

CL 10514203-7506

May 10, 2013

MAY 22 2013

National Highway Traffic Safety Administration
Att: Administrator
1200 New Jersey Avenue S.E.
Washington, DC 20590

RE: 2008 Toyota Corolla VIN# 1NXBR32E78Z [REDACTED]

To Whom It May Concern:

This letter is written to register a complaint regarding my 2008 Toyota Corolla; specifically involving the ECM recall two years ago.

I received a recall notice (see attached) on both of our 2006 and 2008 Toyota Corolla's approximately two years ago. I scheduled two appointments at the dealership where we purchased the 2008, Rick Hendrick Toyota on Skibo Road in Fayetteville, NC.

The 2006 Toyota was scheduled to be checked first. The mechanic couldn't locate the serial number on the ECM and it was decided to go ahead and replace it.

The 2008 Toyota was scheduled to be checked the following week. The mechanic checked the ECM and the serial number he said was not on the "list" that he could see to be replaced.

On Friday, April 26, 2013 my wife was driving the 2008 Toyota Corolla and had our special needs son in the vehicle in carpool at 7:50 a.m. All of a sudden the car "died". She waited a few minutes and restarted the vehicle and the "check engine light" was on but not flashing. She contacted me to call Rick Hendrick to find out if it was okay to drive. Rick Hendrick stated that it was okay if it was not flashing but to schedule an appointment soon to have it looked at.

When Rick Hendrick entered her VIN# into their computer it showed that the 2008 corolla's ECM was replaced and the 2006 was just checked. This was incorrect I informed them as we have the receipts and the recall notice. They also informed us that they were closing early on Saturday, April 27 and therefore couldn't make an appointment for the 2008 to be checked.

I then contacted Toyota of Sanford and scheduled an appointment for 7:00 a.m. on Saturday, April 27. I then contacted Rick Hendrick and asked what was being done about the mix up in the computer regarding the two corolla's ECMs. They said that Sanford would have to check the VIN #s on both vehicles when we arrived and fix the error in the computer.

We arrived at the Sanford Toyota on Saturday and explained that the check engine light came on and they said they would check and call us. Approximately an hour later I received a call from the mechanic stating, yet again, that in the computer Rick Hendrick entered in the incorrect information regarding the ECM recall for both vehicles. However, when he performed a national search it was correct in that system.

The mechanic stated that the ECM was indeed covered by Toyota. He also mentioned they did not have the ECM for the 2008 and had to order the part it would be in on Monday, April 29.

I contacted the mechanic on Monday, April 29 at Noon at he stated that the part had not been fed ex'd that it would be in instead on Tuesday, April 30.

In the meantime, we had to rent a vehicle as we do not have another one that my wife could drive while her 2008 was in the Sanford repair shop. (See attached rental invoice from Enterprise, Dunn, NC)

I received a call on Tuesday, April 30 at approximately 10:00 a.m. that the part arrived and it was replaced and the car was ready. We asked that the keys and paperwork be left with the Sales department as we were unable to arrive prior to the service center closing. (see attached receipt from the ECM replacement).

NM
52313
SMD

I contacted the 1800 number for Toyota customer service to register a complaint regarding that the ECM on the 2008 was not replaced prior when we received the recall and that we were very upset that my wife was stranded with our child who has special needs. The corporate office employee stated that since she felt the car was "drivable" that they would not pay for the rental car.

I am writing to your office to please request reimbursement for the rental car. We were severely inconvenienced by having to take the vehicle totally out of our way, we live in Erwin, NC and the service center having to order the part, it not coming in on time caused us to have to keep the rental longer than we should have.

I was advised by our mechanic to only drive the vehicle to the Toyota repair place on that Saturday and not to take a chance to be stranded again; this time it could have been in a middle of an intersection or on the state highway, 40 which is extremely busy and dangerous to "break down" on the side of the road.

