

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
DOT Auto Safety HotlineU.S. Department
of TransportationNational Highway
Traffic Safety
AdministrationVehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
02-MAR-2017	Reference No. 10958029
APR 20 2017	

Daytime Telephone Number E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City CHESTERTON

State IN

Zip Code [REDACTED]

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 JTEHH20V220 [REDACTED]		Make TOYOTA	Model RAV4	Model Year 2002
Date Purchased Fall, 2002	Dealer's Name and Telephone Number Lake Shore Toyota (219) 850-1740			Engine: No: Cylinders 4
Original Owner <input checked="" type="checkbox"/>	Dealer's City Burns Harbor	State IN	Zip Code 46304	Fuel Type: Reg/Unleaded
Transmission Type <input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 26-OCT-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 100000 POWER TRAIN	Failure Mileage 53612	Failure Speed 25
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes	Fire <input type="checkbox"/> Yes	Number of Persons Injured	Number of Deaths	Reported to Police N
<input checked="" type="checkbox"/> No	<input type="checkbox"/> No			

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. WHILE DRIVING APPROXIMATELY 25 MPH, THE VEHICLE INDEPENDENTLY SHIFTED INTO SECOND GEAR AND LUNGED FORWARD. THE VEHICLE CAME TO A COMPLETE STOP ON THE SIDE OF THE ROAD. THE VEHICLE WAS DRIVEN HOME. THE FOLLOWING DAY, THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE ELECTRONIC CONTROL MODULE FAILED; HOWEVER, THE CLASS ACTION SETTLEMENT ENDED IN 2012. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 53,612.

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 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.

September 30, 2016

Toyota
1001 Preston Road
Plano, Texas 75093

Gentlemen:

As a teacher, I have always looked for quality and reliability when purchasing an automobile. That is precisely why I am the owner of two Toyotas—a Camry and a RAV 4. My Toyotas were bought new and maintained exclusively at Lake Shore Toyota in Burns Harbor, Indiana. I have been very pleased with the service I have received from this dealership.

Recently, I have had some problems with the RAV 4 concerning harsh shifting and lunging in lower gears. Within two days, I took the RAV 4 to my dealership. In the meantime, I looked up the problem online and found out that 2001 to 2003 Toyota RAV 4s have a defective electronic control module which could damage the transmission. I own a 2002 RAV 4. I also found out that there was settlement of a class action suit regarding this problem but was informed that my vehicle is not covered.

When my electronic control module was replaced, I was told that there were still problems with shifting and that I needed to replace the transmission. What a travesty on a vehicle that has less than 55,000 miles! Through no fault of my own, I am faced with a large bill for repairs. Toyota **should** have accountability and responsibility for the damages caused by this defective ECM. Is Toyota as loyal to its repeat customers as they are to this brand name? Enclosed are copies of my repair bills for your consideration.

In the near future, I will probably be replacing my Camry due to its age. Whether I maintain my loyalty to Toyota or change brands depends largely on your response to this correspondence. I hope to hear from you regarding this matter.

Sincerely yours,

Chesterton, Indiana



STATE OF INDIANA

OFFICE OF THE INDIANA ATTORNEY GENERAL

CONSUMER PROTECTION DIVISION

302 W. WASHINGTON STREET, 5TH FLOOR • INDIANAPOLIS, IN 46204-2770

GREG ZOELLER
INDIANA ATTORNEY GENERAL

December 9, 2016

PHONE: 317.232.6330

FAX: 317.233.4393

Chesterton, IN [REDACTED]

Re: File No. [REDACTED]
[REDACTED] vs. Toyota Motor Sales USA, Inc

Dear [REDACTED]

Thank you for contacting the Consumer Protection Division regarding your complaint against Toyota Motor Sales USA, Inc. We rely on responsible consumers like you who assist us in ensuring that Indiana consumer laws are enforced effectively. A Deputy Attorney General has reviewed your complaint and determined it may be resolved through mediation. I am responsible for attempting to mediate a reasonable resolution to your complaint. A copy of your complaint has been forwarded to Toyota Motor Sales USA, Inc along with a request for their response.

