
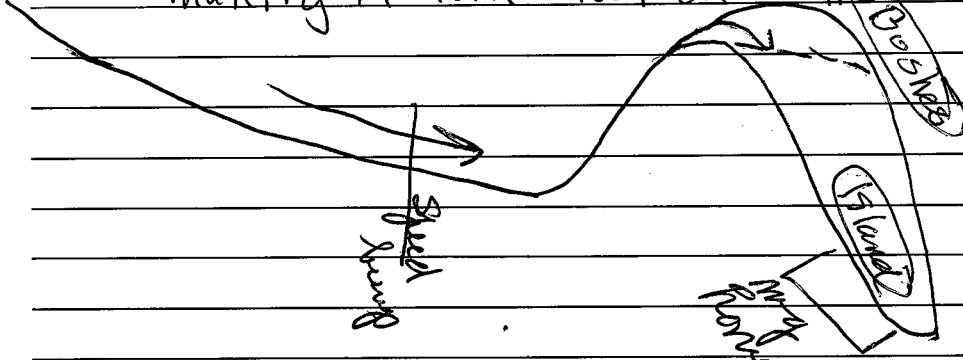


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p><b>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</b> DOT Auto Safety Hotline</p> <p><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</p>		<p>FOR AGENCY USE ONLY 100148</p> <p>Date Received 24-APR-2012 <b>JUN 04 2012</b></p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10456327</p>			
<p><b>OWNER INFORMATION (Type or Print)</b></p>									
Name		Address		City		State		Zip Code	
[REDACTED]		[REDACTED]		TUCSON		AZ		[REDACTED]	
Daytime Telephone Number		Evening Telephone Number		E-mail Address					
[REDACTED]		[REDACTED]		[REDACTED]					
<p>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).</p>									
<p><b>VEHICLE INFORMATION</b></p>									
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4T1BK3DB1B [REDACTED]				Make TOYOTA		Model AVALON	Model Year 2011		
Date Purchased		Dealer's Name and Telephone Number <i>AAA Buying Service - Rich Toyota Phoenix</i>			Engine: No: Cylinders		Fuel Type:		
Original Owner <input checked="" type="checkbox"/>		Dealer's City <i>Phoenix - Tucson</i>		State <i>AZ</i>	Zip Code				
Transmission Type		<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control		Powertrain		Multiple Failure:		Incident Date(s) <del>20</del> FEB-2012 <i>24</i>	
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>									
Vehicle Component Code: 180000 VEHICLE SPEED CONTROL						Failure Mileage 5500	Failure Speed 0		
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>									
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:					
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>									
Make:		Date Manufactured:		Model No./Name:					
Seat Type:		Installation System:							
Child Seat Component Code:		Failed Part:							
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>									
Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured 2		Number of Deaths	Reported to Police N		
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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).</p>									
<p>TL* THE CONTACT OWNS A 2011 TOYOTA AVALON. THE CONTACT STATED THAT WHILE ATTEMPTING A RIGHT TURN AT 5 MPH, THE VEHICLE ABNORMALLY ACCELERATED AND CRASHED INTO A BRUSH OF CACTUS. THE CONTACT SUSTAINED INJURIES TO THE HEAD AND A PASSENGER SUSTAINED INJURIES TO THE CHEST. A POLICE REPORT WAS FILED (REPORT NUMBER: 120223189). THE VEHICLE WAS TOWED TO THE <del>DEALER</del> <i>DEALER</i> WHERE THE MANUFACTURER SENT AN INVESTIGATOR TO FURTHER INSPECT THE FAILURE BUT COULD NOT LOCATE A FAILURE WITHIN THE VEHICLE. THE VEHICLE WAS <del>NOT</del> REPAIRED. THE FAILURE MILEAGE WAS 5,500.</p> <p><i>to a repair garage.</i></p>									
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.				ATTACH ADDITIONAL SHEETS IF NECESSARY					
<p>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 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.</p>									

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Making rt turn - foot on Brake - Car suddenly



accelerated & flew  
across rd - approx  
75 ft + landed in  
catali.

ATTACH ADDITIONAL SHEETS IF NECESSARY

iv.  
Traffic  
Administ.

