

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

EQ-10496355-8091

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Log ID 18474 - FW: Consumer email complaint of sudden acceleration -- Toyota Camry
Date: Wednesday, February 06, 2013 12:36:38 PM

From: Artemis HelpDesk (VOLPE)
Sent: Wednesday, February 06, 2013 8:03 AM
To: Wells, Cynthia CTR (NHTSA)
Cc: Yon, Scott (NHTSA); Reid, Randy (NHTSA); Magno, Gregory (NHTSA); Hailu, Yenenesh CTR (NHTSA)
Subject: Log ID 18474 - FW: Consumer email complaint of sudden acceleration -- Toyota Camry

Hi Cynthia,

This consumer, [REDACTED], experienced the following while driving her 2012 Toyota Highlander (ODI #[10496355](#)):

WHEN STOPPING THE AUTO ON 3 OCCASIONS THE ENGINE BEGAN RACING VERY STRONGLY.

However, while the Highlander was being checked, she and her husband claim to have experienced sudden acceleration while driving their Toyota Camry loaner, causing a crash and personal injury. I do not see that she filed an IVOQ for this second incident with the Camry – she only reported it in the email thread below dated 2/5/13.

From her email below and the PII provided with her Highlander IVOQ, you might have enough info to submit the VOQ for her – however, she did not provide the Model Year of the Camry.

Please see #[10496355](#) if you need contact info on [REDACTED].

Thanks,
Bob

From: [REDACTED]
Sent: Tuesday, February 05, 2013 1:10 PM
To: donotreplyodi (VOLPE)
Subject: RE: Acknowledgement from NHTSA/ODI of your safety complaint

Turned in Highlander to Vero Beach Toyota to check acceleration problem. They loaned us a Camry. Driving back to place where we are staying noted slight acceleration at a stop sign. We continued to drive to 2400 Ocean Dr. and were waiting for ok to enter residence. Husband put brake on and there was a tremendous surge causing the car to ram the back of a landscapers van. I was taken to the hospital because of severe chest pain.

Date: Mon, 4 Feb 2013 16:04:17 -0500
From: donotreplyodi@dot.gov
To: [REDACTED]
Subject: Acknowledgement from NHTSA/ODI of your safety complaint

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number

listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: [10496355](#)

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 Monday-Friday, 8:00AM to 8:00PM Eastern
TTY: 1-888-424-9153
Have your ODI Number available.
(Spanish-speaking operators available)
- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>
Indicate your ODI Number in the contact form.

Thank you,
Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email: <http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm?refurl=email>

Recall notification via RSS: <http://www-odi.nhtsa.dot.gov/rss/index.cfm?refurl=email>

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our [Privacy Policy](#) can be found at this Web page.

If you have questions regarding these emails, please go to our [Contact](#) Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.