

MAR 17 2011

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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

[REDACTED]
Stamford, Connecticut [REDACTED]

EXECUTIVE SECRETARIAT

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March 8, 2011

RECEIVED-INTSA

Mr. Akio Toyoda
President
Toyota Motor Sales, USA, Inc.
19001 South Western Avenue
Box 2991
Torrance, CA 90509-2991

Dear Mr. Toyoda:

I am the owner of a 2008 Toyota Corolla, a 2005 Toyota Camry, and have owned three Toyotas in my lifetime. In November, 2010, I received a recall notice (copy attached) which informed me of a defect in my 2008 Toyota that might result in, "the engine stopping while the vehicle is being driven which may increase the risk of a crash." The notice says that you will send me another notice when the relevant replacement part is ready so that I may get the problem fixed.

Last week, while I was driving the car, the engine suddenly stopped and I was nearly rear-ended by a following vehicle. It is purely good luck that I was not hit or injured. I brought the car to my local Toyota dealer and was told the replacement part is not yet available. I agreed to leave my car with your dealer for repair, and, incredibly, after informing me that it could be several days before the part is available, the dealer asked if I wanted to take the car home and use it until the part is ready! This, after knowing that, due to your defect, I was nearly rear-ended after my car stopped dead on the road.

It is apparent to me that your sense of urgency regarding this problem is seriously lacking, given that, after informing me that the car you manufactured is defective and may "stop while being driven," you have taken over four months and still not made available to your local dealer the proper replacement part. Further, your dealer is obviously not properly apprised of the potential hazard to your vehicle, as he asked if I wanted to continue to drive it pending receipt of the replacement part.

As I stated earlier, I have owned three Toyotas in my driving lifetime. I would like to continue to be loyal but my confidence in your company has deteriorated significantly due to this recent episode. I would appreciate an explanation and a response.

Thank you very much.

[REDACTED]

Copy to: David L. Strickland, Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, West Building, Washington, DC 20590

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032211
RW



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

104-000316088

STAMFORD, CT



**Certain 2005 through 2008 Corolla and Matrix Vehicles
Engine Control Module (ECM)
SAFETY RECALL NOTICE (Interim Notice)**

VIN: 2T1BR30EX8C

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. Part of our commitment is to provide important information to you whenever a specific concern or problem may affect your vehicle.

Recently, Toyota informed the National Highway Traffic Safety Administration (NHTSA) that a Safety Recall will be conducted on the Engine Control Module (ECM) for certain 2005 through 2008 Toyota Corolla and Corolla Matrix models equipped with the 1ZZ-FE engine and two-wheel drive. We are currently making preparations to implement the Safety Recall remedy.

The purpose of this letter is to explain what the recall is about and to keep you informed of Toyota's implementation plan.

What is the condition?

The ECM for certain 2005 through 2008 Toyota Corolla and Corolla Matrix models equipped with the 1ZZ-FE engine and two-wheel drive may have been improperly manufactured. There is a possibility that a crack may develop at certain solder points or on varistors on the circuit board. In most cases, if a crack occurs at certain points or on certain varistors, the engine warning lamp could be illuminated*, 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 which may increase the risk of a crash.

**Please note the engine warning lamp may illuminate for reasons unrelated to this condition.*

What should you do?

Toyota will send another owner notification when the replacement part is ready. We anticipate that we will begin mailing the second owner letter in late November. These letters will be mailed over several months consistent with parts availability.

In the meantime, if your vehicle exhibits the condition described above, please contact any Toyota dealer for diagnosis and appropriate repair. The repair for this condition will be performed at **no charge** to you.

If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

What if you have previously paid for repairs to your vehicle for this specific condition?



Stamford, CT

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DAVID H. STRICKLAND, ADMINISTRATOR
NHTSA, 1200 NEW JERSEY AVE SE
WEST BUILDING
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