

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100148	
		Date Received: OCT 24 2013		Repository ☐	
		16-JUL-2013		Reference No. 10525198	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
AVON	CT				
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
JTEHH20V220		TOYOTA		RAV4	
Model Year		Engine		Fuel Type	
2002		2.0 L		GAS	
Date Purchased		Dealer's Name and Telephone Number		No. Cylinders	
7/22/02		STEPHEN AUTO MALL		4 CYL	
Original Owner		Dealer's City		State	
☒		BRISTOL		CT	
Transmission Type		Antilock Brakes		Zip Code	
4 SPEED AUTO		☐		06010	
☒ Cruise Control		Powertrain		Multiple Failure:	
				Incident Date(s)	
				03-JUL-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN				Failure Mileage	
D0750 AND ECM				68000	
				67950	
				Failure Speed	
				30-35 MPH	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)					
Crash		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		0	
				Number of Deaths	
				0	
				Reported to Police	
				N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2002 TOYOTA RAV4. THE CONTACT STATED THAT THE VEHICLE HESITATED AND JERKED WHILE ACCELERATING. THE VEHICLE WAS TAKEN TO A TRANSMISSION SPECIALIST WHERE A DIAGNOSTIC WAS PERFORMED THAT INDICATED THAT THE TRANSMISSION NEEDED TO BE REPLACED. THE MANUFACTURER ADVISED THE CONTACT THAT THE TRANSMISSION REPLACEMENT WARRANTY WAS EXPIRED. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE AND CURRENT MILEAGE WAS 68,000.					
MY WIFE WAS ALMOST REAR ENDED WHEN TRANSMISSION FAILED. TOYOTA WAS CALLED AND SAID TOO BAD - 10 YEAR EXTENDED WARRANTY WAS UP IN JULY 2012. REPAIR INVOICE ENCLOSED.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

ATTACH ADDITIONAL SHEETS IF NECESSARY



Avon, CT

**National Highway
Traffic Safety**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration





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

000134664

AVON, CT



**ZTL – Certain 2001 through 2003 Model Year RAV4 vehicles
Customer Support Program – Specific Malfunction Indicator Light “ON” Diagnostic Codes
and/or Harsh Shift of Automatic Transaxle**

VIN: JTEHH20V220

Dear Toyota Owner:

At Toyota, we are dedicated to providing vehicles of outstanding quality and value. As part of our continuing efforts to meet your product expectations, Toyota would like to advise you of a Customer Support Program (warranty enhancement) which enhances portions of your vehicle's (VIN noted above) existing Toyota New Vehicle Limited Warranty as specified in this letter.

Toyota cares about our customers

On certain 2001 through 2003 model year RAV4 vehicles equipped with an automatic transaxle, the vehicle may exhibit a harsh shift condition and/or Malfunction Indicator Light (check engine light) “ON” condition that is specifically related to diagnostic codes P0750, P0753, P0755, P0758, and/or P1760. We at Toyota care about your overall experience with your vehicle. To assure you that we stand behind our product, we are offering an enhancement of the warranty coverage on your vehicle for this specific condition.

Warranty Enhancement Coverage

This warranty enhancement is offered for a period of 10 years or 150,000 miles from the vehicle's in-service date, whichever occurs first, for a harsh shift condition of the automatic transaxle and/or illumination of check engine light with the following codes P0750, P0753, P0755, P0758, and/or P1760.

Should you experience this condition any Toyota dealer will inspect the vehicle to verify the condition. If the condition is verified, the dealer will repair your vehicle at no charge by replacing the Engine Control Module (ECM) *or* the ECM and the automatic transaxle under the terms of this Customer Support Program. Please note that in the majority of cases, the repair will only require the replacement of the ECM.

This offer is limited to your specific vehicle whose Vehicle Identification Number (VIN) is printed above and is subject to the same conditions set forth in your Owner's Warranty Information booklet, with the exception of this warranty coverage enhancement. Damage incurred from abuse, a crash, vandalism and/or other impact is not covered by the New Vehicle Limited Warranty or this warranty enhancement. ***Please note that this coverage is for warranty work performed at an authorized Toyota dealer only.***

Spanish translation on back side
Traducción en español en el reverso

What should you do?