I feel that my wife and I have been loyal Toyota customers for the past 5 years and we should be reimbursed the \$133.90 for the rental car while the 2008 was being repaired. We feel that the car should have had the ECM replaced two years ago when we scheduled the appointment to have it checked.

We both are due to purchase new vehicles this year and are awaiting your response to see if we will be compensated; if we are not compensated for this rental we will be purchasing our vehicles from other dealerships not Toyota.

We would appreciate an expedient reply to our request.

Thank you for your time.

Sincerely,

[REDACTED]
Erwin, NC
[REDACTED]

Attachments: 2006 and 2008 recall notices
2006 and 2008 receipts from two years ago from checking ECMs
Car Rental receipt
2008 vehicle repair receipt from Toyota Sanford

Cc: Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC10
19001 South Western Avenue
Torrance, CA 90509

TOYOTA SCION of SANFORD

3321 HIGHWAY 87 SOUTH
SANFORD, NC 27332
Phone (919) 708-5000
Fax (919) 708-5050

CELL: [REDACTED]

CUSTOMER NO. 146187	ADVISOR JASON MILLER	80743	TAG NO. 3848	INVOICE DATE 04/30/13	INVOICE NO. T6CS69890
[REDACTED] ERWIN, NC [REDACTED] [REDACTED] [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 77,812	COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 08/TOYOTA/COROLLA			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 N X B R 3 2 E 7 8 Z [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.		R.O. DATE 04/27/13
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS		
			MO: 77812		

JOB# 1 CHARGES

LABOR

1 10TTZ06 CHECK ENGINE LIGHT TECH(S) 80728 WARRANTY

CLIENT STATES CHECK ENGINE LIGHT IS ON
P0607-CONTROL MODULE PERFORMANCE.
REPLACED ECM
0519H2-.7

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	04000-46202	SSP, COMPUTER, EN		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX T6CS JOB# 1 TOTAL **0.00**

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS

CC created 2013-04-26 10:32:00am taken by Richard Wainwright

TOTALS

THANK YOU FOR SERVICEING YOUR VEHICLE AT TOYOTA SCION OF SANFORD. IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE TODAY PLEASE CONTACT ME AT 919-708-5000! THANKS DAVID WHITE - SERVICE MANAGER

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

TERMS: CASH UNLESS ARRANGEMENTS MADE. A FINANCE CHARGE OF % PER MONTH WILL BE CHARGED ON PAST DUE ACCOUNTS. ANNUAL PERCENTAGE RATE OF % FOR WARRANTY INFORMATION, SEE REVERSE

Thank You!

CUSTOMER SIGNATURE

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY

ADDITIONAL RECOMMENDED SERVICES SECTION

OPERATION NO.	OPERATION DESC	RC	RC COMMENTS
00TTZ19P	*27POINT INSPECTION		

CUSTOMER SIGNATURE

CAR Rental - Receipt

ENTERPRISE LEASING COMPANY - SOUTHEAST, 200 S WILSON AVE, DUNN, NC 283344905 (910) 891-1382

RENTAL AGREEMENT REF#
837017 50HQSZ

SUMMARY OF CHARGES

RENTER

DATE & TIME OUT
04/27/2013 10:29 AM
DATE & TIME IN
04/30/2013 04:02 PM

BILLING CYCLE
24-HOUR

VEH #1 2012 NISN QUES S
VIN# JN8AE2KP7C9
LIC#
MILES DRIVEN 23

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	04/27 - 04/30	3	DAY	\$24.99	\$74.97
TIME & DISTANCE	04/30 - 04/30	1	DAY	\$45.99	\$45.99
REFUELING CHARGE	04/27 - 04/30				\$0.00
Subtotal:					\$120.96
Taxes & Surcharges					
CITY GROSS RECEIPT TAX	04/27 - 04/30			1.5%	\$1.84
NC HIGHWAY USE TAX	04/27 - 04/30			8%	\$9.78
VEHICLE LICENSING FEE	04/27 - 04/30	4	DAY	\$0.33	\$1.32
Total Charges:					\$133.90

Total Amount Due \$0.00

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
\$133.90		

910-891-1382
Dunn, NC 28334-4510
1700 W. Cumberland St.