Your complaint is very important to us and each complaint is addressed individually. I will make every attempt to reach a resolution within a reasonable amount of time. If you have additional information that may be helpful in reaching a resolution or if your complaint is resolved prior to receiving additional correspondence from our office, please contact me in writing via U.S. mail, fax (317) 233-4393 or by e-mail at james.green@atg.in.gov. This will help insure accurate documentation for your file.

The Attorney General serves as the attorney for the State of Indiana and this office cannot represent individual consumers in a court action. When it has been determined that a business is involved in a pattern of deceptive practice by the attorney staff, the case is brought in the name of the State of Indiana. Additional information regarding the jurisdiction of the Office of the Attorney General is available on our website at www.indianaconsumer.com.

Thank you again for contacting the Consumer Protection Division. We will make every effort to assist you in resolving your complaint.

Sincerely,

James Green
Case Analyst



January 7, 2017

2350 Sequoia Dr.
Aurora, IL
60506-6212

Toyota Motor Sales, U.S.A., Inc.
Chicago Regional Office
2350 Sequoia Drive
Aurora, IL 60506-6212
630 907-0150
630 907-6326 Fax

Mr. James Green, Case Analyst
Office of the Indiana Attorney General
Consumer Protection Division
302 W. Washington Street -5th Floor
Indianapolis, IN 46204-2770

RECEIVED

JAN 13 2017

ATTORNEY GENERAL OF INDIANA
CONSUMER PROTECTION

RE: File No. [REDACTED]

[REDACTED] vs. Toyota Motor Sales, USA, Inc.

Dear Mr. Green:

This is in response to your letter of December 9, 2016, regarding [REDACTED] request for financial assistance toward transmission repairs performed on her 2002 Toyota RAV4, VIN JTEHH20V220[REDACTED]. The repairs were performed on September 26, 2016, by Lakeshore Toyota under their repair order [REDACTED].

Our investigation reveals that [REDACTED] contacted our National Customer Experience Center (CEC) on October 21, 2016, seeking financial reimbursement for the transmission repair.

[REDACTED] was advised by a representative at our CEC that her vehicle was outside of the Toyota power train warranty of five years and 60,000 mile warranty and beyond the terms of the Consumer Support Program (CSP) guidelines for the specific malfunction of the indicator light "ON" and/or harsh shift of the automatic transaxle. She was advised that any repairs related to the CSP would have had to be completed prior to the program expiring. The program offered warranty enhancement for ten years or 150,000 miles, whichever occurred first. The date of first use for this vehicle was June 12, 2002. This places the vehicle at fourteen years/ three months at the time of repair, four years beyond the expiration of this CSP warranty enhancement and eleven years/three months beyond the Toyota power train warranty.

Based on the above, we are in agreement with the decision of CEC; and, therefore, we cannot offer the financial reimbursement the customer seeks.

Sincerely,
(Signature)

Norene Vacura
Customer Retention Administrator

Harsh Shift and/or MIL "ON" DTC P0750, P0753, P0755, P0758 and/or P1760

Service Category Drivetrain

Section Automatic Transmission/Transaxle

Market USA

Toyota Supports
ASE Certification

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2001 – 2003	RAV4	Drive Type(s): 2WD, 4WD Transmission(s): 4AT VDS(s): GH20V, HH20V

TSB REVISION NOTICE

March 18, 2011 Rev2:

- Parts Information has been updated, and the Repair Procedure has been expanded.

June 25, 2010 Rev1:

- Step 4 of the Repair Procedure has been updated.

Any previous printed versions of this service bulletin should be discarded.

TSB SUPERSESSION NOTICE

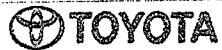
The information contained in this TSB supersedes TSB No. TC002-06.

- The TSB content has been modified to include the possible replacement of the transaxle assembly.

TSB No. TC002-06 is Obsolete and any printed versions should be discarded. Be sure to review the entire content of this service bulletin before proceeding.

