

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Johnson, Lajuan CTR \(NHTSA\)](#)
Subject: FW: Upload
Date: Monday, July 29, 2013 1:27:54 PM
Attachments: [Brake repairs.pdf](#)

From: Chan, Steve (NHTSA)
Sent: Monday, July 29, 2013 1:27 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: Upload

From: [REDACTED]
Sent: Friday, July 26, 2013 9:33 AM
To: Chan, Steve (NHTSA)
Subject: RE: Your report to NHTSA; ref: 2007 Toyota Camry Hybrid Brake Failure

Mr. Chan,
Thank you for your reply.

1. Attached are 3 invoices from Toyota of Tampa Bay and Wesley Chapel Toyota. The first ones from Toyota of Tampa Bay and Wesley Chapel Toyota are the diagnosis and the last from Wesley Chapel Toyota on 1/30/13 is the repair. I found it interesting that they told me they were replacing the part with a "new and improved" part when I questioned what my warranty was on the replacement and what was my guarantee that this wouldn't happen again.

2. In December 2012 I noticed the car was making noises. When I got my oil changed at Tampa Bay Toyota near my workplace I asked them about it. They recommended a replacement of the ABS actuator and quoted me a price of \$3,500. The service rep told me that the car was safe to drive, it wouldn't be a problem. He seldom saw this type of issue. When the warning light first came on about a month later, the brakes were spongy and there were two times before 1/30 that I felt I had no braking ability at all. The first time this happened when I was traveling approximately 45 mph on SR54 near my home, the warning light suddenly came on and the car felt funny - I don't know how to explain it, but I knew I was in trouble. Luckily I was able to get over to the side of the road by downshifting. The system reset and I was able to get home. My husband checked out the car and it seemed fine again, the lights were off and nothing was wrong. The second time it happened like that I was on my way to work a couple of days later. Again I was able to get to the side of the road and get the system to reset by shutting off the car and turning it back on. When the light came on permanently shortly thereafter (on my way home that day from work if I remember correctly) I don't remember how the car handled, I just got it to the dealership as quickly as possible. I was frustrated that no one thought this was a defect in the car.

Wesley Chapel Toyota where I had purchased my car at least discounted the price of the repair.

I guess the short answer to your stopping question is yes - there was no brake response at all those two times when the warning light flashed on. When the light came on permanently I'm guessing the system disengaged and I had regular braking but no ABS.

I believe this is a defect to this part and Toyota should do something about it.

Thank you for your time to review this claim.

[REDACTED]

From: Steve.Chan@dot.gov

To: [REDACTED]

Subject: Your report to NHTSA; ref: 2007 Toyota Camry Hybrid Brake Failure

Date: Wed, 24 Jul 2013 21:03:41 +0000

Dear [REDACTED]

Thank you for reporting to the National Highway Traffic Safety Administration (NHTSA) concerning:

"ABS WARNING LIGHTS APPEAR ON DASH, INTERMITTENT LOSS OF BRAKING. SYSTEM RESET AND CAR WAS FINE FOR COUPLE OF WEEKS THEN IT HAPPENED AGAIN. SYSTEM RESET AGAIN - FINE FOR ANOTHER COUPLE OF WEEKS NOW THE LIGHTS ARE ON AND STAY ON. TOYOTA DEALER WANTS \$2500-3,000 TO REPAIR SYSTEM AND TELLS ME IT IS RARE AND HAVEN'T SEEN IT IN OTHER VEHICLES OF MY TYPE. YET I FIND SEVERAL PEOPLE WITH THE SAME YEAR, MAKE AND MODEL OF MY VEHICLE ON THE INTERNET WITH THE SAME PROBLEM. COINCIDENCE??"

Please email me a copy of the repair invoice, or the diagnostic invoice if the brake problem has not yet been repaired.

When the brake symptoms occurred, did the vehicle take longer to stop?

Thank you.

Steve Chan

Safety Defects Engineer

Office of Defects Investigation /NHTSA



1101 E. Fletcher Ave.
Tampa, FL 33612
P: 813-933-6402
F: 813-375-3003
www.toyotaoftampabay.com

STATE OF FLORIDA
REGISTRATION NUMBER
MV-55915



CUSTOMER NO. 153631	ADVISOR DELBERT VENTERS	193953	TAG NO. 8894	INVOICE DATE 12/06/12	INVOICE NO. TOCS770567
	LABOR RATE	LICENSE NO.	MILEAGE 71,666	COLOR GREEN/	STOCK NO.
	YEAR / MAKE / MODEL 07/TOYOTA/CAMRY/4 DOOR SEDAN			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. J T N B B 4 6 K X 7 3			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 12/06/12
RESIDENCE PHONE	BUSINESS PHONE			COMMENTS	

