



CL-10396319-5379

8

APR 05 2011

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ERIC T. SCHNEIDERMAN
ATTORNEY GENERAL

DIVISION OF ECONOMIC JUSTICE
CONSUMER FRAUDS & PROTECTION BUREAU

March 29, 2011

[REDACTED]
Earlton, NY [REDACTED]

Our File Number: 2011-951437
Company: Toyota

Dear [REDACTED]

On behalf of Attorney General Eric T. Schneiderman, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for writing to our office. We will keep your correspondence on file for future reference.

Very truly yours,

John Van Voris

John VanVoris
Bureau of Consumer Frauds
and Protection

cc: National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue SE West Bldg.
Washington, DC 20590

11-05862

Congress of the United States
House of Representatives
Washington, DC 20515-3220

LEGIS BUREAU

MAR 18 2011

March 15, 2011

RECEIVED

MAR 16 2011

Honorable Eric T. Schneiderman
New York State Attorney General
Office of the Attorney General
The Capitol
Albany, NY 12224-0341

NYS Attorney General
Correspondence / Public Info.

Dear Attorney General Schneiderman,

Enclosed please find a letter and related documentation from my constituent, [REDACTED]
[REDACTED] concerning a complaint with Toyota Motor Sales.

As this is of considerable concern to [REDACTED] I would appreciate your looking into this matter
and apprising me of your findings so that I can respond back to her.

Kindly direct your response to me at 2 Hudson Street, PO Box 775, Kinderhook, NY 12106.

Thank you for your assistance in this regard.

Sincerely,



Chris Gibson
MEMBER OF CONGRESS

CPG:bhp
Enc.

RECEIVED MAR 11 2011

[REDACTED]
Earlton, New York [REDACTED]

February 8, 2011

Representative Chris Gibson
20th Congressional District
District Office
2 Hudson Street
Kinderhook, New York 12106

Dear Sir:

I am writing requesting your assistance with a rather crucial issue affecting my Toyota automobile and a apparent failure of a central computer in the car.

My Daughter [REDACTED] was traveling South on US Route 9W in the Town of New Baltimore in the evening of 24 February, 2011.

As she approached the entrance of the New York State Thruway at exit 23B another automobile stopped to make a left turn into Schoolhouse Road. She was traveling at or about the posted speed limit of 55 MPH and applied her brake and tried to steer around the other car.

The automobile she was driving was a 2006 Toyota Corolla equipped with anti-lock brakes and power steering (Standard for that model).

When she applied the brakes to reduce her speed the brakes locked-up (leaving skid marks) and the steering became sufficiently heavy that she was not able to avoid colliding with the left-turning car. When she attempted to move the car out of traffic she found that the motor had stalled. The air bag DID NOT deploy and she strongly impacted the seat belt.

The other car contained a Mother and Child who refused medical care at the scene. Their car was apparently drivable.

Police, Fire and EMS were called and responded to the scene. My Daughter was transported to Ellis Hospital to treat her shoulder. She was further issued a ticket for "failure to yield the right-of-way". The Trooper issuing the ticket strongly indicated that he had to issue a ticket as she had hit the other vehicle from the rear. He also advised my Daughter to get a Lawyer as he thought the accident should have been avoidable had the brakes not locked and the steering operated properly. He and the other rescue personnel also remarked that the airbag should have been deployed. The car was towed to a local Body Shop.

We learned the following day that the car was deemed "Totaled" by my insurance (USAA). We further learned that the other parties' car was also deemed "totaled".

The following day my Daughter contacted Toyota to report the event and was assigned a case number of 1101250134. This was done because there had been a recent recall of these cars due to a failed (main computer) that controlled main functions in the car. This unit had been replaced in that car this past April at an out of pocket cost of nearly \$700.00 because we were told that the mileage at the time exceeded the Technical Service Bulletin. A subsequent recall changed this and a refund was pending when the accident occurred.