Rick Hendrick



1969 SKIBO RD.
 P.O. BOX 35438 • FAYETTEVILLE, N.C. 28314
 (910) 868-5071
 E-Mail: service@rickhendricktoyota.com
 Web Site: www.rickhendricktoyota.com

TOYOTA - SCION

CELL: [REDACTED]

CUSTOMER NO 143102	ADVISOR DARREN MCDONALD	TAG NO. 3223 4735	INVOICE DATE 01/15/11	INVOICE NO. TOCS618872
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 45,209	COLOR SILVER STRE
ERWIN, NC [REDACTED]	YEAR / MAKE / MODEL 08 / TOYOTA / COROLLA / 4DR LE	DELIVERY DATE 08/04/07	DELIVERY MILES 14	
[REDACTED]	VEHICLE I.D. NO. 1 N X B R 3 2 E 7 8 Z [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/15/11	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	MO: 45211	

JOB# 1 CHARGES

LABOR
 J# 1 50TOZ CAMPAIGN TECH(S): 3778 WARRANTY

AOJ --- SSC ENGINE CONTROL MODULE RECALL
 PERFORMED INSPECTION PER CAMPAIGN INSTRUCTIONS. ECM PART
 NUMBER REQUIRES NO FURTHER ACTION.
 CP CODE A1J051 .2HRS
 ECM PART NUMBER REQUIRES NO FURTHER ACTION FROM THE
 DEALERSHIP.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

COMMENTS
 HP --- WAITING

TOTALS

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____
 ***** DUPLICATE INVOICE *****

Service Charge. The Service Charge defrays Dealer's overhead costs, including, but not limited to, shop supplies, employee safety measures and training, and waste disposal and handling. The Service Charge may include Dealer profit. Not all transactions will cause Dealer to incur all of the costs defrayed by the Service Charge. The Service Charge is not a government-required fee.

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing below, you give this Dealership **PERMISSION** to contact you (either personally, via text messages or with prerecorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax number and/or e-mail address listed. This **AUTHORIZATION** allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

Please do not contact me as provided above.

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer.

The Reynolds and Reynolds Company, EPHRATES, IN 46039-0001

Customer hereby:

1. agrees to remove *all* personal property from the Vehicle, agrees Dealer isn't obligated to inspect the Vehicle for personal property, AND RELEASES DEALER FROM ANY LIABILITY OR OBLIGATION WITH RESPECT TO PERSONAL PROPERTY LEFT IN THE VEHICLE;
2. waives the right to receive a written estimate;
3. waives the right to request replacement parts, parts inspections or parts returns;
4. agrees to pay Dealer for diagnostic time, whether or not repairs are performed and to pay a charge for reassembly on declined repairs, inspection teardowns and estimates;
5. authorizes the repairs to be done along with the necessary material and hereby grants Dealer permission to operate the Vehicle on public thoroughfares for tests or inspections;
6. agrees that Dealer shall not be responsible for unavailable or delayed goods or services from third parties;
7. agrees that an express mechanic's lien on the Vehicle is hereby acknowledged to secure payment for goods and services provided by Dealer;
8. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as the sharing of that data with the vehicle manufacturer for diagnostic and research purposes.

No WARRANTIES. ANY WARRANTIES BY THE MANUFACTURER OR SUPPLIER OF A GOOD PROVIDED BY DEALER ARE THEIRS, NOT DEALER'S. ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY GOOD OR ANY SERVICE. DEALER MAKES NO WARRANTIES, EXPRESS OR IMPLIED, AND HEREBY DISCLAIMS ALL WARRANTIES, INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT WILL DEALER BE LIABLE FOR ANY CONSEQUENTIAL DAMAGES, LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR INCIDENTAL DAMAGES.

