

August 16, 2013

CL-10513658-7504

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

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

AUG 22 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 my repair bill from Antwerpen Toyota located in Ellicott City, Maryland as well as my submitted reimbursement request.

I would like for the enclosed information to supplement my complaint registered under the above-referenced Confirmation number. Your prompt processing of this request is greatly appreciated.

Sincerely,



Consumer

Encs.



ET  
80313  
SMD

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**Subject:** Acknowledgement from NHTSA/ODI of your safety complaint

**From:** US DOT NHTSA (donotreplyodi@dot.gov)

**To:** [REDACTED]

**Date:** Monday, May 27, 2013 1:43 PM

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Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: **10513658**

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 Monday-Friday, 8:00AM to 8:00PM Eastern  
TTY: 1-888-424-9153  
Have your ODI Number available.  
(Spanish-speaking operators available)
- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>  
Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)  
National Highway Traffic Safety Administration (NHTSA)  
U.S. Department of Transportation (DOT)

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**Did you know you can receive real-time information about safety recalls? There are two options:**

Recall notification via email: <http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm?refurl=email>

Recall notification via RSS: <http://www-odi.nhtsa.dot.gov/rss/index.cfm?refurl=email>

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our Privacy Policy can be found at this Web page.

If you have questions regarding these emails, please go to our Contact Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.

**ANTWERPEN TOYOTA**  
 12420 Auto Drive  
 Clarksville, MD 21029  
 Phone: (410) 531-5700



**TOCS446384**

**TOCS446384**

Service Hours:  
 Mon-Thu: 8:00am - 8:00pm  
 Fri: 8:00am - 6:00pm  
 Sat: 8:00am - 5:00pm  
 Sun: 9:00am - 3:00pm

Now Servicing All  
 Makes and Models



0301ITOCs446384

CUSTOMER NO. <b>172255</b>	ADVISOR <b>CHARLES HOWSER</b>	3111	TAG NO. <b>6597</b>	INVOICE DATE <b>08/16/13</b>	INVOICE NO. <b>TOCS446384</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>188,460</b>	COLOR	STOCK NO.
	YEAR / MAKE / MODEL <b>03/TOYOTA TRUCK/RAV4/4DR AT 4WD</b>			DELIVERY DATE	DELIVERY MILES
LAUREL, MD	VEHICLE I.D. NO. <b>J T E H H 2 0 V X 3 6</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P. O. NO.	R. O. DATE <b>08/09/13</b>	REPRINT# <b>2</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 188466

**TOTALS**

A STANDARD CHARGE FOR "SHOP SUPPLIES" IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE IS 15% OF THE LABOR CHARGE NOT TO EXCEED \$49.00. THIS CHARGE COVERS THE BAREST MINIMUM OF SUPPLIES NEEDED, RESULTING IN A SAVINGS TO OUR CUSTOMERS. A PARTIAL LIST OF THESE ITEMS ARE: CLEANERS, SOLVENTS, CLOTH LUBRICANTS, SANDPAPER, ETC.  
 \* \* \* \* \* THANK YOU FOR YOUR BUSINESS \* \* \* \* \*

TOTAL LABOR....	264.00
TOTAL PARTS....	942.53
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	8.99
TOTAL MISC DISC	-117.00
TOTAL TAX.....	56.56

**TOTAL INVOICE \$ 1155.08**

FOR YOUR CONVENIENCE "ANTWERPEN HAS 3 BODY SHOP" LOCATIONS  
 \* \* \* "ANTWERPEN BODYSHOP CLARKSVILLE" (886)226-4930 \* \* \*  
 \* \* "ANTWERPEN SMASH SHOP RANDALLSTOWN" (888)895-0588 \* \*  
 \* \* \* "ANTWERPEN BODYSHOP PASADENA" (877)716-4006 \* \* \*

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

Specific warranties may vary by Manufacturer. Please consult your Service Advisor or warranty manual.