If you have not experienced this condition, please insert this letter into your Owner's Warranty Information booklet for future reference.

In the event that this condition has occurred on your vehicle, you may notice the check engine light "ON"* and/or your vehicle may exhibit a harsh shift condition of the automatic transaxle. If this should occur, contact any Toyota dealer and make arrangements for diagnosis and, if applicable, repair. Please present this notice to the Toyota dealer when you bring the vehicle in for your appointment.

* Condition must be related to diagnostic codes P0750, P0753, P0755, P0758, and/or P1760

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 previously paid for the repair of your vehicle for this specific condition as it applies to your 2001 through 2003 model year RAV4 vehicle?

If you have previously paid for the replacement of the Engine Control module and/or the automatic transaxle for this specific condition on your vehicle (VIN noted above), during the applicable period, please mail a copy of your repair order which includes the reason for the repair/replacement, 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

Include your name, address, and telephone number(s) in your request. Please allow 4 to 6 weeks to process your request.

We have sent this notice in the interest of your continued satisfaction with our products.

Sincerely,

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

Spanish translation on back side
Traducción en español en el reverso



PO 420
PO 430

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

ZTL – Programa de Asistencia al Cliente: códigos de diagnóstico específicos por el encendido de la luz indicadora de fallos y/o cambio brusco de la transmisión transversal automática, en ciertos vehículos RAV4, modelos 2001 a 2003

Estimado propietario de Toyota:

En Toyota, nos dedicamos a comercializar vehículos de excelente calidad y valor. En nuestro constante esfuerzo por satisfacer sus expectativas del producto, Toyota desea informarle sobre un Programa de Asistencia al Cliente (mejoramiento de la garantía), que amplía algunas partes de la garantía limitada del vehículo nuevo existente de Toyota (cuyo VIN se indica más arriba), según se especifica en esta carta.

Toyota se preocupa por sus clientes

En ciertos vehículos RAV4 modelos 2001 a 2003, equipados con una transmisión transversal automática, el vehículo podría exhibir una condición de cambio brusco y/o puede encenderse la luz indicadora de fallos (luz de control del motor), condición que se relaciona específicamente con los códigos de diagnóstico P0750, P0753, P0755, P0758 y/o P1760. En Toyota estamos interesados en su experiencia general con su vehículo. Para asegurarnos de que respaldamos nuestro producto, ofrecemos un mejoramiento de la cobertura de la garantía de su vehículo por esta condición específica.

Cobertura de el mejoramiento de la garantía

Este mejoramiento de la garantía se ofrece por un período de 10 años o 150.000 millas, desde el primer uso del vehículo, lo que ocurra primero, si se observa un cambio brusco de la transmisión transversal automática y/o si se enciende la luz indicadora de fallos (luz de control del motor), con los siguientes códigos P0750, P0753, P0755, P0758 y/o P1760.

En caso de que se le presente esta condición, cualquier concesionario de Toyota inspeccionará el vehículo para verificarla. Si en efecto la condición se verifica, el concesionario reparará su vehículo sin cargo, reemplazando el módulo de control del motor (ECM, *Engine Control Module*) o el ECM y la transmisión transversal automática, según los términos de este Programa de Asistencia al Cliente. Tenga en cuenta que en la mayoría de los casos, la reparación sólo requerirá el reemplazo del ECM.

Esta oferta se limita a su vehículo específico, cuyo número de identificación del vehículo (VIN, *Vehicle Identification Number*) se encuentra impreso más arriba, y está sujeta a las mismas condiciones contempladas en su boletín informativo de la garantía del usuario, con la excepción de el mejoramiento en la cobertura de la garantía. Los daños producidos por maltrato, por un choque, actos de vandalismo y/u otro impacto no quedan cubiertos por la garantía limitada del vehículo nuevo, ni por este mejoramiento de la garantía.