A reading of the Electronic Control Unit (ECU) the day following the accident showed NO event. According to this "computer" the accident that totaled the car "didn't happen". According to the professionals at this shop this was highly unusual.

A few days prior to this event I was driving this car and pulling out of a driveway. When I attempted to enter traffic, I discovered that the car had stalled. There were no indications, i.e. idiot lights to indicate this. The car restarted and operated normally from that point on for that day.

The ECU recall was done because of reports of the engine stalling at speed which caused the car to operate in unpredictable ways. If the car stalled, the anti-lock brakes might not function (brakes locked up which should have been impossible); the steering would become very heavy perhaps preventing someone from steering out of an avoidable collision. This ECU might also have affected the operation of the air bag!

The settlement offered by my insurance will leave me with a shortfall of nearly \$7,000.00 and without a car. I am a Registered Nurse living in a rural area now without a car. I have been unemployed for a long time but must depend on friends and family to look for work/make interviews.

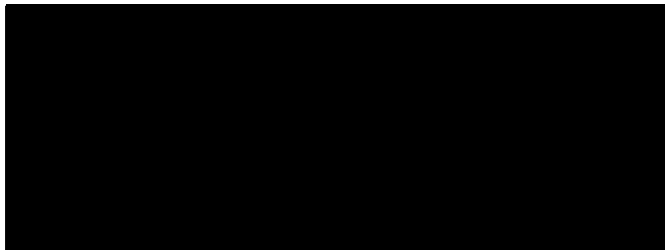
This is now the third Toyota I have owned that failed to perform as they should have. A 2005 Corolla suffered an ENGINE failure at around 149000 miles due to an excess build up of sludge. This occurred despite following the maintenance schedule published by Toyota. I was later informed that this was a known problem.

My Daughter and I purchased a "Certified Used" Toyota "Rav4" at the same time I purchased the car that recently failed. We paid a premium for this car as we were assured that Toyota had tested the car and considered it special.

When this car was totaled in an accident 10 months later we discovered that the car should have failed on at least 16 items to achieve the "Certified Used" seal and that it had been in an undisclosed accident that was repaired with substandard parts. We also lost around \$5000 in this transaction. Toyota refused to help telling me that the local dealer was responsible for their national program!

I am seeking help in determining the truth. It is apparent to me that the car stalled at speed causing the brakes and the steering to malfunction. When impact occurred it would have been expected that the air bag would have deployed cushioning the impact to my Daughter.

I will never again trust any automobile produced by Toyota, but feel that I should not suffer the loss of transportation and the monetary costs as well as the injuries to my Daughter due to a failure of safety devices in this car.



Enclosures:
Accident Report
Recall notice for ECU

TOYOTA

Nekii Montgomery
Direct Phone (310) 468-7436
Fax (310) 381-6982
Nekii_Montgomery@toyota.com

February 10, 2011.

[REDACTED]
Earlton, NY [REDACTED]

RE: Date of Loss: January 24, 2011
Vehicle: 2006 Toyota Corolla
Vin #: JTDBR32E060 [REDACTED]

Dear [REDACTED]

This letter will acknowledge our receipt of your communication with our Customer Relations Department in regards to the above referenced incident.

It is our understanding that your daughter was driving and there was a vehicle turning in front of her. She applied the brakes to slow down and heard squealing coming from the tires. She turned the wheel to avoid the vehicle in front of her but was unable to do so. As a result she hit the other vehicle.

As you are aware, your vehicle was inspected on February 3, 2011 at International Auto Auction. An inspection was completed involving the accelerator pedal, the brakes and the floor mat. The accelerator pedal operated smoothly and returned to its idle position without any binding or sticking. There was no unusual wear to the accelerator pedal pad. The inspection showed the brake system to be in operational condition. There were no defects found in the brake system. The brake master cylinder was full. The brake booster operated normally when tested. There was no damage observed to the brake pedal. The brakes rotors were within safety specifications. The driver's floor mat was properly installed and secured to the retaining hooks at the time of the inspection. The vehicle could not be test driven but it was started and ran for 15 minutes. The brakes were applied and the throttle was opened and released about 25 times and there were no abnormalities found. A diagnostic system check showed there were no diagnostic trouble codes relating to the operation of the vehicle.

