

OCT - 9 2012

NTSB
490 L'Enfant Plaza SW
Washington DC 20594

06Aug2012

Re: 2011 Toyota Avalon

My 2011 Toyota Avalon has two problems for which local dealerships provide no solution. Any Avalon with one or both of these problems could cause accidents.

1. The parking brake does not hold on a 6% grade with the transmission in neutral. Dealers have "adjusted it to specs," but the brake still does not hold.
2. The steering wheel telescope clamp lever vibrates loose allowing the steering wheel to telescope without warning. This situation is unnerving when it happens while stopping the car and dangerous if it happens at highway speeds. Dealer repair staff indicated that this malfunction is somewhat common but Toyota has not issued a repair bulletin.

Surely each problem can be corrected by Toyota engineers if they are made aware. Dealer service managers in both Ohio and Florida tell me there is nothing more they can do without Toyota's direction. However, none has pursued a repair solution.

What steps should I take to resolve these safety issues with my car?
What steps should be taken to resolve the problems should they, in fact, be widespread?

Venice, FL

cc: Toyota Motor Sales, USA, Inc.
19001 S. Western Ave. Dept. WC11
Torrance, CA 90501

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VENICE, FL [REDACTED]



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