U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository
AUG 23 2012 / 27-JUL-2012	☐
Reference No. 10467938	

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
[redacted]	[redacted]	
Address [redacted]	Evening Telephone Number	
City SAN RAFAEL / State CA / Zip Code [redacted]		

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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
5TDZA3EH7CS[redacted]	TOYOTA	HIGHLANDER	2012

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
Jan 20 2012	Momentum Toyota			No: Cylinders	
Original Owner	Dealer's City	State	Zip Code	4	Reg
#	Fairfield	Ca			

Transmission Type			Powertrain	Multiple Failure:	Incident Date(s)
5spd	☒ Antilock Brakes	☒ Cruise Control	2.7		29-JUN-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 180000 VEHICLE SPEED CONTROL	Failure Mileage	Failure Speed
	6200	40

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
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).

TL* THE CONTACT OWNS A 2012 TOYOTA HIGHLANDER. THE CONTACT STATED THAT WHILE DRIVING 40 MPH, SHE ATTEMPTED TO BRAKE BUT THE VEHICLE ACCELERATED RAPIDLY INSTEAD. SHE ATTEMPTED TO APPLY THE BRAKE HOWEVER THE BRAKE PEDAL HAD BECOME VERY STIFF. SHE HAD TO APPLY EXTREME PRESSURE TO THE BRAKE AND THE VEHICLE STOPPED 15 FEET LATER. SHE SHIFTED INTO NEUTRAL AND TURNED THE VEHICLE OFF. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS WHERE THE CONTACT WAS INFORMED THAT THERE WAS AN IDLE UP CLUTCH DEFECT, WHICH OCCURRED AT LOW SPEEDS AND WHEN THE AIR CONDITIONER WAS ACTIVATED. THE DEALER WOULD NOT REPAIR THE VEHICLE. THE MANUFACTURER WAS NOTIFIED BUT OFFERED NO ASSISTANCE. THE VEHICLE HAD NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS 6,200 AND CURRENT MILEAGE WAS 6,800.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

9:15 AM Friday June 29, I drove 2 miles with A/C on (hot morning) I made 2 slow soft partial stops before reaching a red traffic signal. Just slightly before full stop, the engine began surging forward and the RPMs were at 1600 even though I was traveling about 10 mph, the brake pedal was hard and the car would not stop. I shifted into Neutral and applied the brakes again and the car stopped. I had Travelled 15 ft approx into the intersection. I then shut off the ignition. I waited about 7-10 mins before restarting

ATTACH ADDITIONAL SHEETS IF NECESSARY

OAKLAND CA 945

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U.S. Department of Transportation

National Highway Traffic Safety Administration

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

Official Business
Penalty for Private Use $300

NO POS NECESS IF MA IN THE UNITED STATES

Urgent
Open Immediately

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POSTAGE WILL BE PAID BY ADDRESSEE

