

[REDACTED]
Riverton, Wyoming
[REDACTED]

February 15, 2021

CL-11399415-3346

RE: RAV 2002 transmission

Toyota USA Corporate Office Headquarters
19001 S. Western Avenue
Torrance, CA 90501

Quality Control Department,

I am the owner of a Toyota RAV 2002 and have discovered the long history of transmission problems this vehicle has had since its original manufacture. I have been a Toyota owner for many years and have long counted on the quality and dependability of the brand with my other purchases. I would say it is safe to say that most car buyers purchase a Toyota product for the safety and rock solid quality of construction that most people count on. Since this is what your company has based its reputation on, what happened with this particular make of vehicle? Apparently there has been problems with the RAV 2002 from the very start. Time after time I read comment from RAV owners who actually don't have very many miles on their vehicle before the transmission failed and they were facing thousands in repairs. How can this possibly be from a company with such an incredible reputation as Toyota? There is no recall on this vehicle and unfortunate owners are stuck with unsafe vehicles that there is no recourse for repair expenses. **It is unbelievable that Toyota would ignore such a glaring problem with a vehicle that was apparently flawed from 2002 when they were first manufactured.** My RAV is in good engine health and at 115K would normally have many, many miles of use on it yet but due the unreliable transmission, that could strand me at any time even on short trips around town, that RAV is a "drive way ornament" and nothing more. I bought it thinking it had low miles on it for its age and that it would be a good commuter car back and forth to the school I work at. In theory that was a good plan but I can't have something that might strand me along the road on my way to work in a 20 mile commute.

What has happened to the quality of Toyota brand of dependability and service to the customer?

Surprised and disappointed RAV owner

[REDACTED]
Riverton, Wyoming [REDACTED]

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CC:

National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

Federal Trade Commission
600 Pennsylvania Ave., NW
Washington, DC 20580



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National Highway Traffic Safety Administration
1200 New Jersey Ave.
Washington, DC 20590

