-9000

[redacted]
HARRISBURG PA [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 5420 RYAN ENGLAND

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	05	TOYOTA COROLLA	2T1BR32E95C[redacted]	[redacted]	90990/90992	T247

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 DD		01JAN2005	17:00 26JUL10		0.00	CASH	27JUL10

R.O. OPENED	READY	OPTIONS:
26JUL10	27JUL10	ENG:1.8_Liter_DOHC

1800 331 4331

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THAT THE CHECK ENGINE LIGHT/MALFUNCTION INDICATOR LIGHT HAS COME ON PLEASE PULL CODES AND PERFORM PINPOINT TESTING AND ADVISE							
DIAG TEST SYSTEM AND FOUND CODE FOR ECU REPLACEMENT CODE P2716.REPLACED ECU AND TESTED OK							
	5904	CAT				150.00	150.00
1	89661-02K22	COMPUTER, ENGINE CON			661.63	661.63	661.63
COUP	COUPON DISCOUNT						
	5904	COUP				-35.00	-35.00
**********							
B TOYOTA FREE SERVICE INSPECTION							
99T	TOYOTA FREE SERVICE INSPECTION						
	5904	CAT				0.00	0.00
**********							

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	115.00
PARTS AMOUNT	661.63
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	776.63
LESS INSURANCE	0.00
SALES TAX	48.70
PLEASE PAY THIS AMOUNT	825.33

CUSTOMER COPY

FAULKNER TOYOTA
3400 PAXTON STREET
HARRISBURG, PA 17111
717-213-3339

Sale

ID: 1957
Merchant: 1100026226
07/27/10 17:08:43
VISA
[redacted]

Appr Code: 017064 Invoice#: 192886

Total: $ 825.33

Customer Copy
THANK YOU

192886

INVOICE

DUPLICATE 1
PAGE 1

FAULKNER Toyota

3400 Paxton Street * Harrisburg, PA 17111
Telephone: 717-565-9000

T:N/A
L:

SERVICE ADVISOR: 5420 RYAN ENGLAND

E/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
COROLLA	2T1BR32E95C[redacted]	[redacted]	90990/90992	T247

R. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
N2005	17:00 26JUL10		0.00	CASH	27JUL10

ADY OPTIONS: ENG:1.8_Liter_DOHC

7JUL10 1800 331 4331

HOURS		LIST	NET	TOTAL
	THE CHECK ENGINE LIGHT/MALFUNCTION INDICATOR ON PLEASE PULL CODES AND PERFORM PINPOINT VISE AND FOUND CODE FOR ECU REPLACEMENT CODE P2716.REPLACED ECU AND TESTED OK			
	5904 CAT		150.00	150.00
1	89661-02K22 COMPUTER, ENGINE CON	661.63	661.63	661.63
COUP	COUPON DISCOUNT			
	5904 COUP		-35.00	-35.00
	**********			
B	TOYOTA FREE SERVICE INSPECTION			
99T	TOYOTA FREE SERVICE INSPECTION			
	5904 CAT		0.00	0.00
	**********			

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I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	115.00
PARTS AMOUNT	661.63
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	776.63
LESS INSURANCE	0.00
SALES TAX	48.70
PLEASE PAY THIS AMOUNT	825.33

CUSTOMER COPY

COMMONWEALTH OF PENNSYLVANIA

CERTIFICATE OF TITLE FOR

C 930491

[redacted]

2003 TOYOTA

VA

[redacted]

[redacted]

MIDDLETOWN DE [redacted]

TOYOTA MOTOR CREDIT CORP

000000

TOYOTA MOTOR CREDIT
CORP
PO BOX 105386
ATLANTA GA 30348

ALLEN D HIGHLER

D. APPLICATION FOR TITLE AND LIEN INFORMATION

2749563

x #: 78772

195194

INVOICE

FAULKNER Toyota
3400 Paxton Street * Harrisburg, PA 17111
Telephone: 717-565-9000

[redacted]
HARRISBURG, PA [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

PAGE 1

SERVICE ADVISOR: 5420 RYAN ENGLAND

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	05	TOYOTA COROLLA	2T1BR32E95C[redacted]	[redacted]	93300/93309	T852

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 DD		01JAN2005	17:00 16SEP10		0.00	CASH	16SEP10