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National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
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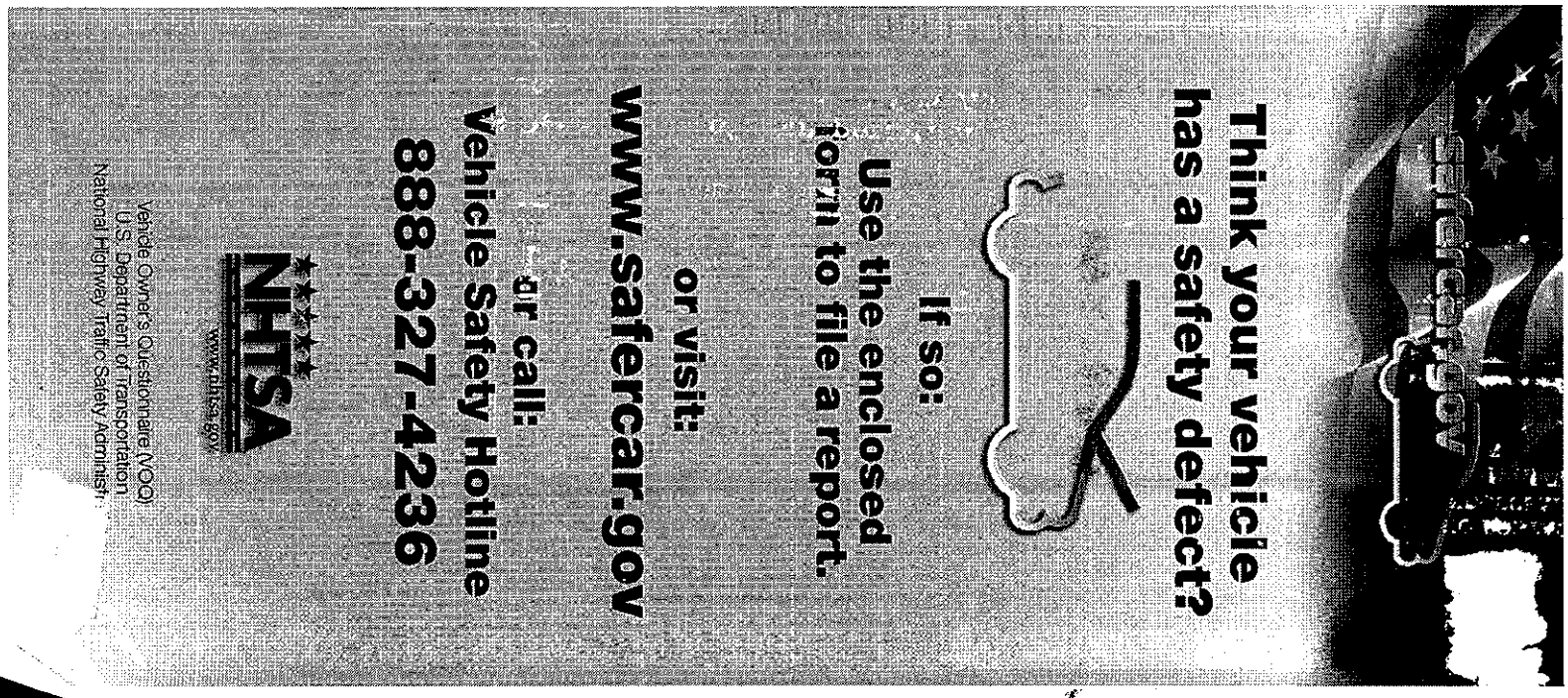
Washington, D.C. 20077-9382



The other unusual event is that ... 2 slow soft partial stops at the 3rd or final stop - brake pedal is hard; all this at 10-15 mph. No evidence of brake dysfunction no uneven wear, no overheating -

2 systems are failing - throttle and service braking I am sitting at the threshold of a giant computer failure What are you doing. We are the taxpayers - you work for us!! This car could kill!

Please write to me about this and what you are doing.

The Nasa study was nonsense. Toyota asked you to investigate floor mats. That was cheap! Who looked into this failure of the idyle up clutch!? Who is testing their computer program!! Tell me:

We will try to seek relief under California Consumer law I am waiting for your reply in this matter

[redacted]
San Rafael Ca [redacted]

Ask your engineering people to call Me

the car which then functioned normally. I drove directly to the dealer (about 5 miles) To report this second failure which was exactly like the 1st failure that I reported on April 27th to Toyota and to NHSTA. Nothing was found wrong with the the floor mats when I arrived there and I made a point of asking them to check them. They checked the car and found nothing wrong - no computer data was recovered.

A person at this dealership knew about this problem and claimed there is association with the Idle up clutch on the airconditioning unit and verified that I had mine on at the time - I cannot comment whether this was true during the 1st incident. Since I have some knowledge of automotive science, I agree that this malfunction occurs slightly before full stop (that this clutch engages and increases idle speed at full stop to prevent engine stalling when the A/C is on) and the engine surges forward instead of just increasing idle speed slightly.

NO one has explained to me why the brake pedal becomes rock hard. I now stop my car 1-2 car lengths behind another vehicle or before a cross walk in a series of 2-3 soft stops before full stop because G-d knows when the event may occur again and if I can control this car! I was in shock when I read 4 other reports on your website describing the same event exactly!!

Why are you holding this back!! Why hasn't your agency investigated this. Are you compiling data while waiting for the death or injury of more people!!

Similar incidents are in your files involving other makes and models. Toyota denies any knowledge and tells me nothing is wrong with my car.

Another peculiarity is a small surge just before braking at low speed causing me to make a strong stop rather than a soft stop