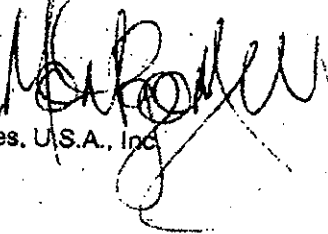
We are very sorry to hear about your unfortunate incident; however, our inspection determined that this incident was not a result of any type of

manufacture design or defect. Thank you for allowing us to address your concerns.

Very truly yours,

Neil Montgomery

Toyota Motor Sales, U.S.A., Inc.

A large, stylized handwritten signature in dark ink, likely belonging to Neil Montgomery, is written over the typed name and company name.

CUSTOMER #: 3093292

218250

NEW COUNTRY

INVOICE

 DUPLICATE 1
 PAGE 1

TOYOTA AND SCION OF CLINTON PARK
 P.O. Box 562 • Route 148 • Mechanicville, NY 12118
 Sales / Service: (518) 864-4444 Body Shop: (518) 864-8230
 Parts: (518) 864-2833 Fax: (518) 864-9414
 Visit us on the web at: www.NewCountry.com
www.toyotaclintonpark.com
 Dealer Code # 31132 • NYS Reg. Shop # R7058521

BALLSTON SPA, NY

CONT:N/A

SERVICE ADVISOR:

117 ROB DELANEY

BUS:	COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
		06	TOYOTA COROLLA	JTDBR32E060		136155/136155	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09MAR10 DD			19:00 15APR10		VARI	VISA	01DEC10
R.O. OPENED	READY	OPTIONS: DLR:31132 ENG:1ZZ-FB					

09:13 15APR10 10:29 15APR10

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CHECK ENGINE LIGHT IS ON - REPLACE ECM

Q0 REPLACE ECM FOR DTC'S P2610 AND P2716

22 CPD

1 89661-02K22 COMPUTER, ENGINE CON

54.50	54.50
606.50	606.50

ADVISED CUSTOMER VEHICLE HAS MULTIPLE DTC'S FOR EVAP SYSTEM.

Cleared codes when ECM was replaced. Advise customer codes may return

B** NY STATE EMISSIONS INSPECTION

3CP DEFERRED NY STATE INSPECTION - FREE

(N/C)

C** VIP 10% DISCOUNT

VIP SERVICE PLUS VIP CUSTOMER DISCOUNT

-1 VIP VIP DISCOUNT

-5.45	-5.45
60.65	60.65

EST: 0.00

LEAD: 0.00

NYS SHOP REG #R7058521

TOYOTA AND SCION OF CLINTON PARK

I hereby authorize the dealer to use my name for the purpose of obtaining the necessary material and agree that I am not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, vandalism, or any other cause. I understand my insurance is primary. I also warrant that the vehicle is covered by comprehensive insurance including but not limited to fire and theft. I agree to hold the dealer harmless for damages from freezing due to lack of antifreeze. I hereby grant you and your employees permission to operate the vehicle herein described on streets, highways, or parking lots for the purpose of testing and/or inspection. I acknowledge that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, vandalism, or any other cause. I do not claim the vehicle within seven days of its repair. I agree to pay storage charges thereafter and storage fees. An increased interest rate has been acknowledged on the amount to secure the amount of repairs thereto.

FOR YOUR CONVENIENCE, WE ACCEPT LOCAL PERSONAL CHECKS UP TO \$500.00, VISA, MASTERCARD, AMERICAN EXPRESS AND DISCOVER.

YOU ARE ENTITLED TO THE RETURN OF REPLACED PARTS ☐ SAVE

I HAVE READ AND UNDERSTAND THE COMPLETED AUTHORIZED REPAIRS

SIGNED X

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/terms. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller further assumes no responsibility for any liability in connection with the sale of this item/terms.

