

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Johnson, Laiuan CTR \(NHTSA\)](#)
Subject: FW: Upload
Date: Tuesday, August 13, 2013 8:58:32 AM
Attachments: [REDACTED] [Invoice2007 Camry Hibrid.pdf](#)

EQ-10499211-9534

From: [REDACTED]
Sent: Tuesday, July 30, 2013 9:54 AM
To: Chan, Steve (NHTSA)
Subject: Re: Your report to NHTSA; ref: 2007 Toyota Camry Hybrid Brake Failure

Hi Steve, to day I drove by the Toyota dealer and got a copy of the invoice, I attached it in this e-mail in PDF format. If you need anything else, let me know.

On Mon, Jul 29, 2013 at 4:36 PM, [REDACTED] wrote:
Hi Steve,

Thanks for the reply, Regarding your first question, the car was repaired, since the car is from my dad, I will find the repair invoice and send it to you soon.

Regarding your second question, the vehicle did stop when pressing the brakes to make normal stops, but when completely stop in a stop sign or light stop the abs actuator module made a pulsating sound like something slipping and at the same time you could feel the pulsations on the pedal itself. The harder you pressed the brake pedal the harder the noise and the pulsations on the pedal. To add to all this symptoms, the car felt like it was trying to move forward by itself intermittently between pulsations when idling in a complete stop. Since the car's response in the event of a sudden accident avoidance scenario was in question at this point we decided to take it to the Toyota dealer for repair. Since I made this complaint a few months back I am not up to date on details but I will reach the dealer that serviced the car for a copy of the diagnostic and repair invoice to help the investigation. I will attach with this e-mail the contact info of the dealer that serviced the car in case you like to contact them on your side.

Again thank you for your response in this matter, as a consumer worried about safety, I am at your disposition to solve this issue.

Have a nice day.

Dealer contact info:
<http://www.autocentrotoyota.com/contactenos>

phone:

[REDACTED]

physical address:

[REDACTED]

Río Piedras, PR [REDACTED]

postal address:

[REDACTED]
San Juan, PR [REDACTED]

On Wed, Jul 24, 2013 at 4:59 PM, <Steve.Chan@dot.gov> wrote:

Dear [REDACTED],

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

"THE VEHICLE HAD BEEN FOR THE PAST WEEKS WITH A PULSATING NOISE UNDER THE HOOD, SPECIALLY AT STOPS WAITING FOR A RED LIGHT. YOU CAN FEEL THE PULSATION ON THE PEDAL WHEN YOU DEPRESS THE BRAKE PEDAL. THE NOISE GETS LOUDER THE HARDER YOU PRESS THE PEDAL AND THE CAR SEEMS LIKE ITS TRYING TO MOVE FORWARD ON ITS OWN. NO PROBLEM LIGHTS WERE ON THE CONTROL PANEL UNTIL IT REACHED 87,225. AFTER THAT I HAD THE ABS, BRAKE, WARNING, VST LIGHTS ALL ON WITH THE MESSAGE OF CHECK VST ON THE LCD OF THE CONTROL PANEL. TOOK THE CAR TO THE DEALER AND AFTER INSPECTION THEY DETERMINED THAT THE ABS ACTUATOR MODULE HAD TO BE REPLACED. THE QUOTE WAS FOR \$2,600!!!! I STARTED SEARCHING ONLINE AND FOUND OUT SEVERAL OTHER CAMRY OWNERS HAD THE SAME PROBLEM. I'M FILING THE COMPLAINT BECAUSE THIS IS A VERY CRITICAL COMPONENT IN TERMS OF SAFETY AND IT IS FAILING AT A VERY LOW MILEAGE (UNDER 100K) AND SOMETIMES EVEN UNDER 60K. ALSO THE COST OF REPAIR IS SO HIGH YOU HAVE NO CHOICE BUT TO INCREASE THE FINANCIAL BURDEN BECAUSE IT IS A PART THAT IT IS CRITICAL FOR THE CAR'S SAFETY OPERATION. I WOULD NEVER DRIVE A CAR WITH BRAKE PROBLEMS. PLEASE INVESTIGATE THIS ISSUE."

1. Please email me a copy of the repair invoice, or the diagnostic invoice if the brake problem has not yet been repaired.
2. When the brake symptoms occurred, did the vehicle take longer to stop?

