

March 31, 2011

APR 6 9 2011

RE:2007 Toyota Matrix Engine Control Module Recall

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

2011 APR -7 A 9 50  
RECALL

Dear Toyota:

We received a recall notice for 2007 Toyota Matrix, vin number 2T1KR30E17C [redacted] on March 10<sup>th</sup>, 2011 stating that our vehicle may have problems with the engine control module (ECM) causing "harsh shifting". Prior to receiving the recall, we noticed problems shifting and took our vehicle in for service. The mechanic stated that the clutch had worn out prematurely at only 35,000 miles, less than half of the expected miles.

After we received the recall notice we immediately took the vehicle in to have vehicle inspected by the Toyota dealership in Seattle. They determined that the ECM was faulty and replaced it.

My wife and I are the only drivers of the car and each of us have owned manual transmission cars without experiencing problems with clutches wearing out prematurely. We believe that the failure of the ECM may have caused the clutch to wear out prematurely and request that Toyota reimburse us for the prorated share of the clutch replacement cost of \$1,187.37 or explain why failure of the ECM would not contribute to accelerated wear on the clutch.

We asked the dealership to retain the part in case it needs to be inspected and they currently have it stored in their parts manager's office.

I have enclosed the repair bill and a copy of the title for your reference. Please feel free to contact me by mail at the address above or by e-mail at [redacted] if you have any questions.

Regards,

[redacted]  
Seattle, WA [redacted]  
[redacted]

cc: Administrator  
National Highway Safety Administration  
1200 New Jersey Ave SE  
Washington DC 20590

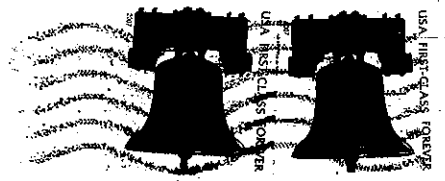
Enclosures (2)

MC  
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TGW

Seattle WA

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Administrator  
National Highway Safety Administration  
1200 New Jersey Ave SE  
Washington DC, 20590

