



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

[REDACTED]
Crawfordville, F [REDACTED]

NEF-109 br
Ref. No. 11315318

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2008 Toyota Matrix. The Florida Department of Agriculture and Consumer Services forwarded your letter to the National Highway Traffic Safety Administration (NHTSA). I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. You indicate that your MY 2008 Toyota Matrix experienced the safety defect identified in NHTSA Safety Recall Campaign No. 10V-384. The recall addresses a problem with the engine control module (ECM) in certain MY 2005 through MY 2008 Toyota Matrix vehicles that may result in an engine stall. You state that you paid to replace and reprogram the ECM on January 2, 2020 and therefore request a reimbursement for your expenses.

According to the repair history you provided, Recall 10V-384 was completed on your vehicle on December 30, 2010, by a previous owner. Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contain a defect relating to motor vehicle safety or fail to comply with a Federal Motor Vehicle Safety Standard to remedy the defect or noncompliance **one time** without charge. Therefore, Toyota met its requirement for the recall with the ECM inspection on December 30, 2010.

While researching your problem, we noticed that Recall 18V-025 remains incomplete on your MY 2008 Toyota Matrix (report enclosed). In the event of a crash necessitating deployment of the air bags, the Takata inflators may rupture due to propellant degradation occurring after long-term exposure to high absolute humidity and temperature cycling. We recommend that you contact Toyota and or local dealer to schedule an appointment to have the recall completed immediately.

We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

Your request for a reimbursement does not fall under our jurisdiction. You may consider contacting the Florida Attorney General's Office or a private attorney regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Toyota district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is fluid and cursive, with the first name "Randy" and last name "Reid" clearly distinguishable.

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

2T1KR32E980

17/17



2008

TOYOTA Matrix



VIN: 2T1KR32E980

Recall data refreshed on May 20, 2020.

1 Unrepaired Recalls associated with this VIN

Jan 30, 2018

Manufacturer Recall Number J0A

NHTSA Recall Number 18V025

Recall Status Recall Incomplete

Summary

The subject vehicles are equipped with front passenger airbag inflators produced by Takata. The propellant in these inflators may degrade after prolonged exposure to high absolute humidity and fluctuating high temperatures. Degraded propellant can cause the inflator to explode during airbag deployment.

Safety Risk

In the event of an inflator explosion, metal fragments could pass through the airbag cushion material, striking the vehicle occupants, and result in serious injury or death.

Remedy

Depending on the vehicle model, dealers will replace the front driver inflator, front passenger airbag inflator or airbag assembly at NO CHARGE to the vehicle owner.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner, please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an online complaint with NHTSA.

Where's my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.

What this VIN search tool will show

- An unrepaired vehicle affected by a vehicle safety recall in the past 15 calendar years
- Vehicle safety recalls from major light auto automakers, motorcycle manufacturers and some medium/heavy truck manufacturers

What this VIN search tool will not show