

CL-10513658-1636

November 30, 2013

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration
U.S. Department of Transportation
1200 New Jersey Avenue, SE
West Building Washington DC 20590

DEC -6 2013

RE: Complaint/Toyota ECU Manufacturing Defect
Confirmation No.: 10513658

Dear Sir or Madam:

Please be advised that I am supplementing my complaint regarding the initial code P1760 hard shifting and the resulting replacement of the ECU module for my Toyota RAV 4. I have enclosed a copy of Toyota headquarter's response for reimbursement. Initially the customer service representative stated that I first needed to get the car repair done and *then* Toyota would reimburse me.

After getting the repair done to make my car operable, Toyota refuses to even reimburse me for partial payment. On August 16, 2013 I submitted copies of completed repairs to the NHTSA add to my complaint. In other words, the customer service representative made a false statement although she acknowledge that it is a Toyota RAV4, widespread problem. At the time of the class action settlement, I did not have any ecu-module problems and therefore did not have any rights to exercise. Therefore, when the problem did start to occur I contacted Toyota headquarters in California to find an equitable remedy; to date they have not provided any. Toyota RAV4 should be accountable for *all* Toyota RAV4's who experienced hard-shifting/stalling due to faulty ecu module. Instead, the company chose to pick and chose which Toyota owners it would reimbursement for their faulty equipment.

I would like for the enclosed information to supplement my complaint registered under the above-referenced Confirmation number and ask that the National Highway Traffic Safety Administration provide a recall of Toyota RAV4s. I am confident that this will be a continuous, widespread issue in the contiguous United States. Your prompt processing of this request is greatly appreciated.

Sincerely,



Consumer

Enc.



ET
12/6/13
SMD

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
800 331-4331
310 381-7756 Fax

August 29, 2013

[REDACTED]
Washington, DC [REDACTED]

Dear [REDACTED]

We are sorry to learn of the situation you encountered with your Toyota and for any inconvenience or expenses you may have encountered. Toyota makes every effort to manufacture a quality product, conducting extensive research and planning, thorough testing, and constant monitoring of performance.

Unfortunately, the repair performed on your vehicle does not meet the criteria for reimbursement under the Csp 01-03my Rav4 Transaxle Ecm Warranty Enhancement. Additionally, your concern is not eligible for reimbursement under any other warranty, Special Service Campaign, or Special policy adjustment in effect at this time.

Toyota values you as a customer and we appreciate this opportunity to review your request. Should you require any additional information, please contact our Customer Experience Center at 1(800) 331-4331. Our hours of operation are 5:00 a.m. to 6:00 p.m. PST Monday through Friday and 7:00 a.m. to 4:00 p.m. PST Saturday.

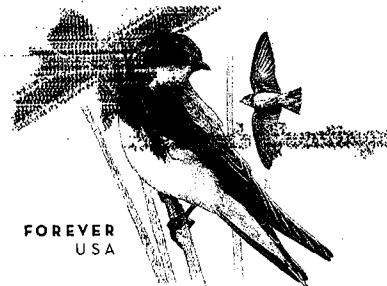
Sincerely,

Toyota Customer Experience
Toyota Motor Sales, U.S.A., Inc.
1308210685

Washington, DC

BALTIMORE MD 212

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