All repairs are considered satisfactory unless Customer advises Dealer in writing within ten (10) days from delivery of the Vehicle to Customer.



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

DFF



Erwin, NC



**Certain 2005 through 2008 Corolla and Matrix Vehicles
Engine Control Module (ECM)
SAFETY RECALL NOTICE (Replacement Parts Now Available)**

VIN: 1NXBR32E78Z

Dear Toyota Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in the Engine Control Module (ECM) for certain 2005 through 2008 Toyota Corolla and Corolla Matrix models equipped with the 1ZZ-FE engine and two-wheel drive.

What is the condition?

The ECM for certain 2005 through 2008 Toyota Corolla and Corolla Matrix models equipped with the 1ZZ-FE engine and two-wheel drive may have been improperly manufactured. There is a possibility that a crack may develop at certain solder points or on varistors on the circuit board. In most cases, if a crack occurs at certain points or on certain varistors, the engine warning lamp could be illuminated*, harsh shifting could result, or the engine may not start. In limited instances, if cracking occurs on particular solder points or varistors, the engine could stop while the vehicle is being driven which may increase the risk of a crash.

**Please note the engine warning lamp may illuminate for reasons unrelated to this condition.*

What is Toyota going to do?

*The replacement part for your vehicle is now available. Any Toyota dealer will inspect the part number and the lot number located on the ECM. If the ECM is found to be one that requires replacement, the dealer will do so at **NO CHARGE** to you.*

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer to make an appointment to have this important remedy performed on your vehicle as soon as possible.

The ECM replacement will take approximately one hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform this Safety Recall. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590 or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

What if you have previously paid for repairs to your vehicle for this specific condition?



CELL: [REDACTED]

CUSTOMER NO. 143102	ADVISOR JASON	TAG NO. 3315	2529	INVOICE DATE 01/22/11	INVOICE NO. TOCS620012
LABOR RATE	LICENSE NO.	MILEAGE 89,201	COLOR WHITE/	STOCK NO.	
YEAR / MAKE / MODEL 06 / TOYOTA / COROLLA / WHITE	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	PRODUCTION DATE	
VEHICLE ID. NO. 2 T 1 B R 3 2 E 6 6 C	F.T.E. NO.	F.O. NO.	R.O. DATE 01/22/11		
COMMENTS					MO: 89201

JOB# 1 CHARGES

LABOR
 #1 50TOZ CAMPAIGN TECH(S): 3352 WARRANTY
 ADJ RECALL - ADV'D CUST 10% CHANCE HE WON'T HAVE THE RIGHT PART & HE MAY HAVE TO COME BACK
 MANUFACTURER RECALL
 REPLACED ECH DUE TO LOT # DIFFERENCE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	04000-47102	SSP, COMPUTER, EN		0.00
TOTAL PARTS					0.00

JOB# 1 TOTALS
 JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL **0.00**

COMMENTS
 JJ

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE: _____

Service Charge. The Service Charge defrays Dealer's overhead costs, including, but not limited to, shop supplies, employee safety measures and training, and waste disposal and handling. The Service Charge may include Dealer profit. Not all transactions will cause Dealer to incur all of the costs defrayed by the Service Charge. The Service Charge is not a government-required fee.

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary or appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing below, you give this Dealership PERMISSION to contact you (either personally, via text messages or with prerecorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax number and/or e-mail address listed. This AUTHORIZATION allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

Please do not contact me as provided above.

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer.

KATHLEEN DICKINSON MONAGHAN

Tire Rotation

Prolong the life and wear of your tires by rotating EVERY 5,000 miles!

rickhendricktoyota.com P.O. Box 35438 Fayetteville, NC 28314

KATHLEEN DICKINSON MONAGHAN

COY-RAID

Your Complete Satisfaction is our #1 Priority

rickhendricktoyota.com P.O. Box 35438 Fayetteville, NC 28314

KATHLEEN DICKINSON MONAGHAN

DON'T BE STRANDED! RUBBER CRACKS!

