

DIVISION OF CONSUMER SERVICES
(850) 410-3800



THE RHODES BUILDING
2005 APALACHEE PARKWAY
TALLAHASSEE, FLORIDA 32399-6500

CL-11315318-9432

FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES
COMMISSIONER NICOLE "NIKKI" FRIED

February 12, 2020

Refer To: [REDACTED] VP

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON, DC 20590-0001

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

Subject: AGENCY REFERRAL
Business: LEGACY TOYOTA OF TALLAHASSEE
Consumer: [REDACTED]

The Division of Consumer Services, Bureau of Mediation and Enforcement has received a complaint that appears to fall within the jurisdiction of your agency. Please review the enclosed complaint and take whatever action you deem appropriate, if any. If you determine this represents a case for investigation, we would appreciate you informing the consumer of that.

We have advised the consumer that any future correspondence be addressed to your agency. We also informed the consumer that the state of Florida cannot serve as a personal attorney for an individual, so they may consider contacting an attorney for legal advice or filing a small claims action in county court.

On behalf of the Division of Consumer Services, I appreciate your cooperation in handling this matter. If you feel that this complaint does not fall within the jurisdiction of your agency, please contact me prior to making contact with the consumer.

Sincerely,

Victoria Phillips
Regulatory Specialist III
850-410-3663
Fax: 850-410-3801
E-mail: victoria.phillips@fdacs.gov

TG
2-27-20
WD

DIVISION OF CONSUMER SERVICES
(850) 410-3800



THE RHODES BUILDING
2005 APALACHEE PARKWAY
TALLAHASSEE, FLORIDA 32399-6500

FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES
COMMISSIONER NICOLE "NIKKI" FRIED

January 24, 2020

Refer To: [REDACTED] / VP

[REDACTED]
CRAWFORDVILLE, FL [REDACTED]

Subject: 2020 - BUSINESS UNKNOWN

Dear [REDACTED]

The Department of Agriculture and Consumer Services has received your complaint. Additional information is needed to adequately assist you. Please provide the following:

- ✓ 1. The complete name and mailing address of the business or individual.
- ✓ 2. A copy of any bills received from the business.
- ✓ 3. A copy of the repair estimate and invoice.
- ✓ 4. Proof of purchase (a copy of front and back of cancelled check, money order, credit card charge, receipt, or bill of sale).
- ✓ 5. A detailed account of your complaint and desired resolution.

Include the case number listed above when corresponding.

Sincerely,

Victoria Phillips
Regulatory Specialist III
850-410-3663
Fax: 850-410-3801
E-mail: victoria.phillips@fdacs.gov



NICOLE "NIKKI" FRIED
COMMISSIONER

Florida Department of Agriculture and Consumer Services
Division of Consumer Services

**MOTOR VEHICLE REPAIR
CONSUMER COMPLAINT FORM**

s. 570.544(4), Florida Statutes

Please return completed complaint form to:

FDACS
Mediation & Enforcement
2005 Apalachee Parkway
Tallahassee, Florida 32399-6500

www.FloridaConsumerHelp.com
1-800-HELP-FLA (435-7352)
(850) 410-3800

Please complete this form in its entirety and provide as much information as possible. Only one business per complaint form. Write legibly. (The information on this complaint form may be subject to public inspection pursuant to Chapter 119, F.S.)

Person Making Complaint

Last Name, First Name, Middle Initial

Mailing Address

CRAWFORDVILLE, FL

City, State, Zip Code, Country

Home and Business Phone, including Area Code

Business Email and/or Web Address

Complaint is Against:

Name of Business

Legacy Toyota

Mailing Address

3800 W Tennessee St,

City, State, Zip Code

Tallahassee, FL 32304

Business Phone, including Area Code

850-575-0168

Business Email and/or Web Address

☐ Please check if you would like to receive our Florida Consumer E-Newsletter. Our newsletter provides monthly consumer tips and information and is distributed by email.

Optional: Please select the box(es) that apply to you:

AGE ☐ 60 or older

MILITARY STATUS

☐ Active Military

☐ Veteran

Have you retained an attorney? ☐ Yes ☐ No

If yes, you should rely on the advice of your attorney.

Have you filed suit in court? ☐ Yes ☐ No

Year, make and type of vehicle involved: 2008 TOYOTA MATRIX Amount Paid: \$ 643.92

Refund or Restitution Amount You Are Requesting: \$ 643.92

Date of Repair: 1/2/20 Specify repair: EPC
(Example: Transmission/Engine/Brakes/Electrical/Collision/AC/Other)

Did you receive a copy of the written estimate before the work was performed?

☒ Yes ☐ No

Were the repairs the same ones you authorized?