Tenga en cuenta que esta cobertura es para trabajos en garantía efectuados en un concesionario Toyota autorizado solamente.

English version on front side
Versión en inglés en el frente

¿Qué debería hacer usted?

Si a usted no se le hubiera presentado este inconveniente, inserte esta carta en el boletín informativo de la garantía del usuario de Toyota para futura referencia.

De haberse presentado esta condición en su vehículo, usted puede observar que se enciende la luz* de control del motor y/o que su vehículo podría exhibir una condición de cambio brusco en la transmisión transversal automática. Si esto sucediera, comuníquese con cualquier concesionario Toyota y haga los arreglos necesarios para proceder al diagnóstico y, si corresponde, a la reparación. Presente este aviso al concesionario Toyota cuando traiga el vehículo para su cita.

*La condición debe relacionarse con los códigos de diagnóstico P0750, P0753, P0755, P0758 y/o P1760.

Si desea actualizar los datos del titular de su vehículo o la información de contacto, visite: www.toyota.com/ownersupdate. Necesitará su número de identificación del vehículo (VIN) de 17 dígitos completo para poder ingresar la nueva información.

¿Qué sucede si usted ya hubiera pagado previamente la reparación de su vehículo por esta condición específica, en lo que se aplica a su vehículo RAV4 modelos 2001 a 2003?

Si ya hubiera pagado previamente por el reemplazo específico del módulo de control del motor y/o la transmisión transversal automática para esta condición específica de su vehículo (cuyo VIN se indica más arriba), durante el período aplicable, por favor envíe una copia por correo de la orden de reparación, que incluya el motivo de la reparación/ del cambio, el comprobante de pago y el comprobante de propiedad a la siguiente dirección, para que se analice el reembolso:

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

Incluya su nombre, domicilio y número/s telefónico/s en su solicitud. Tenga en cuenta que el procesamiento de su pedido puede tardar entre 4 y 6 semanas.

Hemos enviado este aviso porque estamos interesados en su constante satisfacción con nuestros productos.

Atentamente.

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

English version on front side
Versión en inglés en el frente

RAV4 Owners Angry Over Transmission Problems



Owners of the Toyota RAV4 have expressed outrage at the automaker's failure to warn them about a potentially serious transmission problem.

The National Highway Traffic Safety Administration has logged more than 120 complaints about transmission problems with RAV4s from the 2001-03 model years. Consumer

complaints to the Center for Auto Safety have included a \$4,000 repair and a transmission failure on the highway that nearly led to a fatal accident.

The problem seems to be with the engine control module, which tells the transmission what to do. Toyota sent its dealers a technical service bulletin in March 2006 that warned consumers might complain about rough shifting, but it only instructed dealers to replace the ECM or — if that didn't work — the transmission. The automaker did not notify vehicle owners of a problem.

This warning is important, according to Lance Wiggins of the Automatic Transmission Rebuilders Association. He told the New York Times that if problems like this occur with the transmission, RAV4 owners should immediately stop driving the vehicle and have it repaired.

Toyota has said that while it acknowledges the glitch in some ECMs, it did not notify consumers because it was not considered a safety threat, and the repairs are covered by warranty. Now Toyota is studying the issue further and deciding whether to send out notices.

Meanwhile, owners are turning to the NHTSA, saying the safety hazard posed by the faulty transmission warrants a recall. The agency has yet to set up a defect investigation, which is what triggers a recall. A NHTSA spokesman told the New York Times that the agency must decide if the problem is a clear safety threat or a "consumer inconvenience," but that the situation is being watched closely.

