

U.S. Department of Transportation <b>National Highway Traffic Safety Administration</b>		<b>Vehicle Owner's Questionnaire</b> 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 24-JUN-2020 <b>JUL 29 2020</b>	Repository <input type="checkbox"/> Reference No. 11330547
<b>OWNER INFORMATION (Type or Print)</b>				Daytime Telephone Number	E-mail Address
Name		Address		Evening Telephone Number	
City	State	Zip Code			
LOMPOC	CA				
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).					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JTKJF5C78F		Make SCION	Model TC	Model Year 2015	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:	
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code		
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 06-APR-2020	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Code: 100000 POWER TRAIN			Failure Mileage 18000	Failure Speed 0	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
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:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b>					
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	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 2015 SCION TC. THE CONTACT STATED THAT WHILE APPROACHING AN INTERSECTION, THE ACCELERATOR PEDAL WAS DEPRESSED HOWEVER, THERE WAS A DELAY IN VEHICLE RESPONSE. THE CONTACT ALSO STATED THAT THE VEHICLE DOWNSHIFTED INTERMITTENTLY WITHOUT WARNING. THE VEHICLE WAS TAKEN TO TOYOTA OF SANTA MARIA (700 E BETTERAVIA RD, SANTA MARIA, CA 93454) TO BE DIAGNOSED, HOWEVER, THE MECHANIC WAS UNABLE TO RETRIEVE A FAULT CODE OR DUPLICATE THE FAILURE. THE MANUFACTURER WAS CONTACTED AND MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 18,000.					
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)

Transmission Jerks sometimes when coming to a stop. Seems intermittent, happens only when slowing to a stop, then it will downshift/jerk into 1st it scares me because it feels sometimes like I've been rear-ended. The Toyota dealer/service says "No codes = no problems" and to wait until a part fails and then they can fix the issue. I feel the TCM needs an update and that this weird transmission behavior is software related. ATTACH ADDITIONAL SHEETS IF NECESSARY as the issues are intermittent, Toyota needs to look at this before a transmission failure occurs.

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

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100  
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.safecar.gov](http://www.safecar.gov)

or call:

Vehicle Safety Hotline  
888-327-4236



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

DETAILS

\*AUTO TRANS DIAG ~|~CUSTOMER IS REQUESTING TO SEE IF THERE ANY UPDATES FOR TRANSMISSION ~|~CONNECTED SCANTOOL TO VEHICLE AND PERFORMED HEALTH CHECK TO CHECK FOR ANY TRANSMISSION UPDATES. THERE IS NO TRANSMISSION SOFTWARE UPDATE FOR THIS VEHICLE AT THIS TIME. ~|~AUTOMATIC TRANS DIAGNOSIS ALL

JOB

94TOZ

DATE

06/24/2020

PAYMENT

CUSTOMER PAY

OPERATION

MULTIPOINT

DETAILS

MULTIPOINT ~|~CUSTOMER STATES CHECK BELTS, HOSES, TOP OFF ALL NECESSARY FLUIDS AND

JOB

01TOZFLOOR

DATE

06/24/2020

PAYMENT

CUSTOMER PAY

OPERATION

INSP. FLOORMAT

DETAILS

INSP. FLOORMAT ~|~INSPECT DRIVER'S SIDE FLOOR MAT. STUDIES HAVE SHOWN A DRIVER SIDE FLOOR MAT THAT IS NOT SPECIFIC FOR MAKE AND MODEL AND IS NOT SECURELY FASTENED CAN BECOME TRAPPED UNDER THE ACCELERATOR PEDAL AND

I noticed that my transmission was shifting harsher during lower gears, I talked to Toyota of Santa Maria and they suggested I did a drain and fill on my transmission, even though I had only 18K miles, they said new fluid should improve shifting. I had the service done on 3/6/2020 and it didn't not improve shift quality. Since then I've noticed that when coming to a stop, sometimes the car will jerk while it's downshifting into 1st, this feels almost as if I've been rear ended, it's scared me so bad the first few times that I stopped the car and went to the back and look for damage and there was none. I requested Toyota if Santa Maria to do a health check and check for software updates of the transmission on 6/24/2020, everything came back fine they said. They also advised that if a part is going out there is nothing they can do until it fails, which is scary to me, because what if my transmission just stops working while I'm on the highway? Also when coming to a stop I hear a click noise from the front of the engine when it is downshifting. Toyota said "cars make a ton of noises", again I feel let down by Toyota, not really taking my issues seriously, I feel something, something is happening and something is wrong, wether that be the transmission itself or the software controlling the transmission. The transmission also hunts for gears when driving through the city, if i stay at 25-30mph the transmission feels confused, up shifting then downshifting throughout the drive, without me depressing on the accelerator. If the transmission is indeed fine, I worry that the hard downshifts, clicking noise and hesitation will lead to damage in the future and then I'll be out of luck because my warranty will be expired by that time. I've attached photos of my service visits with Toyota and I am now at 28K miles with this issue not resolved. Toyota needs to check the firmware of the transmission and update it, so it starts behaving as it should, it's really unpleasant to drive right now and sometimes I don't even want to take it on trips, worrying about myself of my two kids and how safe we really are in this car.





## 2015 tC MONO

SERVICE DATE	03/06/2020
PROVIDER	Toyota of Santa Maria 700 E. Betteravia Road Santa Maria, CA 93454
MILEAGE	21051
JOB	00TOZTRANS
DATE	03/06/2020
PAYMENT	CUSTOMER PAY
OPERATION	TRANSMISSION FLUID
DETAILS	TRANSMISSION FLUID ~ ~TRANSMISSION FLUID DRAIN AND FILL ~ ~AS SUGGESTED ~ ~DRAIN & FILL
JOB	94TOZ
DATE	03/06/2020
PAYMENT	CUSTOMER PAY
OPERATION	MULTIPOINT