

OCT - 4 2011

Re: Complaint 10424649 Engine & Engine Cooling/Vehicle Speed Control

This information is to amend my original complaint(s) # 10424649 on my 2011 Toyota Corolla for speed deceleration at 40 MPH.

On 9/23/11, I took my vehicle to Gettel Toyota in Bradenton Fla for routine service & informed them again of this deceleration issue. At that time I was informed that Toyota was apparently aware of this issue & instructed the dealer to do a repair/fix for this problem.

Since my 2011 Toyota Corolla is a lease vehicle I must retain all original service invoices so for your records I have enclosed a copy of the service invoice I received yesterday which indicates the repair/fix of this deceleration problem.

Please note in the area "J# 2 30TOZ " Auto Transmission the following description :

" Customer states when driving at about 40MPH vehicles seems to downshift hard advise.."

NEED TO REFLASH ECH

RESET ECH PER TSB OP CODE EG9061

T

I'm sending this amended information on my original complaint to assist you & other 2011 Corolla owners that appear to be having the same issues with this deceleration.

Bradenton, Fla

MC
10/7/11
DW

Gottel Automotive Family Of Dealerships



6423 14th Street West • Bradenton, Florida 34207

Telephone (941) 756-5511

STATE OF FLORIDA REGISTRATION NO. MV-14551

CELL: [REDACTED]

CUSTOMER NO. 182021	ADVISOR JEFFREY JUREK TAG NO. 112	INVOICE DATE 09/23/11 INVOICE NO. TOCS215001
[REDACTED] BRADENTON, FL	LABOR RATE	STOCK NO. 1572017
	LICENSE NO.	DELIVERY DATE 03/08/11
	MILEAGE 1,118	DELIVERY MILES 4
	YEAR / MAKE / MODEL 11 / TOYOTA / COROLLA / 4DR SDN LE AT	SELLING DEALER NO.
VEHICLE I.D. NO. 2 T 1 B U 4 E E 1 B C	F.T.E. NO.	PRODUCTION DATE
	P.O. NO.	R.O. DATE 09/23/11
COMMENTS		

7 MILEAGE →

MO: 1118

LABOR & PARTS

J# 1 91TOZ05KSYN TOYOTA CARE 5K SVC TECH(S): 240507 27.15
 *** 5,000 Mile or 6 Month Service at 5000 ***
 TCDFM ToyotaCare Check Installation Of Drivers Floor Mat 09/11
 TINSFL ToyotaCare Inspect Fluid Levels/Adj/Top Off As Necessary 09/11
 TMULTI ToyotaCare Multi-Point Inspection Worksheet 09/11
 TRESETLT ToyotaCare Reset MAINT REQD Light (If Equipped) 09/11
 TROT ToyotaCare Rotate Tires 09/11
 TVIBLDPD ToyotaCare Visually Inspect Brake Lining/Drum/Pads/Discs 09/11
 CUSTOMER REQUESTS TOYOTA CARE 5K MILE MAINTENANCE.
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 5,000 Mile or 6 Month Service at 5000

JOB # 1 TOTAL LABOR & PARTS 27.15

J# 2 30TOZ AUTO TRANSMISSION TECH(S): 240507
 CUSTOMER STATES WHEN DRIVING AT ABOUT 40MPH VEHICLES SEEMS
 TO DOWNSHIFT HARD ADVISE
 NEED TO REFLASH ECM
 RESET ECM PER TSB OP CODE EG9061
 T

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	A1	SHOP SUPPLIES		2.17
JOB # 1	TCL	TOYOTA CARE LABOR CREDIT	215001	-27.15
JOB # 1	TCS	TOYOTA CARE SHOP SUPPLIES CREDIT		-2.17
TOTAL - MISC				-27.15

COMMENTS
91 SCREEN 1ST SERVICE

TOTALS

*****				TOTAL LABOR.....	27.15
* [] CASH [] CHECK CK NO. []				TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER				TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE				TOTAL G.O.G....	0.00
*****				TOTAL MISC CHG.	2.17
				TOTAL MISC DISC	-29.32
				TOTAL TAX.....	0.00
				TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

Our service department strives to exceed your expectations during your visit. If you feel we did not accomplish this please contact your service advisor or the service director.