RAV4 Owners Fume Over Toyota's Handling of Transmission Glitch (Wheels)

By Stephen Markley | August 27, 2009 | Comments (28)

Tags: Toyota, Toyota RAV4

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ACE AUTOMATIC
TRANSMISSION, LLC
113 ALBERT STREET
TORRINGTON, CT 06790
(860) 482-6446

RO#: 4561

DATE: 07/18/2013

Customer Info

Home: [REDACTED] Work: () - -
Cell: () - -

Vehicle Info

VIN: JTEHH20V220 [REDACTED] Lic: [REDACTED]
2002 Toyota RAV4
Engine: L4, 2.0L; DOHC; VVT-i Transmission: U140F
Mileage In: 67,950 Mileage Out: 67,965

Recommended Services

Customer Concerns

BINDS SHIFTING INTO THIRD GEAR - CHECK ENGINE LIGHT ON

PARTS

PART#	DESCRIPTION	QTY	UNITS	TOTAL\$
	REBUILDING KIT	1	526.10	526.10
	DIRECT PRESSURE PLATE	1	27.68	27.68
	FILTER	1	28.73	28.73
	FLUID - ATF	10	6.20	62.00
	PCM/TCM	1	950.86	950.86

LABOR

TECH	DESCRIPTION	HRS	RATE\$	AMOUNT\$
BW	LABOR TO	22.8	92.00	2097.60

SUBLET

DESCRIPTION	CHARGES
-------------	---------

THANK YOU FOR YOUR PATRONAGE AND HAVE A WONDERFUL DAY !!

ACE AUTOMATIC
113 ALBERT STREET
TORRINGTON, CT 06790
07/18/2013
Merchant ID: 000000002817810
Terminal ID: 04184794
345297403882
CREDIT CARD
MC SALE
CARD # XXXXXXXXXXXX
INVOICE 0001
Batch #: 000156
Approval Code: 075002
Entry Method: Swiped
Mode: Online
SALE AMOUNT \$3927.47
CUSTOMER COPY

☐ Return Parts

I hereby authorize the repair work listed hereon, including sublet work, to be done along with necessary materials, and hereby grant you and / or your employees, permission to operate the car, truck or vehicle herein described on streets, highways or elsewhere for the purpose of testing and / or inspection. An express mechanic's lien is hereby acknowledged on above car, truck or vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond our control. In the event it is necessary to retain an attorney to collect for the services and goods shown on this invoice, the repair facility will be entitled to a reasonable attorney fee in addition to its court cost.

Authorized By: [REDACTED]

WAIVER OF ESTIMATE

Check one of the following statements and sign. I understand that, by law, I am entitled to a written estimate of work to be performed.

☐ I request a written estimate
☐ I authorize work not to exceed \$
☐ I do not request a written estimate
Signature _____ Date _____

REVISION OF ESTIMATE Date _____

Parts _____ Time _____
Labor _____ Contacted by _____
Sublet _____ in person _____ By Phone _____

Authorized by _____

Parts: \$1,595.37
Labor: \$2,097.60
Sublet: \$0.00
Supplies: \$0.00

Subtotal: \$3,692.97

Tax: \$234.50
Haz. Waste: \$0.00

Total: \$3,927.47

-Payments: \$0.00

Total Due: \$3,927.47



**ACE AUTOMATIC
TRANSMISSION, LLC**
113 ALBERT STREET
TORRINGTON, CT 06790
(860) 482-6446

RO#: 4561

DATE: 07/18/2013

Customer Info

Home: () - - - - - Work: () - - - - -
Cell: () - - - - -

Vehicle Info

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SUBLET

DESCRIPTION	CHARGES
-------------	---------

THANK YOU FOR YOUR PATRONAGE AND HAVE A WONDERFUL DAY !!

ACE AUTOMATIC
113 ALBERT STREET
TORRINGTON, CT 06790
07/18/2013
Merchant ID: 000000002617810
Terminal ID: 04164794
345297403882

CREDIT CARD

MC SALE

CARD # XXXXXXXXXXXX
INVOICE Batch #: 000156
Approval Code: 076002
Entry Method: Swiped
Mode: Online

SALE AMOUNT \$3927.47

CUSTOMER COPY

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REVISION OF ESTIMATE Date _____

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Labor _____ Contacted by _____
Sublet _____ in person _____ By Phone _____

Authorized by _____

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Total Due: \$3,927.47