

6-1-05

Ukiah, Ca

U.S. Dept. of Transportation
NHTSA
Office of Defects Investigation
NVS-210, 400 7th Street, SW
Washington, DC 20590

10125818

Dear Sirs,

Attached you will find a letter that I sent to Scion Customer Service on 3-24-05 informing them of a potential safety problem with their 2005 Scion TC. I did not hear back from Scion until May and then they told me that they considered my letter an "advisement" and do not appear concerned with the safety issue nor inclined to provide a remedy for the problem. I forward this information to you, as I'm certain that other owners will experience the same problem and the potential for injury is significant. I regret that Scion has made no attempt to offer a solution but perhaps a review of the issue by your agency will provide the impetus necessary for them to re-evaluate a solution and make the car safe.

The "case number" that Scion customer service assigned my letter is #200505110263.

Sincerely,

END JUN 10 AM 4:10

Mania
6/13/05

Ukiah, Ca.

Scion Motor Co.
ATTN: Customer Service
P.O. Box 10024
Toledo, OH 43682-4164

Dear Sirs,

I purchased a new 2005 Scion TC in October of 2004. At the same time of my purchase my mother purchased the same vehicle from a dealer in Marin Co. California. Shortly after taking delivery of the coupes my mother called me and informed me that her car had rolled backwards after she had applied the parking brake and this had torn a mirror off her vehicle as it struck a garage door opening. My mother asked me to check the parking brake on my TC as she knew my 16 yr. Old daughter was the primary driver and she was concerned for her safety.

The driveway at my residence has a mild slope of about 10 degrees and the TC is parked here facing uphill. I found that the parking brake when applied firmly still allowed the car to roll backwards if not placed into "park". I noted that the brake handle had to be forcibly pulled into an almost vertical position before it alone would hold the car and did not believe my daughter could easily secure the car in this manner. I took the car to the dealer where I purchased it, Thurston Auto Sales, and they adjusted the parking brake.

Shortly after my mother had her parking brake adjusted and her mirror replaced, at her cost, her car again rolled backwards on a hill when she depressed the clutch, and it was held by the parking brake alone. This time the right rear of the car collided with a retaining wall causing significant body damage.

I recently drove my daughters Scion and again found that the parking brake had to be pulled into an almost 90 degree position to hold it in our driveway and not roll backwards when it is not in park. I took the car back to Thurston Auto Sales and they inspected the brake. Thurston stated that the Scion "standard" is that the brake prevent the car from moving forward when it is pulled up 6 "clicks" and placed into drive. This standard was demonstrated for me and in fact the brake prevented the car from moving forward. I was told that any tighter adjustment would cause premature wearing of the braking system. I was not charged for this inspection but was told the braking quality could not be improved.

I returned home and placed the car in my driveway and applied the parking brake 6 "clicks" and placed the car in neutral. The car rolled backwards as if no brake was even applied. Only when the brake was forcibly "yanked" upwards, to an almost vertical position would it begin to hold the car. I turned the vehicle around so that it was facing downhill and

in fact the parking brake held much more efficiently, but obviously the car cannot always be parked facing downhill.

I am writing in hopes of alerting you to this defect and hoping for some type of safety resolution or modification so that the car can be safely secured on a hill, with reasonable effort, without rolling backwards. Obviously the potential for injury is obvious, if someone were to depress a clutch, or move his or her foot from the brake, with only the parking brake on, it could roll backwards into a child or person behind it.

Other than this one problem, we are extremely satisfied with the value and features of the TC coupe and would not hesitate to purchase another Scion or recommend one to a friend. We recognize the reputation of Toyota Motor Corp. for building a quality product and I appreciate any effort you can make to analyze the parking brake system and find a solution for my daughter's vehicle.

Respectfully,