R.O. OPENED	READY	OPTIONS:
16SEP10	16SEP10	ENG:1.8_Liter_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CLIENT STATES WHEN THE VEHICLE SHIFTS FROM 1ST TO 2ND THE CAR SEEMS TO SHIFT HARD AT TIMES							
	ATF	AUTOMATIC TRANSMISSION FLUID EXCHANGE - EXCHANGE FLUID WITH UP TO 16QTS OF GENUINE TOYOTA ATF,CHANGE FILTER IF APPLICABLE (MAY REQUIRE ADDITION CHARGE), CHECK PRESSURES AND TEST DRIVE					
	5904	CBT				91.45	91.45
1	6600	TRANSMISSION FLUSH KIT			35.00	35.00	35.00
12		ATF DEXRONIII/MAXLIFE			7.10	7.10	85.20

,,,,FLUSHED TRANMISSION FLUID AND TEST DROVE AND VEHICLE STILL SHIFTS
,,,,HARD.WILL NEED TRANSMISSION REPLACE EST 3850.00 PARTS AND LABOR
****

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

DESCRIPTION	TOTALS
LABOR AMOUNT	91.45
PARTS AMOUNT	120.20
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	211.65
LESS INSURANCE	0.00
SALES TAX	12.70
PLEASE PAY	224.35

By Bengt Halvorson
Deputy Editor
July 15th, 2010

Transmission Woes Prompt Warranty Extension On Toyota RAV4 Models

Toyota has announced that it will provide an extended warranty on 2001-2003 model-year Toyota RAV4 models, according to the New York Times Wheels Blog, for an issue with the automatic transmission and electronic control module.

2001 Toyota RAV4 Enlarge Photo

The issue, which affects around 235,500 vehicles, can lead to a damaged, rough-shifting transmission.

So far, the National Highway Traffic Safety Administration had logged more than 300 owner complaints, reporting sluggish acceleration, although no accidents have been directly attributed.

While the RAV4 for those model years was originally covered for five years or 60,000 miles on powertrain components, Toyota is extending coverage to ten years or 150,000 miles.

The automaker is also offering to reimburse current or former owners for repairs already made.

The extended coverage came after pressure from the California Air Resources Board; under state law that agency can force an automaker to repair vehicles or provide a warranty extension if such an issue could lead to greater air pollution.

Although Toyota is making good by not only offering the extension in California, where it's required, but throughout the U.S., the NY Times outlines that the automaker has been slow to react to this issue, as it's known about it for four years and yet had previously rejected many owners' claims when transmissions had to be replaced.

[NY Times Wheels Blog]

More from The Car Connection

10/29/2010
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10/29/2010
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The New York Times
Wheels
The Nuts and Bolts of Whatever Moves You

JULY 13, 2010, 5:04 PM

Toyota Extends Warranty on Troubled 2001-3 RAV4

By CHRISTOPHER JENSEN

10:17 a.m. | Updated

Under pressure from the California Air Resources Board, Toyota said on Tuesday that it was extending the warranty nationwide on automatic transmissions and electronic control modules on almost one quarter of a million 2001–3 RAV4s and offering to reimburse owners who had already paid for repairs.

Toyota previously refused to help consumers whose vehicles were out of the normal power train warranty (five years or 60,000 miles) when their transmissions were damaged, apparently by a malfunctioning electronic control module.

Toyota has already begun informing dealers of the new policy and will be sending owners a letter soon, said Brian Lyons, a Toyota spokesman.

He said the new policy would cover the transmission and the electronic control module for 10 years or 150,000 miles (whichever comes first) from the time the vehicle was new. He said about 235,500 vehicles were affected.

With the proper proof, he said, owners who previously paid for repairs will be reimbursed even if they no longer own the vehicle, were not the original owners or the repairs were not performed by a dealership.

The Air Resources Board got involved because under California law the agency can force an automaker to extend warranties or make repairs if the board decides a defect could contribute to air pollution or an emissions-related part causes the failure of another part. That was the case with the RAV4.

While the board cannot force an automaker to offer an extended warranty or make repairs outside California, automakers have often chosen to do so.

Mr. Lyons said Toyota had been aware of many complaints and decided that covering vehicles nationwide was proper. "That is us being more attentive to the voice of our customers," he said.

Toyota has known about the RAV4 problem for at least four years. In March 2006, Toyota sent dealers a technical service bulletin telling them that some consumers might

complain about harsh shifting. It also said improvements had been made to the computer module "manufacturing process to reduce the possibility of this condition occurring."

Toyota told the dealers it might be necessary to change the computer module, which would be covered under the federal emissions warranty of eight years and 80,000 miles. If that did not work, the transmission was probably damaged and would need to be replaced. But the transmission would only be covered under the five/60,000 warranty.

That policy had left many stunned and furious consumers facing bills that could total $3,000 or more.

"I will never buy a Toyota again after this experience. Toyota has resorted to ripping us consumers off after earning our trust after all these years," wrote an Arizona woman in a complaint filed on the Center for Auto Safety Web site.

