

8-2-2016

[REDACTED]
Camillus, New York [REDACTED]
[REDACTED]INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)NHTSA
1200 N. Jersey Avenue
S.E. Washington DC 20590

AUG 11 2016

About six weeks ago I purchased a 2009 Toyota Yaris with automatic transmission and steel wheels. The car is a base car with few options. After driving the car for a few days I noticed an unusual feature; the transmission would downshift itself as speed reduced. I have never had a car that did this and it is very dangerous when going down slippery hills due to the sudden speed change. Even Toyota writes not to do this in the owners manual that comes with the car: "Sudden changes in speed, such as engine braking caused by up-shifting or down shifting, may cause the vehicle to skid, resulting in an accident." This is on page 101 of the Yaris owners manual. I completely agree.

I visited the dealer where I purchased the vehicle to get this feature turned off. They said it could not be turned off.

On 8-1-2016 I called Toyota corporate to complain about this dangerous feature. My case number is [REDACTED] I explained the problem and my concern, especially in the winter, when I have to go down steep hills. I

NM
81516
SMD

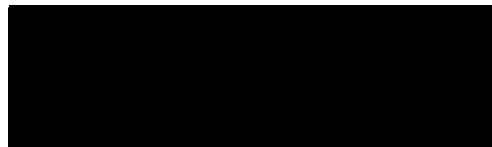
2.

do not want this car to down-shift in the middle of hills when they are slippery or ice covered. The shift is very rough and sudden. It may lock the wheels when on ice or packed snow. Toyota agrees in their owners manual statement. Toyota said they will do nothing about this. They claim it cannot be turned off.

I need your help. I either want Toyota to turn off this feature or buy back the car. I have driven almost two million miles in my life in all kinds of vehicles and this is the first time I am afraid. I do not want this Yaris to down-shift in the middle of slippery or ice covered roads and hills.

Please help before I or others get hurt or worse. Thank you.

Sincerely,



Camillus, N.Y.

SYRACUSE NY 130

02 AUG 2016 PM 4 L

NHTSA

1200 N. JERSEY AVE.

S.E. WASHINGTON DC 20590

ATTEN:
TOYOTA SAFETY CONCERN

20590-