☒ Yes ☐ No

Did you authorize any changes to the original estimate?

☐ Yes ☒ No

PLEASE ATTACH COPIES, DO NOT SEND ORIGINALS

- Documents and attachments submitted with this complaint may be subject to public inspection pursuant to Chapter 119, F.S.
- Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in Section 775.082, 775.083, or 837.06, F.S.

TOYOTA Service Lane

Service History for VIN:
2T1KR32E980

RO Close	Source	Mileage	Dealer	RO Number	RO Total	RO Open	Service Advisor
01/13/2017	NSH	106101	LEGACY TOY (09212)		\$0	01/13/2017	

Condition: 1- Op Code: 70TO **Pay Type: EXTENDED WARRANTY**
Op Code Desc: UDR PDR ~|~|~SUBLET --> LABOR \$0.00 PARTS \$0.00 MISC \$8.87
 HOURS 0.00

No Part Info Available

Technician	Hours	Labor	Parts	Sublet	Fluids	Body Shop	Total Condition Amt
	0.0	\$0	\$0	\$0	\$0	\$0	\$0

Condition: 2- Op Code: 9999TO **Pay Type: EXTENDED WARRANTY**
Op Code Desc: UDR PDR ~|~|~PDR TG --> LABOR \$0.00 PARTS \$0.00 MISC \$ HOURS 0.00

No Part Info Available

Technician	Hours	Labor	Parts	Sublet	Fluids	Body Shop	Total Condition Amt
	0.0	\$0	\$0	\$0	\$0	\$0	\$0

RO Close	Source	Mileage	Dealer	RO Number	Amount	Claim #	Pay Type
10/28/2016	WARRANTY	106101	LEGACY TOY (09212)		\$127.37		WARRANTY PAID

Claim #: **Claim Type:** SSC **SSC Related No:** E04 **Date Claim Paid:** 11/01/2016 **Op Code:** AGGC7G

Repair: E04 R&R AIRBAG INFLATOR **Original Part #:** **Original Part Desc:** **Replaced Part:** N **Goodwill Indicator:** N

T1: **T2:** **T3:**

Condition Desc: Safety Recall E04 - Remedy - Front Passenger Airbag Inflator Module
Cause Desc:
Remedy Desc: E04 R R AIRBAG INFLATOR

Replaced Part Quantity	Replaced Part No	Replaced Part Description
1	0400475201	INFLATOR ASSY KIT, INSTR PNL AIR BAG

RO Close	Source	Mileage	Dealer	RO Number	Amount	Claim #	Pay Type
12/30/2010	WARRANTY	35519	LEGACY TOY (09212)		\$17.4		WARRANTY PAID

Claim #: **Claim Type:** SSC **SSC Related No:** A1J **Date Claim Paid:** 01/07/2011 **Op Code:** AIJ051

Repair: A1J INSPECT ECM PN AND LN OK **Original Part #:** **Original Part Desc:** **Replaced Part:** Y **Goodwill Indicator:** N

(Did Not Replace ECM)

Printed at 09212 by SPARKSD14 on Tuesday, 01/07/2020 09:51 AM EST

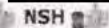
© 2020 Toyota Motor Sales, USA, Inc.

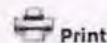
ECM

Amgen - 10/1/2019 11:11 AM, COM, EMail
1800 Help Fl

TOYOTA Service Lane

Service History for 2008 Matrix BASE (1902) L4 - 1ZZ, 4AT/2WD, 03L5-RADIANT RED
[2T1KR32E98]

Warranty  NSH



Customer Pay	Warranty Paid	Internal (DEALER) Pay	Goodwill	Total Amount
\$0	\$0	\$225	\$0	\$225

RO Close	Source	Mileage	Dealer	RO Number	RO Total	RO Open	Service Advisor
01/17/2017	NSH	106119	LEGACY TOY (09212)		\$50	01/17/2017	
Condition: 1- Op Code: 85CFDT0				Pay Type: INTERNAL (DEALER) PAY			
Op Code Desc: CLEAN VEHICLE FOR DELIVERY ~ ~ ~ ~ CLEAN VEHICLE FOR DELIVERY --> LABOR \$50.00 PARTS \$0.00 MISC							
No Part Info Available							
Technician	Hours	Labor	Parts	Sublet	Fluids	Body Shop	Total Condition Amt
	1.2	\$50	\$0	\$0	\$0	\$0	\$50

