

CL-10491081-6139
DEC 27 2012

**NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590
Re: NHTSA Campaign ID # 12V491000**

[REDACTED]
Hopewell Jct. NY [REDACTED]

To Whom It May Concern,

I have taken the time to forward you information regarding a defective component in my car that has the ability to cause a fire in the door panel, a situation which could happen while the vehicle is in motion and one that I feel requires the urgent attention of the manufacturer and/or government. Enclosed is a copy of the documents I sent to the manufacturer, Toyota, in the hope that they would also see the necessity for immediate action.

I brought this vehicle to the repair shop to address the recall and their inspector claims the master window switch is OK and that it's the window motor in the passenger side door that is worn and needs replacement, at a cost estimate of \$502.03!

That switch was malfunctioning for months before the recall. The master switch in the driver's door panel for that passenger window would stick in either the full up or full down position and I could hear the electric window motor continue to run when the switch was released because, unlike the driver's door window switch that has an automatic shut off in either the full up or full down position, the passenger window switch lacks that shut off function and continued to run and that is what caused that electric motor to fail. As a NYC fireman I am well aware of electrical malfunctions in a moving vehicle and what happens to distracted drivers in an emergency.

I have read in my online research on this problem that there have several hundred claims already regarding this issue and among them dozens of vehicular fires. Fortunately, no deaths. What is to be done?

I'll wait for your reply. Thank you.

Sincerely,

[REDACTED]

MC
12/28/12
MD

To:
Scion Customer Experience Center
19001 So. West Ave
Dept WC12
Torrence, CA 90509

From:
[REDACTED]
Hopewell Junction, NY [REDACTED]

To Whom It May Concern,

I have been a happy and satisfied Scion xB owner since June of 2007 when I bought this vehicle for my birthday. I also took note of the fact that there was not a 2007 model and that I would get the 2008 model ahead of time. It has served me well these past years and I praise this vehicle to anyone who inquires. I even look forward to the purchase of a new one when the time comes. I hope I'm not disappointed with this claim of the faulty window switch. It seems like such a minor item that I'm baffled by the response I received at the dealership where I brought it to address the problem together with the letter I received from the Toyota company. Sorry I'm unable to include a copy of that letter as I did not realize they did not return it to me when I left the shop that day, (was that done on purpose?).

After the mechanic at the Toyota dealer examined the faulty switch he came back to me to report that the switch was OK and that the fault was in the motor for the passenger side window and that the repair cost would be \$502.03. That would be for the motor, installation, and tax. I was stunned! That window switch was erratic for months before I got the recall notice. The master switch in the driver's door was at fault. Whenever I depressed the switch to operate the passenger side window it would get stuck in either the full up position or the full down position and I could hear the window motor continue to run because that switch does not have an auto shut off feature like the driver's window. That's why that motor is ruined. Now I can see why these cars have caught fire. That window motor was stuck in the run position and no one advised us of this potential hazard till after several hundred of them failed and some mishaps involved a fire in the door panel. Luckily no one was killed.

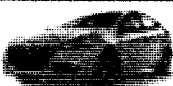
I have used the option of sending a copy of this correspondence to the U.S. National Highway Traffic Safety Administration because as a fireman I am well aware of the danger posed by sudden fire in a moving vehicle.

I hope this issue has a happy ending.

Sincerely,

PS: See attached documents

[REDACTED]



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You are here: Cars > Scion > xB > 2008 > Recalls

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2008 SCION XB RECALLS

NHTSA Campaign ID Number: 12V491000

Recall Date: 2012-10-10

Summary:

Toyota is recalling certain model year 2007-2009 Camry, Camry Hybrid, RAV4, Corolla, Corolla Matrix, Tundra, Sequoia, Highlander, Highlander Hybrid, Yaris, Scion xB, Scion xD and Pontiac Vibe vehicles. The power window master switch assemblies in some of these vehicles were built using a less precise process for lubricating the internal components of the switch assemblies. Irregularities in this lubrication process may cause the power window master switch assemblies to malfunction and overheat.

Consequences:

If the switch overheats, it may melt, possibly resulting in a fire.

Remedy:

Toyota will notify its owners, and dealers will inspect the switch and apply a special grease that inhibits heat build up or replace any switch damaged by the defect, free of charge. Toyota owners that experience a problem with a switch should not attempt to make repairs, but should contact their Toyota dealer or the Toyota Customer Experience Center at 1-800-331-4331. General Motors will contact the Pontiac Vibe owners affected by this recall and GM dealers will inspect and repair switches as necessary. Those owners may contact Pontiac Customer Care at 1-800-762-2737.

Component Affected:

VISIBILITY: POWER WINDOW DEVICES AND CONTROLS

Notes:

TOYOTA MOTOR CORPORATION

NHTSA Campaign ID Number: 10V036000

Recall Date: 2010-02-03

Summary:

SOUTHEAST TOYOTA IS RECALLING CERTAIN MODEL YEAR 2005-2011 PASSENGER VEHICLES FOR FAILING TO COMPLY WITH THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 110, "TIRE SELECTION AND RIMS." THESE VEHICLES WERE SOLD BETWEEN SEPTEMBER 1, 2005 AND JUNE 2, 2008 WITHOUT THE REQUISITE LOAD CARRYING CAPACITY MODIFICATION LABELS.

Consequences:

A DRIVER MAY OVERLOAD A VEHICLE WHICH MAY INCREASE THE RISK OF A CRASH.

Remedy:



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Scion	42.8 Miles
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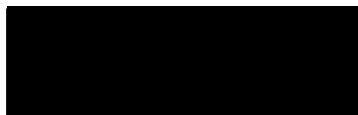
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	2011 Scion xB \$13,995 East Swanzey, NH
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	2006 Scion xB \$8,995 Paramus, NJ

See Used Scion Listings in 12590 >



Hopewell Junction, NY



National Highway Transportation Safety Admin. Hdqtrs
1200 New Jersey Ave. SE
West Building
Washington, DC 20590

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Ref NHTSA Campaign ID # 12V491000

