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

Sun City, CA

December 9, 2010

Toyota Motor Sales
19001 South Western Avenue
Dept WC11
Torrance, CA 90501
Phone: 800 331 4331
Fax: 310 468 7814

With a Copy to NHTSA

This is Page 1 of a 3 page letter

RE: **COMPLAINT – Dangerous Stalling Problem on 2007 Matrix**
Reimbursement is Requested (\$606.94 plus \$1,197.28 **totaling \$1,804.22**).
Copies of paid invoices are enclosed.

Dear Sir or Madam:

I have been a loyal customer for 12 years.
I purchased my first new 1999 Toyota Corolla from the Toyota dealer in Temecula, CA.
I later purchased a new 2007 Toyota Matrix from the same dealer.
I always keep my cars well maintained, with up to date car servicings.
I have copies of every maintenance service I've had done on the Matrix since purchase, if you need to see them.

On April 15, 2010, I had a weird, dangerous stalling problem on the 2007 Toyota. At the time, the car was still fairly new, in great condition, with 67,201 miles on it; and it was up to date on maintenance.

I was on my way to work at 4:00 a.m. to drive to the local park and ride, where I leave my car daily, to take public transportation. As I was entering the on-ramp to the 15 North in Lake Elsinore, CA, the car stalled out, pattered, causing another car to almost hit me from the rear. I managed to steer the car over to the shoulder, where it died. I could not start the car for about twenty minutes after several tries. Unfortunately, my cell phone was not charged, so I remained in the car, on the shoulder for a time, not wanting to get out of the car in the dark, pondering what to do.

****NOTE:** Just 2 days earlier, I had taken this Matrix in for my regular maintenance and service and for pattering engine at the Toyota dealership in Temecula where I purchased the car. They did the regular servicing; but also found some additional things they said the car needed. They charged me \$606.94. I paid this, but thought it was costly. (On this day, I was entitled to a free rental for the day, because I spent over \$299 on car repairs at Toyota, but I declined it and instead stayed and waited for my car to be done). Now, after just having it serviced, 2 days earlier; this weird stalling incident occurred, which had never happened with this car before.**

NM
01/06/2011
KB

Luckily, after about 20 minutes, I tried the car again, and it started. I managed to drive it 15 miles to the Toyota dealership in Temecula. Needless to say I missed work that day. I waited until the Toyota dealership opened; and I explained to them the dangerous stalling incident I had on the freeway on ramp, and that I was left in the dark on the freeway, etc.

I also explained that I had just paid them \$606.94 for maintenance on additional things they said the car needed. I told them that maybe it was something they had just done to the car that made it stall out like this.

Of course they said, oh no, it's nothing we did. I said that the stalling problem may be an item on the Toyota Recall List, as I'd heard of this in the news. Oh no, they said. This has nothing to do with the Recall. They took the car in to see what was wrong. This left me with no car (this is my only car). I had to argue with them in order to get a free car rental to use for the day, as they worked on the Matrix. Very poor customer service.

Later that day, I called them for status on my Matrix, and they still didn't have the car ready. They said they thought it was a Throttle problem. They still needed to keep the car to work on it. I said that if they keep my car, then I still needed to keep the rental. I had to endure another argument with them in order for me to keep the rental car. They felt I should be paying for the rental. I insisted that I had to get to work and had no car; and told them that I had already paid them a large sum a couple of days earlier. Here I was again, in for car repairs, which I thought was either the result of something they did a couple of days ago; or a part of the Recall. Oh no, they said, nothing we did and nothing to do with the Recall. After much arguing, I kept the car rental for free. I was promised the car would be ready the next day.

The end of the next day came and no call from Toyota. I called them. We're still working on it. Something was wrong, I could tell; but they weren't telling me. Suddenly they said, oh, just keep the rental car for another day on us, no worries. We'll try to get this to you by tomorrow. Whatever was wrong with the car, they were having difficulties repairing it obviously.

The next day, I received the call the car was ready; and I went to pick up my car and I returned the rental to them. The bill this time to fix this weird stalling problem - a whopping \$1,197.28. I told them this was outrageous. I had just paid \$606.94 a few days earlier; and now \$1,197.28. I again expressed that I thought it was something they did to the car a few days earlier and/or it was part of the Recall. Oh no, they said, this is not part of the Recall, and nothing we did. They wouldn't even listen to me. They said you need to pay for it. I didn't even have this much money all at once to pay for this.

Disgraceful customer service. They wouldn't budge or back down, and I needed my car; so I paid (with a credit card); and left. If I paid cash, I wouldn't have money to pay my mortgage that month.

Again, I'm a loyal customer. To this date, I think this Toyota Dealership in Temecula should not have charged me this money, but should have repaired the car for me at their expense. I even found articles online at CNN TIME about NHTSA having to investigate Toyota for stalling problems on 2007 Matrixes, but for me, a loyal customer, Toyota dismissed me in a disrespectful manner when I brought up the Recall.

In conclusion, I'm one of the customers who stood by Toyota, but if they do not reimburse me the outrageous money they charged me for these repairs on the car - \$606.94 plus \$ 1,197.28 for a total of \$ 1,804.22, I can no longer stand by Toyota.

If not reimbursed, I will turn my back on this company for good, and never buy another Toyota. Neither will any member of my family or close friends. And I may take further action against Toyota.

Message to Toyota: If you make a mistake, you must take responsibility for it; and you must make it right for your loyal customers. Also, you should definitely do something about the serious problems with your customer service at Toyota Temecula.

Please do the right thing. Reimburse me the \$ 1,804.22 as soon as possible, and take responsibility for your mistakes.

Sincerely,

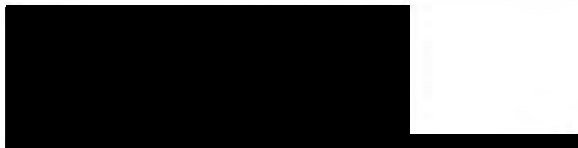
Enclosures:

- 1) Copy of paid invoice to Toyota for \$606.94 on 4/9/2010
- 2) Copy of paid invoice I paid to Toyota for \$1,197.28 on 4/15/2010
- 3) Article dated 8/10/2010 – CNN TIME- entitled “Another Safety Issue: Can Toyota Even Bounce Back? (the article is about the Stalling Problem for 2005 to 2007 Matrix and numerous of complaints to NHTSA and Toyota about it).

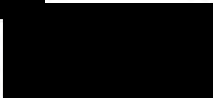
Note: A record of all maintenance I've had on this car since I bought the Matix is available from me if you need it; or just look in your system at Toyota Temecula Dealership, where they should keep the records. Thank you.

COPY TO:

NHTSA – NATIONAL HIGHWAY TRAFFIC & SAFETY ADMINISTRATION



Sun City, CA



SN BERNARDINO CA 923

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Washington, DC 20590