CUSTOMER SIGNATURE _____

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

SERVICE HOURS
MONDAY - FRIDAY
 7:00 AM TO 6:00 PM
SATURDAY
 7:00 AM TO 6:00 PM



Complaints - Search Results

2 Record(s) Displayed.

Report Date : September 24, 2011 at 07:55 AM

ODI Numbers Searched : 10424649

Make : TOYOTA

Model : COROLLA

Year : 2011

Manufacturer : TOYOTA MOTOR CORPORATION

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10424649

Number of Deaths: 0

Date of Failure: March 31, 2011

VIN : 2T1BU4EE1BC...

Component: ENGINE AND ENGINE COOLING

Summary:

I PICKED UP THIS NEW LEASE CAR MARCH 8, 2011 & NOTICED THIS ISSUE AT THE END OF MARCH WITH ABOUT 50 MILES ON THE ODOMETER; CAR NOW HAS 1000 MILES ON THE ODOMETER.. I NOTICED THAT ALWAYS AROUND 40 MPH THE ENGINE ALMOST STOPS AS IF I WERE DRIVING STANDARD SHIFT (WHICH I AM NOT) & SOMEONE DOWNSHIFTED INTO ANOTHER GEAR, OR IF THE SPEED CONTROL WAS ON (NEVER USE IT) & IT CAME OUT OF THE SET SPEED.. THE FIRST TIME IT HAPPENED I KIND OF IGNORED IT BUT THEN WHEN IT HAPPENED AGAIN I STOPPED AT THE DEALER GETTEL TOYOTA WHERE I PICKED UP THIS LEASE CAR & THE PERSON IN THE SERVICE DEPARTMENT TOLD ME "NOT TO WORRY ABOUT IT THAT THE VEHICLE WAS GETTING USED TO MY DRIVING HABITS & THAT IF SOMETHING WERE WRONG ENGINE/DASH LIGHTS WOULD GO ON" (PP).. SO I WENT MY WAY KEEPING HIS WORDS IN MIND.. THIS PROBLEM STILL EXISTS WITH 1000 MILES ON THE ODOMETER & WHILE I WAS CONCERNED ABOUT IT I DIDNT RAISE ANY RED FLAGS UNTIL NOW I SEE I AM NOT THE ONLY TOYOTA COROLLA OWNER HAVING THIS ISSUE WHICH LEADS ME TO THINK ITS ANOTHER "TOYOTA DESIGN FLAW".. I LEARNED THAT TERM "DESIGN FLAW" FROM TOYOTA WHEN I HAD MY 2007 COROLLA & FILED MANY LEMON LAW COMPLAINTS ON IT & TOYOTA WOULD REPEAT THOSE WORDS IN THEIR RESPONSES SINCE TOYOTA DOESNT PARTICIPATE IN LEMON LAW NEGOTIATIONS THEY TOLD ME.. I HAVE BEEN LEASING CARS SINCE 2002 & THIS IS MY SECOND TOYOTA LEASE WHICH I WASNT GOING TO DO AGAIN SINCE I HAD SO MANY PROBLEMS WITH MY 2007 COROLLA BUT I LIKED THE DESIGN OF THE NEWER MODEL & COULDNT BEAT THE DEAL TOYOTA KEPT GIVING ME TO TAKE ANOTHER CAR FROM THEM.. NOW THAT I AM READING ABOUT OTHER OWNERS HAVING THIS SAME ISSUE OF THE SPEED DECELERATION I AM CONCERNED THAT THERE MAY BE A "DESIGN FLAW" WITH THE TRANSMISSION OR ENGINE MECHANICS.. ALTHOUGH THIS DOESNT HAPPEN ALL OF THE TIME IT DOES CONSISTENTLY HAPPEN AT 40 MPH & IS QUITE NOTICEABLE SINCE THE CAR ALMOST JERKS FORWARD WHEN IT OCCURS..

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1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA
1.888.327.4236 TTY 1.800.424.9153





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Bradenton FL

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20590

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34209
SEP 26, 11
AMOUNT

\$5.79

00023294-18

W46-226

U.S. Dept. Of Transportation
National Highway Traffic Safety Admin

Office of Defects Inv. (NVS 210)

1200 New Jersey Ave., SE
West Building

Washington, DC 20590

**RETURN RECEIPT
REQUESTED**