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300

59



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**

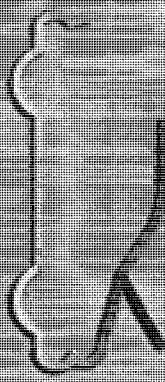
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
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.safercar.gov](http://www.safercar.gov)

or call:

Vehicle Safety Hotline  
**888-327-4236**



Vehicle Defect Reporting Form  
U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Washington, D.C. 20590

**Pima County Sheriff's Department**

Represented by:

*BAETER'S 5603*

Telephone:

*351-4900*



(520) 351-4600 • Fax: (520) 351-4622  
1750 East Benson Highway • Tucson, Arizona 85714-1758

*12 0223-159*

*Sheriff's report*

[REDACTED]  
Tucson, AZ  
[REDACTED]

April 7, 2012

Mr. Curtis J. Hamilton  
Toyota Motor Sales USA, Inc.  
19001 S. Western Avenue  
Dept. WC 11  
Torrance, CA 90509-2991

Dear Mr. Hamilton:

Although you may know some of the background of my situation since we recently received a letter from you, we nevertheless are writing this letter to advise you of a recent auto accident that we were in and provide the necessary background.

On Thursday, February 24, 2012, we were driving home in our 2011 Toyota Avalon. As I was making a right turn onto a street leading to our development, the car, without any warning, suddenly and sharply accelerated. Due to this sudden acceleration, the car veered off the road and slammed directly into a Saguaro cactus. A damage appraisal was performed, with the result showing that the car suffered \$14,000 worth of damages.

After this, I called your office and spoke to Gary Burr about the accident that had occurred. As a follow-up to this phone call, Engineering Analysis Associates in Gilbert, Arizona, performed an analysis of the vehicle in order to determine what had happened. I recently received the report of the analysis from you, which indicated that there were no performance issues or problems with the vehicle at the time of the accident.

Suffice it to say that I don't necessarily trust the outcome of this report and am not satisfied with the way that Toyota has treated us, especially in light of the recent noteworthy acceleration problems with Toyota vehicles over the past couple of years. Given this recent history, I believe that Toyota needs to do more and work with us to resolve this issue.

Given the recent acceleration problem with my Avalon, I do not feel safe nor comfortable driving this vehicle anymore. I would like Toyota to provide us with a monetary sum so that we can purchase a different car to replace the Avalon. I request that someone from the upper echelon of management in your office (ie, V.P. of Customer Relations, someone from the Executive Management team) contact me to further discuss this issue and see how Toyota can work with us.

My preference is to resolve this directly with someone from your office who will listen to our concerns and work with us. However, if I do not receive a phone call from upper management at your office by May 15, 2012, I may have no choice but to contact an attorney and pursue all of my legal options.

I look forward to hearing from Toyota by May 15<sup>th</sup>. Thank you for your time.

Sincerely,

A solid black rectangular redaction box covering the signature area.

**Preliminary Supplement 1 with Summary**

Vehicle: 2011 TOYO AVALON 4D SED 6-3.5L-FI GREY

**CUMULATIVE EFFECTS OF SUPPLEMENT(S)**

Estimate	14,723.31	Megan Olson
Supplement S01	1,244.45	Megan Olson
<b>Job Total:</b>	<b>\$ 15,967.76</b>	
<b>INSURANCE PAY:</b>	<b>\$ 15,967.76</b>	

Deductible Reduction Credit: Your policy includes a deductible reduction feature that has been applied to reduce the Collision deductible applicable to this loss.

THIS FACILITY'S ESTIMATES ARE BASED UPON A COMBINATION OF INDUSTRY STANDARD FLAT RATE (TIME) MANUALS, ACTUAL TIME, OR CONDITION OF THE MOTOR VEHICLE TO DETERMINE COSTS. WE OFFER NEITHER A WARRANTY NOR GUARANTEE ON OR FOR RUST REPAIRS. ALL PART PRICES ARE SUBJECT TO CHANGE. THERE IS A POSSIBILITY THAT ADDITIONAL DAMAGES MAY BE DISCOVERED AFTER REPAIRS BEGIN. IF THE COST OF THESE ADDITIONAL DAMAGES EXCEEDS TEN PERCENT OF THE ORIGINAL ESTIMATE DOLLAR AMOUNT, YOU WILL BE CONTACTED AND ADVISED OF THE INCREASED COSTS.