Please have your belts and hoses inspected on a regular basis and replace as needed!

Please ask your Service Advisor for additional information!

rickhendricktoyota.com P.O. Box 35438 Fayetteville, NC 28314

Customer hereby:

1. agrees to remove *all* personal property from the Vehicle, agrees Dealer isn't obligated to inspect the Vehicle for personal property, AND RELEASES DEALER FROM ANY LIABILITY OR OBLIGATION WITH RESPECT TO PERSONAL PROPERTY LEFT IN THE VEHICLE;
2. waives the right to receive a written estimate;
3. waives the right to request replacement parts, parts inspections or parts returns;
4. agrees to pay Dealer for diagnostic time, whether or not repairs are performed and to pay a charge for reassembly on declined repairs, inspection teardowns and estimates;
5. authorizes the repairs to be done along with the necessary material and hereby grants Dealer permission to operate the Vehicle on public thoroughfares for tests or inspections;
6. agrees that Dealer shall not be responsible for unavailable or delayed goods or services from third parties;
7. agrees that an express mechanic's lien on the Vehicle is hereby acknowledged to secure payment for goods and services provided by Dealer;
8. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as the sharing of that data with the vehicle manufacturer for diagnostic and research purposes.

No WARRANTIES. ANY WARRANTIES BY THE MANUFACTURER OR SUPPLIER OF A GOOD PROVIDED BY DEALER ARE THEIRS, NOT DEALER'S. ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY GOOD OR ANY SERVICE. DEALER MAKES NO WARRANTIES, EXPRESS OR IMPLIED, AND HEREBY DISCLAIMS ALL WARRANTIES, INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT WILL DEALER BE LIABLE FOR ANY CONSEQUENTIAL DAMAGES, LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR INCIDENTAL DAMAGES.

All repairs are considered satisfactory unless Customer advises Dealer in writing within ten (10) days from delivery of the Vehicle to Customer.



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

104-000680421



ERWIN, NC



**Certain 2005 through 2008 Corolla and Matrix Vehicles
Engine Control Module (ECM)
SAFETY RECALL NOTICE (Interim Notice)**

VIN: 2T1BR32E66C

Dear Toyota Customer:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. Part of our commitment is to provide important information to you whenever a specific concern or problem may affect your vehicle.

Recently, Toyota informed the National Highway Traffic Safety Administration (NHTSA) that a Safety Recall will be conducted on the Engine Control Module (ECM) for certain 2005 through 2008 Toyota Corolla and Corolla Matrix models equipped with the 1ZZ-FE engine and two-wheel drive. We are currently making preparations to implement the Safety Recall remedy.

The purpose of this letter is to explain what the recall is about and to keep you informed of Toyota's implementation plan.

What is the condition?

The ECM for certain 2005 through 2008 Toyota Corolla and Corolla Matrix models equipped with the 1ZZ-FE engine and two-wheel drive may have been improperly manufactured. There is a possibility that a crack may develop at certain solder points or on varistors on the circuit board. In most cases, if a crack occurs at certain points or on certain varistors, the engine warning lamp could be illuminated*, harsh shifting could result, or the engine may not start. In limited instances, if cracking occurs on particular solder points or varistors, the engine could stop while the vehicle is being driven which may increase the risk of a crash.

*Please note the engine warning lamp may illuminate for reasons unrelated to this condition.

What should you do?

Toyota will send another owner notification when the replacement part is ready. We anticipate that we will begin mailing the second owner letter in late November. These letters will be mailed over several months consistent with parts availability.

In the meantime, if your vehicle exhibits the condition described above, please contact any Toyota dealer for diagnosis and appropriate repair. The repair for this condition will be performed at no charge to you.

If you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC10
19001 South Western Avenue
Torrance, CA 90509

If you are a vehicle lessor, please forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

Spanish translation on back side
Traducción en español en el reverso