DESCRIPTION

TOTALS

LABOR AMOUNT	19.05
PARTS AMOUNT	545.85
GAS, OIL, LUBE	0.00
SALE TAX	0.00
CHSC. CHARGES	0.00
TOTAL CHARGES	594.90
LESS NSUR/DISCOUNT	0.00
SALES TAX	11.64
PLEASE PAY THIS AMOUNT	536.54

TOYOTA/SCION everyday

CUSTOMER COPY



Toyota Motor Sales, U.S.A., Inc.
440 South Western Avenue
P.O. Box 2991
Irvine, CA 92613-2991

104-000500008

BALLSTON SPA, NY



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

VIN: JTD8R32E060

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, 9:00 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?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

New York State Department of Motor Vehicles
POLICE ACCIDENT REPORT
 MV-104A (8/04)
AMENDED REPORT DMV COPY

33 749 065-525 695
 Download Page 1 of 3

1 Accident Date Month: 01 Day: 24 Year: 2011		Day of Week: Mon		Military Time: 17:54		No. of Vehicles: 2		No. Injured: 1		No. Killed: 0		Not Investigated at Scene: ☐		Left Scene: ☐		Police Photos: ☒ Yes ☐ No		20		
2 VEHICLE 1 Driver License ID Number: [REDACTED] Driver Name - exactly as printed on license: [REDACTED] Address (include Number & Street): [REDACTED] City or Town: HANNACROIX State: NY Zip Code: [REDACTED]										VEHICLE 2 Driver License ID Number: [REDACTED] Driver Name - exactly as printed on license: [REDACTED] Address (include Number & Street): [REDACTED] City or Town: BALLSTON SPA State: NY Zip Code: [REDACTED]										21
3 Date of Birth: [REDACTED] Sex: F Unlicensed: ☐ No. of Occupants: 2 Public Property Damaged: ☐										Date of Birth: [REDACTED] Sex: F Unlicensed: ☐ No. of Occupants: 1 Public Property Damaged: ☐										22
7 Name - exactly as printed on registration: [REDACTED] Sex: M Date of Birth: [REDACTED] Address (include Number & Street): [REDACTED] Apt. No.: [REDACTED] Haz. Mat. Code: [REDACTED] Released: ☐										Name - exactly as printed on registration: [REDACTED] Sex: F Date of Birth: [REDACTED] Address (include Number & Street): [REDACTED] Apt. No.: [REDACTED] Haz. Mat. Code: [REDACTED] Released: ☐										23
4 City or Town: HANNACROIX State: NY Zip Code: [REDACTED]										City or Town: BALLSTON SPA State: NY Zip Code: [REDACTED]										24
5 Plate Number: [REDACTED] State of Reg.: NY Vehicle Year & Make: 2004 HOND Vehicle Type: 4DSD 349										Plate Number: [REDACTED] State of Reg.: NY Vehicle Year & Make: 2006 TOYT Vehicle Type: 4DSD 349										25
1 Ticket/Arrest Number(s): [REDACTED]										Ticket/Arrest Number(s): 3F4702PV										26
Violation Section(s): [REDACTED]										Violation Section(s): 1141										27
6 Check if involved vehicle is: more than 95 inches wide; more than 34 feet long; operated with an overweight permit; operated with an overdimension permit.										Check if involved vehicle is: more than 95 inches wide; more than 34 feet long; operated with an overweight permit; operated with an overdimension permit.										28
VEHICLE 1 DAMAGE CODES Box 1 - Point of Impact: 7 1 2 Box 2 - Most Damage: 3 4 5 Enter up to three more Damage Codes: 8 6 14										VEHICLE 2 DAMAGE CODES Box 1 - Point of Impact: [REDACTED] 1 2 Box 2 - Most Damage: [REDACTED] 3 4 5 Enter up to three more Damage Codes: [REDACTED] 6 7 8										29
Vehicle Towed: By [REDACTED] To [REDACTED]										Vehicle Towed: By [REDACTED] To [REDACTED]										30
VEHICLE DAMAGE CODING: 1-13. SEE DIAGRAM ON RIGHT. 14. UNDERCARRIAGE 17. DEMOLISHED 15. TRAILER 18. NO DAMAGE 16. OVERTURNED 19. OTHER										VEHICLE DAMAGE CODING: 1-13. SEE DIAGRAM ON RIGHT. 14. UNDERCARRIAGE 17. DEMOLISHED 15. TRAILER 18. NO DAMAGE 16. OVERTURNED 19. OTHER										31
Reference Marker: [REDACTED] Coordinates (if available): Latitude/Northing: 596198 Longitude/Easting: 4693697										Place Where Accident Occurred: County: GREE City: Village: Town: NEW BALTIMORE, TOWN OF Road on which accident occurred: US ROUTE 9W at 1) intersecting street: SCHOOLHOUSE RD or 2) [REDACTED] N S E W of [REDACTED] (Milepost, Nearest Intersecting Route Number or Street Name)										32