LABOR IS CHARGED BY THE FLAT RATE HOUR. LIMITED EXPRESS WARRANTY. THE SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE MANUFACTURER'S TERMS STATED ABOVE. THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN THE MANUFACTURER TERMS STATED ABOVE, THE DATE OF COMPLETION OF WORK AT ANTWERPEN.

**DISCLAIMER OF WARRANTIES**  
 THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.  
 I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

X

CUSTOMER SIGNATURE

**PAID**

**PAID**

AUG 16 2013

BY: Ch

Name: \_\_\_\_\_

955.08

Thank You

**ANTWERPEN TOYOTA**  
 12420 Auto Drive  
 Clarksville, MD 21029  
 Phone: (410) 531-5700



**TOCS446384**

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03011TOCS446384

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	F.T.E. NO.	P.O. NO.	R. O. DATE <b>08/09/13</b>	REPRINT# <b>2</b>
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	<b>MO: 188466</b>	

**LABOR & PARTS**  
 # 1 80TOA MISCELLANEOUS HOURS: TECH(S): 3070 264.00  
 C/S CK ENGINE LIGHT IS ON, VEHICLE BEGAN TO SHIFT HARD AND  
 EVENTUALLY STALLED.  
 P0755 SHIFT SOLENOID MALFUNCTION  
 PERFORMED SCAN TOOL DIAGNOSTIC TEST, REMOVE AND REPLACE  
 COMPUTER AND TEST TRANSMISSION FOR PROPER OPERATION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	04009-39142	COMPUTER, ENGINE	942.53
JOB # 1 TOTAL PARTS				942.53
JOB # 1 TOTAL LABOR & PARTS				1206.53

# 2 01TOZZFLOORMAT FLOOR MAT INSP HOURS: 0:00 TECH(S): 3070 INTERNAL  
 COMPLETE DRIVERS FLOOR MAT INSPECTION  
 "THE NATIONAL HIGHWAY TRANSIT SAFETY ADMINISTATIN HAS  
 DETERMINED THAT UNSECURED FLOOR MATS ON DRIVER'S FLOOR CAN  
 INTERFERE WITH THE ACCELERATOR PEDAL AND MIGHT CONTRIBUTE TO  
 A COLLISION. FOR YOUR SAFETY, PLEASE REMOVE ANY UNSECURED  
 FLOOR MATS FROM THE DRIVERS FLOOR AREA"

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HW	HAZARDOUS WASTE FEE		5.00
JOB # A	SS	SHOP SUPPLIES		3.99
JOB # 1	25L	COUPON LABOR DISC		-47.50
JOB # 1	25P	COUPON PARTS DISC		-69.50
TOTAL - MISC				-108.01

TECHNICIAN CERTIFICATION  
 3070 PAUL FRASER L/R 1.50 2/06

*Thank You!*

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 I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

X

The Reynolds and Reynolds Company EFMINTWVE C0231003 Q (04/11)

TOYOTA SERVICES  
12420 AUTO DRIVE  
CLARKSVILLE, MD 21029  
410-531-5700

TERMINAL ID.: 1212

[REDACTED] EXP:\*\*/\*\* SWIPED

SALE  
BATCH: 000182 INU: 446384  
Aug 16, 13 12:58  
AUTH: 130808

AUTH/TKT 130808

TOTAL \$200.00

[REDACTED]

CUSTOMER COPY

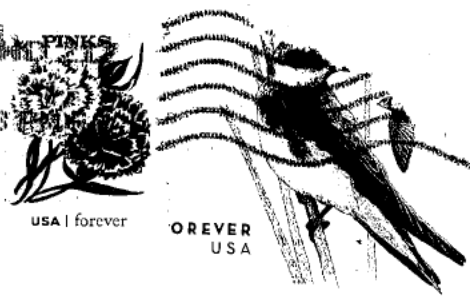


Washington, DC



BALTIMORE MD 212

17 AUG 2013



USA | forever

FOREVER  
USA

Bank Swallow

Office of Surface Investigation  
National Highway Traffic Safety Administration  
U.S. Department of Transportation  
1200 New Jersey Avenue, SE  
Washington, DC 20590

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