RO Close	Source	Mileage	Dealer	RO Number	RO Total	RO Open	Service Advisor
01/17/2017	NSH	106119	LEGACY TOY (09212)		\$50	01/17/2017	BROWN,SYLVESTER
Condition: 1- Op Code: 85CFD				Pay Type: INTERNAL (DEALER) PAY			
Op Code Desc: CLEAN VEHICLE FOR DELIVERY ~ ~ ~ ~							
No Part Info Available							
Technician	Hours	Labor	Parts	Sublet	Fluids	Body Shop	Total Condition Amt
	1.2	\$50	\$0	\$0	\$0	\$0	\$50

RO Close	Source	Mileage	Dealer	RO Number	RO Total	RO Open	Service Advisor
01/13/2017	NSH	106101	LEGACY TOY (09212)		\$125	01/13/2017	BROWN,SYLVESTER
Condition: 1- Op Code: 70				Pay Type: INTERNAL (DEALER) PAY			
Op Code Desc: UDR PDR ~ ~ ~ ~							
No Part Info Available							
Technician	Hours	Labor	Parts	Sublet	Fluids	Body Shop	Total Condition Amt
	0.0	\$0	\$0	\$0	\$0	\$0	\$0

Condition: 2- Op Code: 9999					Pay Type: INTERNAL (DEALER) PAY		
Op Code Desc: UDR PDR ~ ~ ~ ~							
No Part Info Available							
Technician	Hours	Labor	Parts	Sublet	Fluids	Body Shop	Total Condition Amt
	0.0	\$0	\$0	\$0	\$125	\$125	\$125

308.74 ESTS.com

Patrice

 TOYOTA Service Lane

Service History for VIN:
2T1KR32E98

COROLLA
AND MATRIX

T1: T2: T3:

Condition Desc: A1J - Safety Recall A0J - Engine Control Module (ECM) for Certain 2005 through 2008 Toyota Corolla

Cause Desc: ELIGIBLE

Remedy Desc: RECALL COMPLETE

?

Replaced Part
Quantity

Replaced Part No

Replaced Part
Description

Replacement part details not available

Note : This vehicle has older service records that are not included in this printout.

Note: All information presented herein is based on data available at the time of posting, is subject to change without notice and pertains specifically to mainland U.S.A. vehicles only.

Printed at 09212 by SPARKSD14 on Tuesday, 01/07/2020 09:51 AM EST

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Please explain your complaint. Attach additional sheets if necessary.

Took Bill to Legacy Toyota Talked to Sarah Eastham
Reterrad by Sarah Eastham to 800-686-3464
No results
Machanic contacted Toyota (Thomasville of
Legacy

No results

this part was a recall, Car broke down
Towed to nearest Machanic
Toyota Legacy claims part was replaced
was not Replaced in 2010.

EMC was never replaced by
Legacy Toyota,

**What would satisfy your complaint?

643, 92

**The department cannot require businesses to take a particular action such as repairing or replacing a product, or refunding money. The department may act as a mediator to attempt dispute resolutions; however, on occasion, the only recourse is to seek legal remedy through the court system.

My signature authorizes the Florida Department of Agriculture and Consumer Services to take any action deemed necessary for purposes of mediation, investigation or enforcement. I understand that the department does not give legal advice, and cannot take legal action for me. I am filing this complaint to notify the department of the activities of this business/ individual and to seek any assistance available. I ACKNOWLEDGE THAT I AM AWARE THAT THE PERSON/ BUSINESS SUEING AGAINST WILL RECEIVE A COPY OF THIS COMPLAINT.

Signature: _____

Date: 1/16/2020

☐ I am filing this complaint for information purposes only and DO NOT want mediation assistance.

DATE _____

TOTAL: \$ 643.92

12/28/2019

2005-2008 Toyota Corolla & Matrix Recall



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Toyota Computer Recall

2005-2008 Toyota Corolla & Matrix Models Recalled for Defective Engine Computer
GM recalling 2005-2008 Pontiac Vibe models for same reason
Copyright AA1Car

August 26, 2010 - Toyota announced it is recalling 1.33 million 2005 to 2008 Toyota Corolla sedans and Toyota Matrix hatchbacks in the U.S. and Canada for a possible engine control unit (ECU) defect.

The problem, which only affects models with the 1ZZ-FE engine, may prevent the engine from starting or cause the engine to stall while driving. Toyota says the engine control module contains a circuit board which may crack and cause the unit to malfunction.



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The same engine computer, which was supplied by DELCO (Delphi Corp.), is also used in the Pontiac Vibe. Both Toyota models and the Vibe were assembled in a joint-venture factory in Fremont, CA, which has since closed.

GM said it will also recall 200,000 2005 to 2008 Pontiac Vibe for the same defective engine control module issue.

The fix? Toyota and GM said they will replace the defective engine control modules at no cost to the vehicle owner. The engine control module is located inside the vehicle, under the dash behind the glovebox. The replacement procedure takes about half an hour, and another half an hour to reprogram and register the vehicle VIN with a Toyota or Vetronix scan tool.