**IMPORTANT INFORMATION ABOUT ALLSTATE'S CHOICE OF PARTS POLICY**

This estimate may list parts for use in the repair of your vehicle that are manufactured by a company other than the original manufacturer of your vehicle. These parts are commonly referred to as aftermarket parts or competitive parts, and would be designated on this estimate as "QUAL REPL PARTS", "A/M" or "COMP REPL PARTS". Such parts may include cosmetic outer body crash parts such as hoods, fenders, bumper covers, etc. Allstate guarantees the fit and corrosion resistance of any aftermarket/competitive outer body crash parts that are listed on this estimate and actually used in the repair of your vehicle for as long as you own it. If a problem develops with the fit or corrosion resistance of these parts, they will be repaired or replaced at Allstate's expense. This guarantee is limited to the repair or replacement of the part.

However, if you choose not to use one or more of the aftermarket/competitive outer body crash parts that may be listed on this estimate in the repair of your vehicle, Allstate will specify the use of original equipment manufacturer parts, either new or recycled at Allstate's option, at no additional cost to you. Allstate does not separately guarantee the performance of original equipment manufacturer parts, and makes no representation about the availability of any manufacturer's guarantee.

FOR YOUR PROTECTION ARIZONA LAW REQUIRES THE FOLLOWING STATEMENT TO APPEAR ON THIS FORM. ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT CLAIM FOR PAYMENT OF A LOSS IS SUBJECT TO CRIMINAL AND CIVIL PENALTIES.

Estimate calculated using a preset user threshold amount for the paint and material cost.

**Gerber Collision & Glass -  
Tucson/East**

Workfile ID: e9135dbc  
Federal ID: 522232268

7940 E Lakeside Parkway, Tucson, AZ 85730  
Phone: (520) 298-5332  
FAX: (520) 298-0144

**Preliminary Supplement 1 with Summary**

**Customer:** [REDACTED]

Written By: Megan Olson

Insured: [REDACTED]  
Type of Loss: Collision  
Point of Impact: 12 Front

Policy #: ALLSTATE  
Date of Loss: 2/23/2012 12:00:00 AM

Claim #: [REDACTED]  
Days to Repair: 0

**Owner:**

[REDACTED]  
TUCSON, AZ [REDACTED]  
[REDACTED] Day

**Inspection Location:**  
7940 E LAKESIDE PKWY  
TUCSON, AZ 85730-1253  
Repair Facility

**Insurance Company:**  
-  
Allstate  
1001 W SOUTHERN AVE  
MESA, AZ 85210

**VEHICLE**

Year: 2011      Body Style: 4D SED      VIN: 4T1BK3DB1BU3 [REDACTED]      Mileage In: 6035  
Make: TOYO      Engine: 6-3.5L-FI      License: [REDACTED]      Mileage Out:  
Model: AVALON      Production Date: 6/2010      State: AZ      Vehicle Out:  
Color: GREY Int: GREY      Condition:      Job #:

- |                            |                            |                         |                           |
|----------------------------|----------------------------|-------------------------|---------------------------|
| 4 Wheel Disc Brakes        | Console/Storage            | Message Center          | Rear Defogger             |
| Air Conditioning           | Cruise Control             | Overhead Console        | Satellite Radio           |
| Alarm                      | Driver Air Bag             | Parking Sensors w/Equip | Search/Seek               |
| Aluminum/Alloy Wheels      | Dual Mirrors               | Passenger Air Bag       | Signal Integrated Mirrors |
| AM Radio                   | Electric Glass Sunroof     | Power Brakes            | Stability Control         |
| Anti-Lock Brakes (4)       | FM Radio                   | Power Driver Seat       | Steering Wheel Controls   |
| Automatic Transmission     | Fog Lamps                  | Power Locks             | Stereo                    |
| Auxiliary Audio Connection | Front Side Impact Air Bags | Power Mirrors           | Telescopic Wheel          |
| Bucket Seats               | Head/Curtain Air Bags      | Power Passenger Seat    | Tilt Wheel                |
| CD Player                  | Intermittent Wipers        | Power Steering          | Tinted Glass              |
| Clear Coat Paint           | Keyless Entry              | Power Trunk/Tailgate    | Traction Control          |
| Climate Control            | Leather Seats              | Power Windows           | Wood Interior Trim        |