Introduction

Some 2001 – 2003 model year RAV4 vehicles equipped with an automatic transaxle may exhibit a harsh shift condition and/or MIL "ON" with DTC P0750, P0753, P0755, P0758, and/or P1760 stored. Improvements have been made to the Engine Control Module (ECM) (SAE term: Powertrain Control Module/PCM) manufacturing process to reduce the possibility of this condition occurring. Use the following procedure to repair the vehicle.



Harsh Shift and/or MIL "ON" DTC P0750, P0753, P0755, P0758 and/or P1760

Warranty Information

OP CODE	DESCRIPTION		TIME	OFP	T1	T2
EG1009	R & R Engine Control Module (ECM)	All	0.5	89661-42###	8A	99
Combo A	R & R Transaxle Assembly	2WD	4.5			
		4WD	7.5			

APPLICABLE WARRANTY

- This repair is covered under the Toyota Federal Emission Warranty. This warranty is in effect for 96 months or 80,000 miles, whichever occurs first, from the vehicle's in-service date.
- Warranty application is limited to occurrence of the specified condition described in this bulletin.

Parts Information

MODEL	TRANS	DRIVE-TRAIN	MODEL YEAR	PREVIOUS PART NUMBER	CURRENT PART NUMBER	PART NAME	QTY	
RAV4	U241E	2WD	2001	89661-42650 89661-42651 89661-42652 89661-42653 89661-42654	04009-41242	Engine Control Module (ECM)	1	
				89661-42660 89661-42661 89661-42662 89661-42663 89661-42664	04009-41342		1	
	U140F	4WD		89661-42810 89661-42811 89661-42812	04009-39642		1	
				89661-42820 89661-42821 89661-42822	04009-39542		1	
	U241E	2WD	2002	89661-42880	04009-39242		1	
				89661-42890	04009-39142		1	
	U140F	4WD	2003	30510-42110-84	Same	Reman ATM	1	
	U241E	2WD		30510-42100-84	Same		1	

Harsh Shift and/or MIL "ON" DTC P0750, P0753, P0755, P0758 and/or P1760

Repair Procedure

1. Confirm the vehicle is currently exhibiting a harsh shift condition and/or MIL "ON" with DTCs P0750, P0753, P0755, P0758, and/or P1760 stored.
 - If the vehicle exhibits the above condition, proceed to step 2 – Replace the ECM (PCM).
 - If the vehicle does NOT exhibit the above condition, this TSB does NOT apply.
2. Replace the ECM (PCM).Refer to the Technical Information System (TIS), applicable model year RAV4 Repair Manual:
 - 2001 / 2002 / 2003 RAV4:
Engine/Hybrid System – Engine Control – "Engine Control Module (ECM): Components"
3. After replacement of the ECM (PCM), confirm that the vehicle has been repaired. It is necessary to complete ECM learning and a function test of the automatic transaxle assembly.

Drive the vehicle under normal city driving conditions for at LEAST 20 minutes to complete the ECM learning function, then complete a function test.

NOTE

The ECM learning must be completed BEFORE performing a function test of the automatic transaxle assembly.

Refer to TIS, applicable model year RAV4 Repair Manual:

- 2001 / 2002 / 2003 RAV4 (4WD):
Drivetrain – Automatic Transmission/Transaxle – "Automatic Transaxle (U140F): Pre-check" (Road Test section)
- 2001 / 2002 / 2003 RAV4 (2WD):
Drivetrain – Automatic Transmission/Transaxle – "Automatic Transaxle (U241E): Pre-check" (Road Test section)

4. If the automatic transaxle still has harsh shifting and/or MIL "ON" with DTCs P0750, P0755, and/or P1760 stored, replace the automatic transaxle assembly.

Refer to TIS, applicable model year RAV4 Repair Manual:

4WD:

- 2001 / 2002 / 2003 RAV4 (U140F):
Drivetrain – Automatic Transmission/Transaxle – "Automatic Transaxle Unit: Removal"
- 2001 / 2002 / 2003 RAV4 (U140F):
Drivetrain – Automatic Transmission/Transaxle – "Automatic Transaxle Unit: Installation"

Harsh Shift and/or MIL "ON" DTC P0750, P0753, P0755, P0758 and/or P1760

Repair Procedure (Continued)

2WD:

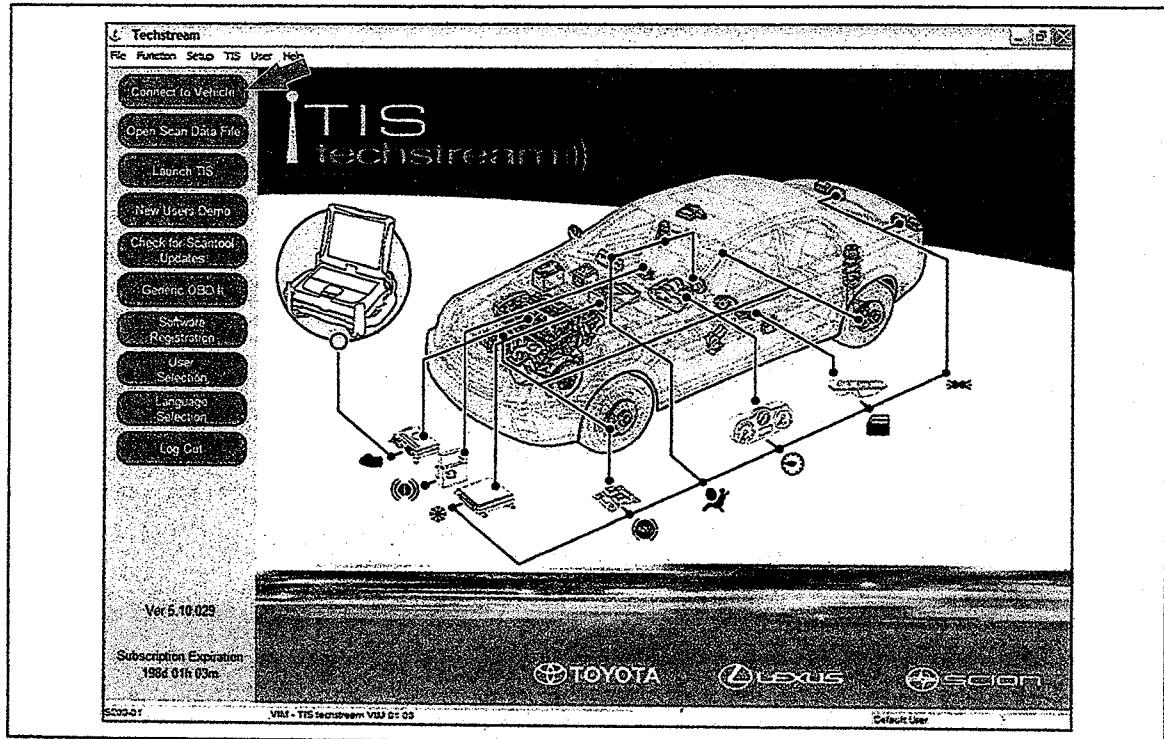
- 2001 / 2002 / 2003 RAV4 (U241E):
Drivetrain – Automatic Transmission/Transaxle – "Automatic Transaxle Unit: Removal"
- 2001 / 2002 / 2003 RAV4 (U241E):
Drivetrain – Automatic Transmission/Transaxle – "Automatic Transaxle Unit: Installation"

5. Reset the ECM (PCM) memory.

A. Connect TIS Techstream to the vehicle.

B. Select *Connect to Vehicle*.

Figure 1.

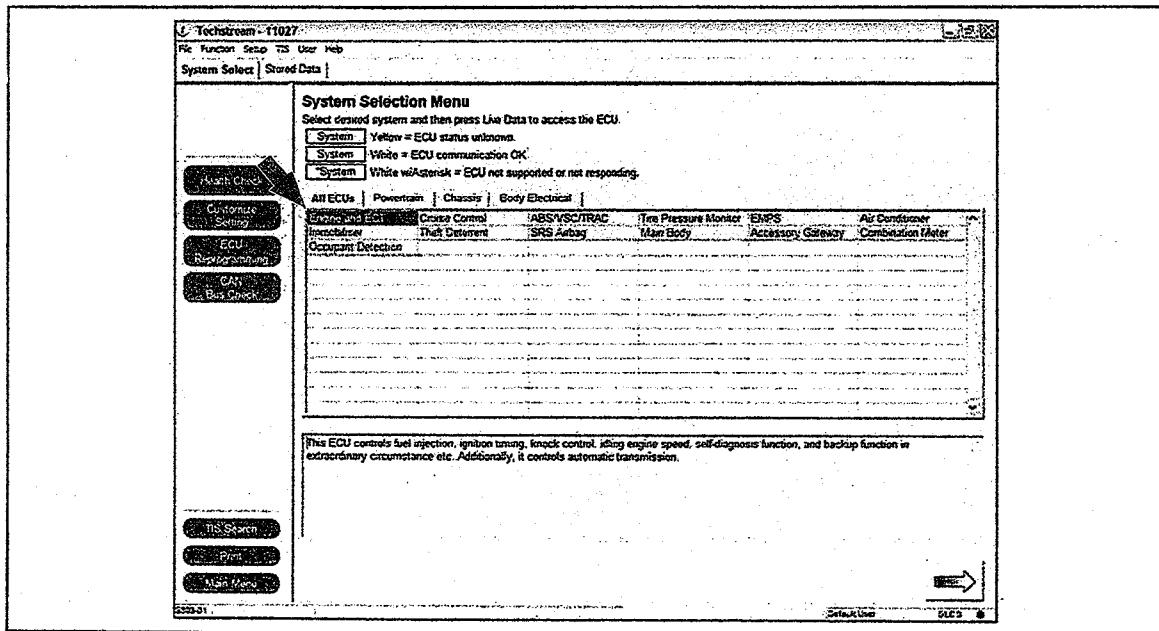


Harsh Shift and/or MIL "ON" DTC P0750, P0753, P0755, P0758 and/or P1760

Repair Procedure (Continued)

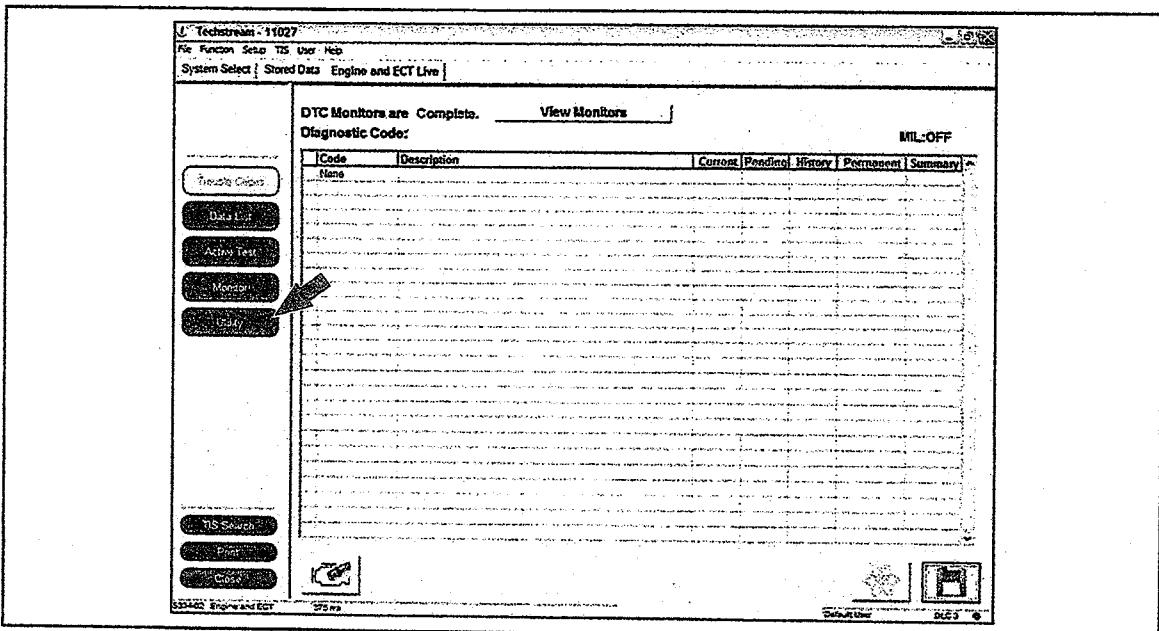
C. Select Engine and ECT from the System Selection Menu.

Figure 2.



D. Select Utility.

Figure 3.

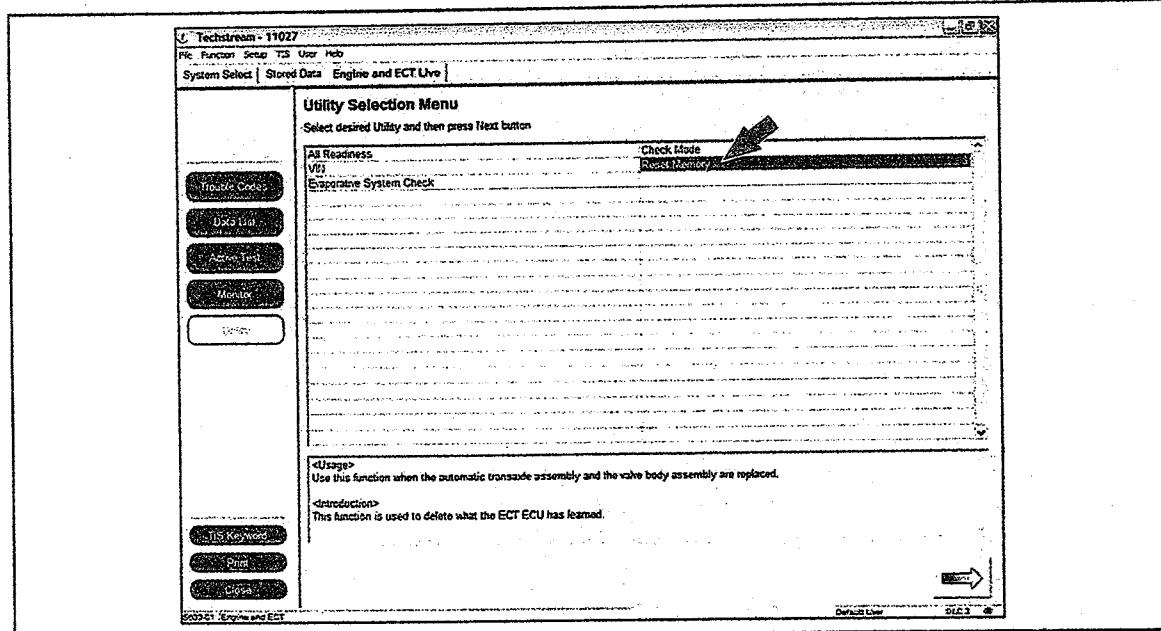


Harsh Shift and/or MIL "ON" DTC P0750, P0753, P0755, P0758 and/or P1760

Repair Procedure (Continued)

E. Select *Reset Memory*.

Figure 4.



F. Select Next.

Figure 5.

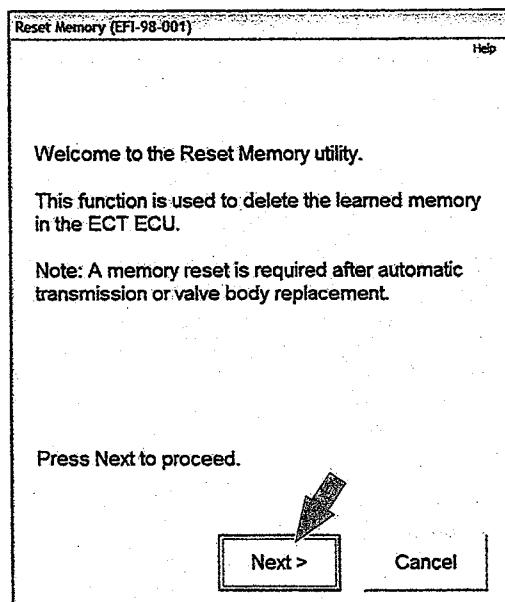
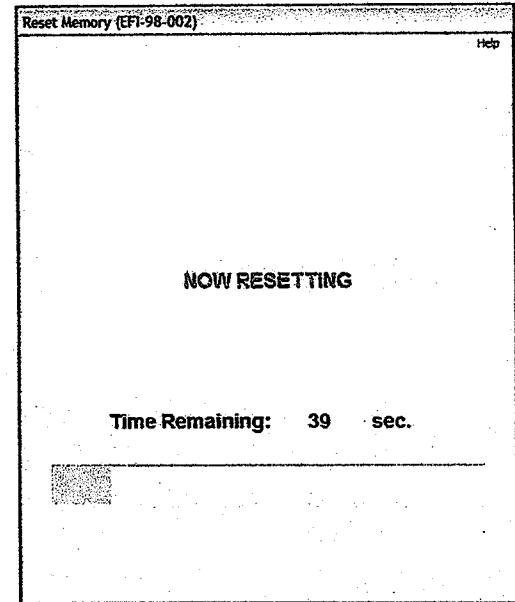
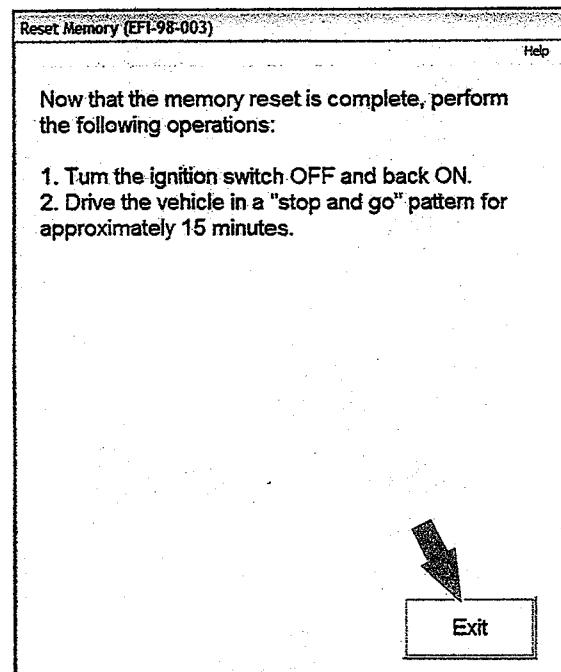


Figure 6.



Harsh Shift and/or MIL "ON" DTC P0750, P0753, P0755, P0758 and/or P1760**Repair Procedure (Continued)****G. Select *Exit*.**

Figure 7.



6. Perform a road test to verify the repair.



244 Melton Road - Burns Harbor, IN 46304
(219) 787-8600 - Fax: (219) 787-0067
www.lakeshoretoyota.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
9/26/16	
R/O Close Date	Status
9/30/16	Final
Mileage In	Mileage Out
53612	53612
Service Advisor / Tag #	
Jeff Howard/016*W*	

Work Phone	Vehicle Identification Number
	JTEHH20V220
Home Phone	Delivery Date
	6/11/02
Body	In-Service Date
Color	
WHITE PEAR	License Number

