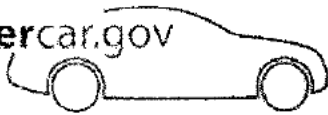


JAN 31 2012

safercar.gov



EQ-10377084-6114

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Safety Complaint Confirmation

EQ-10377084-8114

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: 10377084

Your Complaint Information

Acknowledgement

An e-mail was sent to [REDACTED]

Complaint Information

Description:

On Jan 8, 2011 I made a 2-hour round trip on a federal highway. I used cruise control on my 2005 Toyota Camry at speeds between 65 & 70 miles per hour, depending on posted speeds. I thought I was safe using cruise control because 2005 models are not among vehicles recalled in recent years. As I approached my exit ramp at the end of my trip I stepped on the brakes, but the brakes did not work. Not only did the brakes not work, but my car lurched forward & accelerated toward the car in front of mine, as if I had hit the "resume" feature after having hit the "cancel" feature. But I had not touched those buttons. In fact, I do not use those buttons. I use the brakes or the "on/off" button to turn off set speeds because using those features allows me to keep my eyes on the road. I prefer to use the "set" feature to engage cruise control each time rather than the "resume" choice because the "set" feature provides smoother rides than the "resume" feature. I barely missed striking the car in front of mine as I downshifted to slow the 2005 Camry. I called the Toyota dealership from which I bought the car & spoke to a manager of the service department. He told me my experience could not have happened. I took my car to the dealership & explained the problem to a different person. The manager of the service department appeared and insisted I agree to pay \$100 for Toyota to look at the car because the car was out of warranty. The same representative then suggested I was trying to get free service from Toyota. I refused to pay for an inspection, asked to speak to his supervisor & only then did the rep relent to inspect the car without payment. The local reps reported they could not duplicate the problem & concluded the systems were operating as designed. The dealer kept the car 2 more days so an inspector traveling from DC could examine the car. The expert reached the same conclusions as local folks. I do not know if Toyota has reported this incident.

Approximate Incident Date: 1/8/2011

Your responses to the questions regarding the incident:

Deaths/Injuries: No

Property Damage: No

Crash: No

Fire: No

Police Report: No

EQ-10377084-6114

[top](#)**Vehicle Information**

VIN: 1YVHZ8CH3A5 [REDACTED]

Year, Make, Model: 2005, TOYOTA, CAMRY

Vehicle Details

Failure Mileage: 59,900

Speed: 65

Vehicle Component Information

Component 1: VEHICLE SPEED CONTROL

[top](#)**Consumer Information**

Name: [REDACTED]

Daytime Phone: [REDACTED] Ext:

Evening Phone: [REDACTED]

E-mail: [REDACTED]

Fax: [REDACTED]

Address: [REDACTED]

City, State, Zip: Glen Allen, VA [REDACTED]

Country: USA

Referral Source: Owner Manual

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA
1.888.327.4236 TTY 1.800.424.9153



JAN 31 2012

EQ-10377084 [REDACTED]

Glen Allen, Virginia [REDACTED]
January 27, 2012

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigations (NVS-210)
1200 New Jersey Avenue, South East
West Building
Washington, D.C. 20590

Dear Sir or Madam:

I tried once before to correct a report I filed on January 18, 2011. I mailed a correction to the address above, but the correction does not appear in your online database.

I need only to change the VIN number for ODI 10377084. I inadvertently filed my new car's VIN in my original report instead of the VIN for the defective 2005 Toyota Camry. The correct VIN for the defective 2005 Toyota Camry is 4T1BE3OK25U [REDACTED]

I attach a copy of my original Complaint and Safety Complaint Confirmation as well as a copy of the Virginia Motor Vehicle Registration with the correct VIN for the 2005 Camry.

Please let me know if you have any questions. I can be reached at [REDACTED] or ([REDACTED])

[REDACTED] Thank you very much for your attention to this matter.

Yours truly,
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
Enclosures



VIRGINIA MOTOR VEHICLE REGISTRATION

VSA-C (REV 08/06)

Title Number	Veh. Identification Number (VIN)		Date Issued	Plate Number	Plate Type	Sticker	Expiration Date	
	4T1BE30K25U		06/03/09	GREYS			08/31/11	
Vehicle Make	Model		Body	Year	Color	Fuel	Vehicle Use	Axles
TOYOTA			4D SDN	2005	GRN	GAS	PRIVATE	2
Purchase Date	Odometer at Titling	Lien at Reg	EW	GW	GVWR	GCWR	Unit #	
05/21/05			3049					

GLEN ALLEN VA [REDACTED]

HENRICO COUNTY

CMA 201
DMV224

DMV verifies insurance coverage of all registered vehicles. If you cancel your insurance, notify DMV and return the license plates. If you do not notify DMV, your driver's license will be suspended and all of your vehicle license plates will be cancelled.

This card must be carried in the motor vehicle when in operation but does not permit holder to operate a motor vehicle.

[REDACTED]
[REDACTED]
Glen Allen, Virginia [REDACTED]

EQ-10377084-6114

U. S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue, SE
West Building
Washington, D.C. 20590