Last Modified: 3-23-2010	6.4 C	From: [REDACTED]
Model Year: 2008	Model: Matrix	Doc ID: [REDACTED]
Title: IZZ-FE ENGINE CONTROL SYSTEM: SFI SYSTEM: P2102,P2103: Throttle Actuator Control Motor Circuit Low (2008 Matrix)		
DTC	P2102	Throttle Actuator Control Motor Circuit Low
DTC	P2103	Throttle Actuator Control Motor Circuit High

DESCRIPTION

The throttle actuator is operated by the ECM and opens and closes the throttle valve using gears. The opening angle of the throttle valve is detected by the Throttle Position (TP) sensor, which is mounted on the throttle body assembly. The TP sensor provides feedback to the ECM. This feedback allows the ECM to appropriately control the throttle actuator and monitor the throttle opening angle as the ECM responds to driver inputs.

HINT:

This ETCS (Electronic Throttle Control System) does not use a throttle cable.

DTC No.	DTC Detection Conditions	Trouble Areas
P2102	Conditions (a) and (b) continue for 2.0 seconds (1 trip detection logic): (a) Throttle actuator duty ratio 80% or more (b) Throttle actuator current 0.5 A or less	- Open in throttle actuator circuit - Throttle actuator - ECM

[P2111,P2112: THROTTLE ACTUATOR CONTROL SYSTEM - STUCK OPEN, 2008 MY MATRIX / 06/2007 - 1, SFI SYSTEM](#)

[P2113: THROTTLE ACTUATOR CONTROL THROTTLE BODY RANGE / PERFORMANCE, 2008 MY MATRIX / 06/2007 - 1, SFI SYSTEM](#)

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GEICO FLORIDA AUTOMOBILE INSURANCE
geico.com IDENTIFICATION CARD
GEICO INDEMNITY COMPANY

Policy Number [REDACTED] Code No. [REDACTED] Effective Date 11-26-16
[REDACTED] BODILY INJURY LIABILITY

Named Insured: [REDACTED] AND [REDACTED]

Year Make Model Vehicle ID No.
2008 TOYOTA MATRIX 2T1KR32E98 [REDACTED]

Phone Number: 1-800-841-3000

Not valid more than one year from effective date.

Important Information

Here are your Policy Identification Cards. Please destroy your old cards when the new cards become effective.

Due to space limitations on the ID card, only the Named Insured and the Co-insured are listed. For a full list of drivers covered under this policy, please reference the Drivers section of your Declarations Page, which is included with your insurance packet.

Please notify us promptly of any change in your address to be sure you receive all important policy documents. Prompt notification will enable us to service you better.

Your policy is recorded under the name and policy number shown on the card.

If you would like additional ID cards, you can go online to geico.com call us at 1-800-841-3000.

Ref #

[REDACTED]

/VP

11-26-16

What to do at the time of an accident.

- Do not admit fault
- Do not reveal the limits of your liability coverage to anyone.
- Exchange contact information; get year, make, model, plate number, insurance carrier and policy number of all involved. Also, identify witnesses and collect contact information.
- Contact the police or 911 if applicable
- Contact GEICO by calling 1-800-841-3000 or visit geico.com to report the accident.

Need a tow or roadside assistance?

Call 1-800-424-3426 to reach GEICO's Emergency Road Service (ERS).

Coverage, including collision, may extend to rental vehicles that qualify as temporary substitutes or non-owned autos in your policy.

MISREPRESENTATION OF INSURANCE IS A FIRST DEGREE MISDEMEANOR

U-FL (04-14)

Ref.

VP

PANACEA Automotive

Fl. Reg.

1281 Coastal Hwy.

PANACEA FL. 32346

850-202-6682

PANACEAautomotive2019@gmail.com



Commissioner Nicole "Nikki" Fried
Florida Department of Agriculture
and Consumer Services
3125 Conner Boulevard
Tallahassee, FL 32399-1650

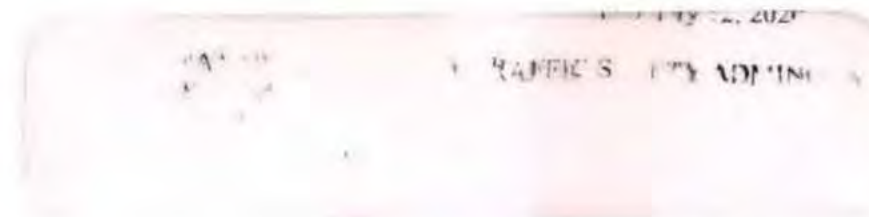
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