Year	Make	Model	Body	Color	License Number
2002	TOYOTA	RAV4		WHITE PEAR	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 201: . CUSTOMER STATES THERE TRANSMISSION SHIFTS HARD IN LOW GEARS. Caused by FOUND P0750. TRANSMISSION SHIFTING HARSH. INSTALL ECU AND CALIBRATE. STILL SHIFT HARD. Work performed by R M(429) 1.00hrs 120.00	
Caused by INSTALL COMPUTER AND CALIBRATE. PERFORM TEST DRIVE, TRANSMISSION STILL SHIFTS HARD. Work performed by R M(429) 2.00hrs @ 120.00 240.00	
Caused by REMOVE AND REPLACE TRANSMISSION WITH REMAN TOYOTA TRANSMISSION ASSEMBLY Work performed by R M(429) 16.50hrs @ 120.0 1980.00	
Installed 04009-39542 :COMPUTER, ENGINE CON 1@804.57 804.57	
Installed 30510-42100-84 :REMAN TRANSAKLE ASSY 1@2449.79 2449.79	
Installed 90080-17238 :NUT, LOCK 2@11.04 22.08	
Installed 90119-14075 :BOLT, W/WASHER 2@10.26 20.52	
Installed 90119-A0014 :BOLT, W/WASHER 90 2@9.38 18.76	
Installed 90116-12033 :BOLT, STUD 1@4.96 4.96	
Installed 90080-11565 :BOLT, STUD 1@4.70 4.70	
Installed 00289T4 :ATF TYPE T4 5@11.44 57.20	
Installed 0028980W90 :GEAR OIL 2@9.45 18.90	
REMOVED AND REPLACED TRANSMISSION PER TSB	
REPAIR PROCEDURE	
Sub Total: 5741.48	

PAID

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the 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 vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty 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 said products. Any limitation contained herein does not apply where prohibited by law.

LABOR		2340.00
PARTS		3401.48
DEDUCTIBLE		.00
SUBLET		.00
SHOP SUPPLIES		10.00
HAZARDOUS MATERIALS		.00
SALES TAX OR TAX I.D.		238.80
SPECIAL ORDER DEPOSIT		.00
DISCOUNTS		.00
TOTAL DUE		5990.28
CREDIT CARDS		5990.28

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

		Home Phone	R/O Open Date	R/O Number
			9/26/16	
		Work Phone	Time Received	Time Promised
CHESTERTON, IN			10:32	9/26 17:00
Year	Make	Model	Key Tag #	Current Mileage
2002	TOYOTA	RAV4	016	53612
Vehicle Identification Number	Color	License Number	Engine Code	Service Advisor
JTEHH20V220	WHITE PEAR			Jeff Howard
			Delivery Date	In-Service Date
			6/11/02	

#1 - 201: .

CUSTOMER STATES THERE TRANSMISSION SHIFTS HARD
IN LOW GEARS.

no - 1

04009-39542

30510-42100-84

Straight Time (hrs.)	Flat Rate Price	R	TIME	OFF
50	X 428 9-29-16	70	CTOY	1

Straight Time (hrs.)	Flat Rate Price	P.O. No.	TIME	OFF
14.5	— 429 9-30-16	70	CTOY	2

2 axle nuts

5 qts T-III

2 qts gear oil

94.7 107.9 1710

94.7

94.3

99.3

101.5

101.5

105.9

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or
parts left in the vehicle in case of fire, theft, or any other cause beyond your control or any delays caused by unavailability of parts or delays in parts
shipment by the supplier or transporter. Thereby grant you or your employees permission to operate vehicle herein described on streets, highways, or else-
where for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on all parts used to repair the vehicle herein described.
Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied,
including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to
assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

© 1998 ARKONA, Inc. - Dealership Application Group (800) 045-0220

Customer Signature



244 Melton Road - Burns Harbor, IN 46304
(219) 787-8600 - Fax: (219) 787-0067
www.lakeshoretoyota.com

SOLD TO

SHIPPED TO

CHESTERTON, IN

RETURN POLICY: No returns on electrical or special order items. All claims and returned goods must be accompanied by this invoice. A restocking charge will be applied on all merchandise returned for credit. No returns after 30 days.

DISCLAIMER OF WARRANTIES: All warranties on the products sold hereby are those made by the manufacturer. The seller, LAKE SHORE FORD, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and LAKE SHORE FORD, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

DATE PRINTED 9/26/16 TIME 14:00:58

SERVICES OR EQUIPMENT

4254.36

PARTS DEPARTMENT HOURS

7:30 a.m. to 6:00 p.m. Mon - Fri

8:00 a.m. to 4:00 p.m. Sat

Thank You!

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

SHIPPING

C.O.D. CHARGE

SALES TAX OR TAX

DEPOSIT ON CONTRACT

TOTAL

1000

x