



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

May 2, 2011

[REDACTED]
Seattle, WA [REDACTED]

NVS-216 mec
Ref. No. 10396288

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2007 Toyota Matrix vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report. Reports from motorists are a very important source of information for us. In your correspondence, you indicated you received a recall notice from Toyota for NHTSA Safety Recall Campaign No. 10V-384. Your MY 2007 Toyota Matrix vehicle was recalled for a defective engine control module which could result in harsh shifting, stalling, and loss of power. Prior to receiving the recall notice you encountered a shifting problem and took your vehicle in for service. The mechanic told you that the clutch had worn out prematurely. You believe that the defective engine control module caused the clutch to wear out prematurely and you are requesting that Toyota reimburse you for the repair costs.

The National Traffic and Motor Vehicle Safety Act requires a manufacturer to provide a remedy of the noncompliance or safety-related defect without charge to the owner. However, our statute does not require manufacturers to reimburse owners for costs associated with repair or corrective action performed prior to initiating a recall or for any additional costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, repairs not performed by an authorized dealership, damage caused by the defect, etc.). Nor does the statute authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect. We suggest you to contact Toyota regarding your reimbursement request at 1-800-331-4331.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement