



CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

84-10510077-9543
INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) APR 24 2013

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center - Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102

April 15, 2013



JEFFREY S. CHIESA
Attorney General

ERIC T. KANEFSKY
Acting Director

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

National Highway Traffic Safety Administration
US Dept of Transportation
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave SE
Washington, DC 20590

Re: [REDACTED]
File Number: 04-15-13G0000098567

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Cindy K. Miller
Deputy Director - Consumer Protection

CM/tg

NAM
4/29/13
SMP

Office of the Attorney General
Citizens' Services

Date: 03-28-2013

Received Date : 03-27-2013
Correspondence Date : 03-27-2013
Subject : Consumer Complaints - General
Name : [REDACTED]
Affiliation : [REDACTED]
Assigned to : Ann Mary O'Rourke
Division of Consumer Affairs
Due Date : 04-10-2013
Issue : Concerns a transmission problem with his Toyota Rav 4
Comment :
Response Type : For your action - keep original
Response Date :

Forward with all drafts, response copies, and original correspondence to:

Regina M. Garb
Citizens' Services
Office of The Attorney General
Richard J. Hughes Justice Complex
8th Floor, West Wing, CN-080
Trenton, NJ 08625

From: [REDACTED]
To: <citizens.services@lps.state.nj.us>
Date: 3/27/2013 1:38 PM
Subject: car issue [WEBMAIL.LPS]

Affiliation Code: WEBMAIL.LPS

Prefix: Mr.

First Name: [REDACTED]

MI: [REDACTED]

Last Name: [REDACTED]

Suffix:

Address1: [REDACTED]

Address2:

City: Fair Lawn

County: 02

State: NJ

Zip: [REDACTED]

Zip +4: [REDACTED]

Country: US

E-mail: [REDACTED]

Comments: My 2003 Rav 4 blew out its transmission last week. Over the past couple of days I have learned that Toyota knew this was a problem and had extended its warranty on the transmission to 10 years/150,000 miles in 2006. I had only 110,000 miles but was five months over the extended warranty. I didn't know about the problem existed or about the extension until now.

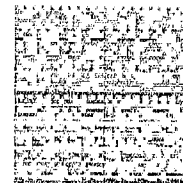
It has cost me \$800 plus tax to locate the problem and would cost \$4000 to fix it. This was a known problem and if I had been informed I could have had it fixed. Instead I am out about \$850 (just to find out what the problem was) and the worth of my car is probably \$4000 less and because Toyota corporate decided it was cheaper to keep this quiet than to tell the car owners.

Beside the money is the fact that this is the car my kids use when they're home from college and the transmission could've blown up on them when they were driving. I can't begin to tell you how angry I am about this. Although I am grateful no one was hurt and nothing but the car was affected the frustration of not being told by Toyota and then having them side step all responsibility when they knew of the problem is frustrating. I know that your agency deals with many more important and pressing issues than this but I just feel that it is important to get this noted because I am sure there are many other similar cases.

I'm out thousands on an entirely avoidable problem and additionally the car isn't covered by a few months when the warranty on the mileage side still has 40,000 miles to go

NJ Office of the Attorney General

DIVISION OF CONSUMER AFFAIRS
CONSUMER SERVICE CENTER
P.O. BOX 45025
NEWARK, NJ 07101



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04/17/2013

Mailed From: 08548

US POSTAGE