MO: 71666

JOB# 1 CHARGES

LABOR
J# 1 01TOZSYN FULL SYN-OIL CHANGE TECH(S):193780 10.00
LUBE OIL AND FILTER CHANGE
(SYNTHETIC OIL) MAINTAIN ALL FLUID LEVELS
SET TIRE PRESSURE RESET MAINT LIGHT
COMPLETED REQUESTED MAINT

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT	PRICE
	1	PK8S	OIL CHANGE	49.95		49.95
	1	90915-YZZF1	FILTER S/A, OIL	****		****
	6	00279-0WQTE-01	0W20-SINGLE QUART	****		****
	1	90430-12031	GASKET	1.94		1.94
						TOTAL - PARTS 51.89

MISC
07 LABOR/PARTS DISCOUNT CONTROL NO. -21.94
TOTAL - MISC -21.94

JOB# 1 TOTALS
LABOR 10.00
PARTS 51.89
MISC -21.94

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 39.95

JOB# 2 CHARGES

LABOR
J# 2 06TOZ3 TIRE ROTATION TECH(S):193780 14.95
PERFORM TIRE ROTATION
PER CUSTOMER REQUEST
COMPLETED TIRE ROTATION

MISC
15OFF 15% OFF COUPON CONTROL NO. -2.24
TOTAL - MISC -2.24

JOB# 2 TOTALS
LABOR 14.95
MISC -2.24

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 12.71

JOB# 3 CHARGES

LABOR
J# 3 09TOZ *BRAKE SYSTEM TECH(S):193780 0.00
C/S SHE PRESSES BRAKE PEDAL AT TIMES AND HEARS A CRUNCHING
NOISE
CUSTOMER DECLINED REPAIR AT THIS TIME
ABS ACTUATOR REPLACEMENT

JOB# 3 TOTALS
LABOR 0.00
MISC 0.00
JOB# 3 JOURNAL PREFIX TOCS JOB# 3 TOTAL 0.00

**ALL PARTS NEW
UNLESS OTHERWISE
INDICATED.**

Miscellaneous Shop Supplies Charge

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.[F.S. 559.905 (1)(h)]

DISPUTE RESOLUTION AGREEMENT

Buyer and Dealer agree that all issues, disputes, controversies or claims ("Disputes") related to or arising out of non-payment for work performed at or parts acquired at the dealership's service department, parts department or body shop shall be resolved as follows:

1. Disputes relating to a returned or dishonored check, credit card issues and/or nonpayment for services or parts, are subject to self-help remedies and the court system, and are not subject to the remaining provisions of this agreement.
2. All other disputes shall be resolved as follows: first, the Buyer and Dealer shall attempt to settle the Dispute by direct discussions. If the Dispute cannot be resolved by direct discussions, any unresolved Dispute shall be settled by mediation administered by one of the below organizations (as selected by Buyer), or through a mediator selected by mutual agreement of the parties. Any unresolved Dispute after mediation shall be resolved by binding arbitration, and not in an administrative proceeding, litigation, in a court, or by jury trial.
3. All binding arbitration proceedings shall be in the form of a single arbitration on an individual basis and not as a class arbitration or litigation. Buyer waives all rights to participate as a class representative or a class member on any class claim for any Dispute, including any right to class arbitration, or to have an arbitration consolidated with any other arbitration or proceeding. Buyer has the right to choose any one of the following arbitration organizations and its rules applicable to commercial transactions: The American Arbitration Association (www.adr.org) The National Arbitration Forum (www.arb-forum.com) or JAMS (www.jamsadr.com). Buyer may obtain a copy of the rules of these organizations by contacting the arbitration organization or visiting its website. Arbitrators shall be selected by mutual agreement of the parties or pursuant to the applicable rules. The arbitration hearing shall be conducted in the court district in which Buyer resides. Dealer will pay that portion of Buyer's filing fee, and other arbitrator or hearing fees that the arbitrator determines Dealer should pay in order to make this agreement for binding arbitration enforceable. Each party shall be responsible for its own attorney, expert or other fees, unless awarded by the arbitrator under applicable laws. The arbitrator's award shall be final and binding on all parties. Any arbitration under this clause shall be governed by the Federal Arbitration Act (9 U.S.C. §1, et. seq.) and not by any state law concerning arbitration.