Accident Description/Officer's Notes

V1 TRAVELING NB ON SR 9W T NEW BALTIMORE. V2 TRAVELING NB DIRECTLY BEHIND V1 ON SR 9W T NEW BALTIMORE. OPV1 STOPS WITH LEFT DIRECTIONAL ON FOR WB TURN ONTO SCHOOLHOUSE RD. OPV2 FAILS TO RECOGNIZE V1 STOPPING FOR TURN AND STIKES V1 IN REAR PASSENGER SIDE BUMPER WITH V2 DRIVER SIDE FRONT BUMPER. OPV2 SUFFERS NECK PAIN AS RESULT AND IS TRANSPORTED TO ELLIS HOSPITAL VIA NEW

ALL INVOLVED	8	9	10	11	12	13	14	15	16	17	18	BY	TO	18	Names of all involved	Date of Death Only
A (1)	1	1	1	23	F	-	-	-	-	-	-	-	-	-	[REDACTED]	
B (2)	1	1	1	X	F	1	12	5	0993	-	1603	-	-	-	[REDACTED]	
C (1)	0	5	1	2	F	-	-	-	-	-	-	-	-	-	[REDACTED]	
D																
E																
F																

1a. NCIC No. 11903 Precinct/Post/Station/Beat/ Troop/Zone Sector F3 43 Reviewing Officer Motague, M F Date/Time Reviewed 01-29-2011 11:46

USAA Confidential

090119c876b6a2

New York State Department of Motor Vehicles
POLICE ACCIDENT REPORT
 MV-104A (8/04)
AMENDED REPORT DMV COPY

