

From:

[REDACTED] Plano TX [REDACTED]

To:

Ms. Ann Carlson, NHTSA

1200, New Jersey Avenue, SE, Washington, DC 20590

Ref: NHTSA Complaint # 11512608.

Dear Ms. Carlson,

As a background, we bought the car in 2012 brand new. My background is Mechanical engineering, and hence maintained the car very well.

The car has about 94,000 miles on it. Around few weeks back, the car started to hesitate when it is shifting between 20-25 mph. Sometimes this can be dangerous as you are expecting the car to pick up the speed esp. when joining the freeway etc. and always worried about being rammed in the rear by the traffic. Anyway, I took it to the dealer who said there was a "Warranty Enhancement" program for torque converter that expired after 10 years. **I am not sure why Toyota is permitted to have this Warranty Enhancement program when they full well know this should be a recall.** This is widely discussed on all the Toyota forums. The repair is expensive about \$2200 (the work is detailed in the Warranty Enhancement program ZE5) and requires software update to be done which the dealers control. With the cost of new cars and also lack of supply I had no good choice but to pay for this repair. I tried to get Toyota Headquarters to see if they honor the "Warranty Enhancement", but they refused to even though some of this period coincides with pandemic.

This is putting lives of drivers at risk where one day where it might either lock up or hesitate to pick up full speed when needed. More importantly, the warranty enhancement clearly states that it will only be fixed during that period if the transmission shudder shows. It is bound to show some time, so if they know this is a mechanical and software issue why not do a recall to fix this instead of putting people's lives in danger? I fail to understand on why NHTSA let Toyota put a timeframe in such a fatal design error that has a large impact?

If you look at the social media for the torque converter for these vehicles you will see lot of people cannot afford to pay for the expensive repair. This has a wide impact to the Americans who struggle to make ends meet and more importantly we are pushing the responsibility of a bad design and product from the manufacturer to the people. It makes it even harder for them to commute and make a living. I am in sense of disbelief on how such a large impact of over 1M vehicles can go unnoticed at NHTSA. I would request NHTSA to investigate this as there are over 1M vehicles that were impacted.

Please help investigate this defect before it puts more peoples lives in danger and also pushes them to take more debit for the repairs they cannot afford.

Thank you and Respectfully,

[REDACTED]

Piano, TX

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