5300 Eagleston Blvd.
Wesley Chapel, FL 33544
813-973-8888
www.wesleychapeltoyota.com

STATE OF FLORIDA
REGISTRATION NUMBER
MV-71461
MV-61007



0101ITOCS266668

CELL: [REDACTED]

CUSTOMER NO. 1875	ADVISOR YANELLY FRIAS	TAG NO. 87 6135	INVOICE DATE 01/29/13	INVOICE NO. TOCS266668
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 73,510	COLOR JASPER PEAR	STOCK NO. T70212
LUTZ, FL [REDACTED]	YEAR / MAKE / MODEL 07/TOYOTA/CAMRY/4DR SDN HYBRID	DELIVERY DATE 10/22/06	DELIVERY MILES 6	PRODUCTION DATE 08/09/06
	VEHICLE I.D. NO. J T N B B 4 6 K X 7 3	SELLING DEALER NO.		
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/29/13	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 73510

JOB# 1 CHARGES-----

LABOR-----
J# 1 10TOZ *DRIVEABILITY TECH(S):74 68.00

C.S THAT VSC LIGHT IS ON / BRAKE LIGHT IS ON / NOISE
FROM ENGINE COMPARTMENT/
TECH RETRIEVED CODE C1391 ABNORMAL LEAK ACCUMULATOR
TECH STATES THAT ABS ACTUATOR INOP/ TECH REC
REPLACING ABS ACTUATOR/ PART NUMBER 44050-30660
TECH DOESNT REC VEH IS DRIVEN/ DUE TO THE FACT
THE BRAKES ARE NOT IN OPERATING ORDERED
CUSTOMER DECLINED REPAIR AT THIS TIME.
(C/ IS AWARE THAT VEH SHOULD NOT BE DRIVEN)

JOB# 1 TOTALS-----
LABOR 68.00

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 68.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A SS ENVIROMENTAL WASTE AND SHOP SUPPL 4.84
TOTAL - MISC 4.84

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$68.00 (+TAX)

COMMENTS-----
WAITER

TOTALS-----

* [] CASH [] CHECK CHECK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMEX [] OTHER [] CHARGE *

TOTAL LABOR.... 68.00
TOTAL PARTS.... 0.00
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 4.84
TOTAL MISC DISC 0.00
TOTAL TAX..... 5.10

TOTAL INVOICE \$ 77.94

TO HELP REDUCE THE IMPACT ON THE ENVIROMENT WE OCCASIONALLY
USE EMAIL AS A FORM OF COMMUNICATION FOR SPECIAL OFFERS AND
FOR FOLLOW-UP CONTACT
EMAIL ADDRESS:

CUSTOMER SIGNATURE

PAID

ER debit

ALL PARTS NEW
UNLESS OTHERWISE
INDICATED.

IMPORTANT

You may receive a
questionnaire from TOYOTA.
If for any reason you feel you
cannot rate our services excellent,
please contact our Service
Manager. An "Excellent"
rating does not mean we are
perfect but rather that
we did our job well
and served you
professionally.

SEE BACK OF INVOICE FOR
ADDITIONAL INFORMATION
REGARDING REPAIRS

EXPAND/MODIFY OPERATIONS

Camry Hybrid 07/11

PL 1

OP NUMBER : ECSD

TOTAL \$ 3195.67

MODIFIER :

1. OPERATION : Drivability Diagnosis

2. DESCRIPTION: All

3. HOURS : 4.00

LABOR: 457.97 *399*

SPG LABOR CODE: K

LN PART NUMBER

DESCRIPTION

REQ AVAIL

PRICE

TOTAL

4. TO44050-30660

ACTUATOR ASSY, BRAKE

1

0

2499.90

2499.90

PARTS: \$ 2499.90*

LABOR: \$ 457.97

ENVIROMENTAL WASTE AND SHOP SUPPL: \$ 28.73

TAX: \$ 209.07

=====

TOTAL: \$ 3195.67

(E=ENTER) (LINE#) (A=ADD PARTS) (O=NOTES) (C=CANCEL)

3/32

JAN 29, 2013 COUNTER SALES FLORIDA WEST COAST A PORT 5101 2525

INVOICE#	CUST #	NAME	PHONE	PAY	CTR#	PL
			234	1		
LN#	PART# / DESCRIPTION	QORD	QSH	SALE	CORE	EXTENDED TC PL
1	44050-30660	ACTUATOR ASSY,	1	1	2499.90	2499.90 S 1

AVAI	LIST	COMP	COMPON
BN1	GRP	GP%	ALTER
BN2	SRC	STS	ASSOC
NEW#			OLD#
REMARKS	TOTAL 2499.90		
(A=ADD)(D=DELETE)(E=ENTER)(CR=CONS REACH)(M=MODIFY)(N=NBR)(TAB)			