Mr. Lyons said customers who wished to be reimbursed should send the repair bill, proof of payment and proof of ownership at the time of the repair to Toyota Motor Sales, Customer Experience Center (WC-10) 19001 South Western Ave., Torrance, Calif. 90509.

The National Highway Traffic Safety Administration has yet to investigate despite more than 300 complaints from owners. Many said they were frightened and almost had accidents when their vehicles failed to accelerate as expected when they tried to merge with traffic or cross a busy intersection.

Last year, when there were about 100 complaints, a spokesman for the traffic safety agency said it was monitoring the situation. More recently, over several weeks, the agency did not provide a comment on the issue.

This is not the first time consumers nationwide have benefited from investigations by the California board. Many automakers have extended California remedies nationwide. Toyota did so last year. After discussions with the air resources board that went on for 18 months, Toyota agreed to a nationwide campaign to help owners of the 2001–3 Prius hybrid. The problem involved the throttle body, which in turn caused the electronic control module to malfunction, resulting in starting problems.

The board said it had begun investigating after a consumer complained that Toyota had denied his warranty claim. The board's investigators found that the replacement rates for the electronic control module approached 30 percent. Eventually, Toyota agreed to extend the warranty on the throttle body on 52,000 hybrids nationwide.

Automaker Toyota Promises Repairs on 735,000 Vehicles, Extends Warranties

Alannah Tremblay | July 15, 2010

Highlights

Toyota announced Wednesday that it will extend the warranties for 235,000 RAV4s

Toyota will also repair steering issues in late-model Corolla and Matrix cars

The problems will be addressed outside of a recall because no safety risks are present

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Toyota Motor Corp. said Wednesday that it will extend 235,000 RAV4 vehicle warranties and take care of complaints about the steering on up to 500,000 late-model Corolla and Matrix vehicles in the United States.

Toyota will repair the cars without issuing a recall tracked by regulators in the United States because it does not view the alleged problems as safety risks.

Owners of model year 2001-2003 Toyota RAV4 SUVs equipped with automatic transaxles could experience a "harsh shift" or see a dashboard warning light turn on to indicate a malfunction, Toyota reported in a notice sent to U.S. dealerships.

In the meantime, owners of roughly half a million Corollas and Matrixes from the 2009-2010 model years could experience drift in the steering, the automaker said.

Toyota dealerships in the United States will repair the steering problem for drivers who complain, according to Brian Lyons, a Toyota spokesman. He claimed the issue was a customer-satisfaction problem, not a safety risk.

In February, the National Highway Traffic Safety Administration began a preliminary investigation of complaints about steering problems on the Matrix and Corolla.

When the investigation began, NHTSA had gotten 168 complaints from consumers about the steering problem linked to eight accidents and 11 injuries.

Toyota has reported that the Corollas produced in Europe and Japan came with different steering components than the impacted models sold in the North American market.

Lyons did not offer an estimate on how costly the repairs would be for Toyota.

The carmaker estimated that correcting the steering defect would require about four hours of labor, resulting in a bill of approximately $350 per vehicle based on average dealership costs.

Shifting Problems with the RAV4

Meanwhile, RAV4 drivers protected by the extended warranty will receive a letter this month instructing them to bring their vehicles to a Toyota dealership to be looked over if they have noticed a shifting problem.

Toyota will foot the bill for the repairs and extended warranties of the impacted RAV4 vehicles, the letter sent to dealerships reported.

U.S. Toyota dealerships received notice of the vehicle-repair campaign on Monday. Reuters obtained a copy of Toyota's "Customer Support Program."

Large carmakers frequently extend warranties or inform dealerships that they will pay for repairs that they deem to be irrelevant to the types of safety concerns covered by vehicle recalls.

The RAV4 extended-warranty campaign arrives after a string of conspicuous recalls that has hurt the carmaker's reputation for high-quality vehicles. Roughly 10.8 million Lexus and Toyota models have been recalled worldwide since the fall of 2009.

Toyota reported that the solder in the RAV4's engine control module circuits may peel over time.

'ECM' malfunction

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Full Story

Most of the time, dealerships would be able to repair any problems with the vehicle by installing an new engine control unit, Toyota reported.

With some vehicles, however, dealerships may also have to replace the RAV4's automatic transaxle, Toyota said.

Theodore Olson Jul 15, 2010

I know most don't have this G*D* hexed vehicle, which I love, but I feel civic resp. to link to any story about Toyota's !#%* belligerence.

[redacted]

Harrisburg PA [redacted]

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1200 New Jersey Avenue, SE
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Washington, DC 20590