33 749 065-525 695
 Download Page 2 of 3

1		Accident Date Month 01 Day 24 Year 2011		Day of Week Mon	Military Time 17:54	No. of Vehicles 2	No. Injured 1	No. Killed 0	Not Investigated at Scene Accident Reconstructed	Left Scene	Police Photos Yes ☒ No	20				
2		VEHICLE 1				VEHICLE 2				BICYCLIST		PEDESTRIAN		OTHER PEDESTRIAN		21
3		VEHICLE 1 - Driver License ID Number Driver Name - exactly as printed on license Address (Include Number & Street) City or Town State Zip Code				VEHICLE 2 - Driver License ID Number Driver Name - exactly as printed on license Address (Include Number & Street) City or Town State Zip Code										22
4		Date of Birth Month Day Year Sex Unlicensed No. of Occupants Public Property Damaged Name - exactly as printed on registration Address (Include Number & Street) City or Town State Zip Code				Date of Birth Month Day Year Sex Unlicensed No. of Occupants Public Property Damaged Name - exactly as printed on registration Address (Include Number & Street) City or Town State Zip Code										23
5		Plate Number State of Reg. Vehicle Year & Make Vehicle Type				Plate Number State of Reg. Vehicle Year & Make Vehicle Type				Ins. Code						24
6		Ticket/Arrest Number(s) Violation Section(s) Check if involved vehicle is: more than 95 inches wide; more than 34 feet long; operated with an overweight permit; operated with an overdimension permit. VEHICLE 1 DAMAGE CODES Box 1 - Point of Impact Box 2 - Most Damage Enter up to three more Damage Codes Vehicle By Towed To				Ticket/Arrest Number(s) Violation Section(s) Check if involved vehicle is: more than 95 inches wide; more than 34 feet long; operated with an overweight permit; operated with an overdimension permit. VEHICLE 2 DAMAGE CODES Box 1 - Point of Impact Box 2 - Most Damage Enter up to three more Damage Codes Vehicle By Towed To				Accident Diagram First Angle Right Turn Head On Right Turn Sidewipe (opposite direction)						25
7		VEHICLE DAMAGE CODING: 1-13. SEE DIAGRAM ON RIGHT. 14. UNDERCARRIAGE 17. DEMOLISHED 15. TRAILER 18. NO DAMAGE 16. OVERTURNED 19. OTHER				Accident Description/Officer's Notes: BALTIMORE EMS. NO INJURIES IN VI TO ANY PARTY.										26
8		Reference Marker Coordinates (if available) Latitude/Northing: 596198 Longitude/Easting: 4693697				Place Where Accident Occurred: County GREE City Village X Town of NEW BALTIMORE, TOWN OF Road on which accident occurred US ROUTE 9W at 1) intersecting street SCHOOLHOUSE RD or 2) Feet Miles N S E W of (Milepost, Nearest Intersecting Route Number or Street Name)										27
9		Accident Description/Officer's Notes: BALTIMORE EMS. NO INJURIES IN VI TO ANY PARTY.														28
10		ALL INVOLVED				Names of all involved				Date of Death Only						29
11		8 9 10 11 12 13 14 15 16 17 BY TO 18														30
12		io. NCIC No. Precinct/Post Station/Beat/ Troop/Zone Sector Reviewing Officer 11903 F3 43 McRague, M I				Date/Time Reviewed 01 29 2011 11:16										31

0901119c876b6a2

USAA Confidential



UNITED STATES

N

State Route 9w

Schoolhouse Rd

Unit 1

Unit 2

Unit 3



Toyota Motor Sales, U.S.A., Inc.

3901 South Western Avenue

Irvine, CA 92614

Phone: 949.266.8900

104-000500008



BALLSTON SPA, NY



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

VIN: JTDBR32E060

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?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

BALLSTON SPA

NY

000487

CERTIFICATE OF TITLE



NEW YORK STATE

www.nysdmv.com

THIS IS A DUPLICATE CERTIFICATE AND MAY BE
SUBJECT TO THE RIGHTS OF A PERSON UNDER THE
ORIGINAL CERTIFICATE

* * LIENS * *

Title and Identification No.

Year

Make

Model Code

Body/Hull

Document No.

JTDBR32E060

2006

TOYOT

COA

4DSD

638993P

JTDBR32E060

Color

Wt./Sts./Lgth.

Fuel

Cyl./Prop.

New or Used

Type of Title

Date Issued

BL

2500

GAS

4

NEW

VEHICLE

12/07/10

Name and Address of Owner(s)

ODOMETER READING:

00022

ACTUAL MILEAGE

00022

BALLSTON SPA NY

This document is your proof of ownership for this vehicle, boat or manufactured home. Keep it in a safe place, not with your license or registration or in your vehicle or boat. To dispose of your vehicle, boat or manufactured home, complete the transfer section on the back and give this title to the new owner.

Lienholder

CAPITAL
COMMUNICATIONS FCU
18 COMPUTER DRIVE E
ALBANY NY 12205

01

Lienholder

* ONE LIEN RECORDED *

Lienholder

* ONE LIEN RECORDED *

Lienholder

* ONE LIEN RECORDED *

MV-993 (4/02)

DEPARTMENT OF MOTOR VEHICLES

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
THE CAPITOL
ALBANY, NY 12224-0341



National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue SE West Bldg.
Washington, DC 20590