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STATE OF FLORIDA
REGISTRATION NUMBER
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MV-61007



0101ITCCS266733

CELL: [REDACTED]

CUSTOMER NO. 1875	ADVISOR YANELLY FRIAS	87	TAG NO. G201	INVOICE DATE 01/30/13	INVOICE NO. TOCS266733
[REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 73,552	COLOR JASPER PEAR	STOCK NO. T70212
LUTZ, FL [REDACTED]	YEAR / MAKE / MODEL 07/TOYOTA/CAMRY/4DR SDN HYBRID			DELIVERY DATE 10/22/06	DELIVERY MILES 6
VEHICLE I.D. NO. J T N B B 4 6 K X 7 3			SELLING DEALER NO.	PRODUCTION DATE 08/09/06	
F.T.E. NO.			P.O. NO.	R.Q. DATE 01/29/13	
BUSINESS PHONE			COMMENTS		

MO: 73552

JOB# 1 CHARGES

LABOR

J# 1 10TOZ *DRIVEABILITY TECH(S):74 370.00

C/S THAT VSC LIGHT/ BRAKE LIGHT IS ON
AND CAN HEAR A NOSIE IN ENGINE COMPARTMENT
TECH INSPECTED VEH FOUND ATTACHMENT TO ODB AND TO DLC WIRE
SCANNED FOR CODES---FOUND ABNORMAL CODES FOR ABS ACT
C1391 INFO 591 ABNORMAL LEAK IN ACCUMULATOR.
TECH REPLACED ABS ACUATOR

PARTS

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
1	44050-30660	ACTUATOR ASSY, BR	2499.90
2	00475-1BF03	BRAKE FLUID	5.81
TOTAL - PARTS			2511.52

MISC

CODE	DESCRIPTION	CONTROL NO
888	GLOBAL LOF	-50.00
888	GLOBAL LOF	-50.00
TOTAL - MISC		-100.00

JOB# 1 TOTALS

LABOR	370.00
PARTS	2511.52
MISC	-100.00
JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL	2781.52

JOB# 2 CHARGES

ALL PARTS NEW
UNLESS OTHERWISE
INDICATED.

IMPORTANT

You may receive a questionnaire from TOYOTA. If for any reason you feel you cannot rate our services excellent, please contact our Service Manager. An "Excellent" rating does not mean we are perfect but rather that we did our job well and served you professionally.

SEE BACK OF INVOICE FOR
ADDITIONAL INFORMATION
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JOB# 2 CHARGES

LABOR

J# 2+70TOZ03 RENTAL TECH(S):74 INTERNAL

RENTAL (TRAC) CAR
RENTAL

MISC

CODE	DESCRIPTION	CONTROL NO
RENTAL	RENTAL VEHICLE	INTERNAL
RD	COMPLIMENTARY RENTAL CAR	INTERNAL
TOTAL - MISC		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL	0.00
---	------

MISC

CODE	DESCRIPTION	CONTROL NO
JOB # A	SS ENVIROMENTAL WASTE AND SHOP SUPPL	28.73
TOTAL - MISC		28.73

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS

DROP OFF



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0101ITOCS266733

CELL: [REDACTED]

CUSTOMER NO. 1875	ADVISOR YANELLY FRIAS 87	TAG NO. G201	INVOICE DATE 01/30/13	INVOICE NO. TOCS266733
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 73,552	COLOR JASPER PEAR
LUTZ, FL [REDACTED]	YEAR / MAKE / MODEL 07/TOYOTA/CAMRY/4DR SDN HYBRID	DELIVERY DATE 10/22/06	DELIVERY MILES 6	STOCK NO. T70212
	VEHICLE I.D. NO. J T N B B 4 6 K X 7 3 [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE 08/09/06	
	F.T.E. NO.	P.O. NO.	R.Q. DATE 01/29/13	
BUSINESS PHONE [REDACTED]	COMMENTS			

MO: 73552

TOTALS

*****	TOTAL LABOR....	370.00
* [] CASH [] CHECK CHECK NO. [] *	TOTAL PARTS....	2511.52
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL SUBLET...	0.00
* [] AMEX [] OTHER [] CHARGE *	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	28.73
	TOTAL MISC DISC	-100.00
	TOTAL TAX.....	196.72
	TOTAL INVOICE \$	3006.97

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USE EMAIL AS A FORM OF COMMUNICATION FOR SPECIAL OFFERS AND
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EMAIL ADDRESS:

CUSTOMER SIGNATURE

PAID

ERISA

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