Thank you.

Steve Chan
Safety Defects Engineer
Office of Defects Investigation /NHTSA

[REDACTED]

[REDACTED]

**AUTOCENTRO****Compra Confiado**

1090 Muñoz Rivera Avenue
San Juan, Puerto Rico 00927
751-9110

CUSTOMER NO.	85881	ADVISOR	ROBERTO ROJAS SUER	1109	TAG NO.	5469	INVOICE DATE	02/20/13	TOWNSHIP	31212
		LABOR RATE			MILEAGE	87,498	GRTS/		STOCK NO.	
		VEHICLE MAKE/MODEL	07/TOYOTA/CAMRY HYBRID/4DR SDN HYBRI			DELIVERY DATE	08/19/06	DELIVERY MILES		
	SAN JUAN, PR	VEHICLE I.D. NO.	JFN B B 4 6 K 4 7 3			SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.		R.O. NO.	02/19/13			
RE		BUSINESS PHONE				COMMENTS	MO: 87498			

JOB# 1 CHARGES

LABOR-----
J# 1 10TOZ08 LUZ DE "BRAKE" TECH(S):32671 429.00
CLIENTE INF. SE SIENTE RUIDO BOOSTER FRENOS
SE INSTA. ACTUATOR ABS

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-----	UNIT PRICE-----	PRICE-----
	1	44050-30300	ACTUATOR ASSY, BR	2584.48	1679.91	1679.91
	3	00475-1BF03	BRAKE FLUID	9.46	6.15	18.45
			TOTAL - PARTS			1698.36

JOB# 1 TOTALS-----
LABOR 429.00
PARTS 1698.36

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 2127.36

JOB# 2 CHARGES

LABOR-----
J# 2 10TOZ LUCES EN PANEL TECH(S):32671 0.00
LUCEA ABS Y TRACTION CONTROL...

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

JOB# 3 CHARGES

LABOR-----
J# 3 98TOZ QUALITY CONTROL TECH(S):23451 0.00
PRUEBA TECNICA DE TODOS LOS ASUNTOS TRABAJADOS PARA ASEGURAR
LA CALIDAD DEL SERVICIO.
SE CONFIRMO QUE LA UNIDAD NO PRESENTA LA CONDICION LUEGO DEL
TRABAJO REALIZADO.

JOB# 3 TOTALS-----
JOB# 3 JOURNAL PREFIX TOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR-----
J# 4 90TOZ03 ESTIMADO DIAG. TECH(S):23451 0.00
C/I VERIFICAR UNIDAD. TODO DIAGNOSTICO TIENE UN CARGO \$70.00
ENCARGADO DE FIX IT RIGHT VE UNIDAD CON EL CLIENTE
PREGUNTAS GUIAS:
QUE?
DESDE CUANDO?
CON QUE FRECUENCIA?
EN QUE LUGAR?
LA LUCES DEL DASH: ENCIENDE, PARPADEA O MULTIPLE. CUAL LUZ:



AUTOCENTRO

Compra Confiado



1090 Muñoz Rivera Avenue
San Juan, Puerto Rico 00927
751-9110

CUSTOMER NO.	85881	ADVISOR	ROBERTO ROJAS SUER	1109	TAG NO.	5469	INVOICE DATE	02/20/13	INVOICE NO.	TOCS331212
		LABOR RATE		LICENSE NO.		MILEAGE	87,498	COLOR	GRIS/	STOCK NO.
		YEAR / MAKE / MODEL	07/TOYOTA/CAMRY HYBRID/4DR SDN HYBRI				DELIVERY DATE	08/19/06	DELIVERY MILES	
SAN JUAN, PR		VEHICLE I.D. NO.	J T N B B 4 6 K 4 7 3				SELLING DEALER NO.	PRODUCTION DATE		
		F.T.E. NO.					P.O. NO.		R.O. DATE	02/19/13
		BUSINESS PHONE					COMMENTS	MO: 87498		

TODO TIEMPO DE LABOR PARA DIAGNOSTICO TIENE UN CARGO DE \$70.00 MINIMO DEPENNDIENDO DE LA MAGNITUD DE LOS HALLAZGOS DE SER GARANTIA DICHO CARGO SERA CUBIERTO POR EL MANUFACTURERO. DE NO ESTAR CUBIERTO POR LA GARANTIA EL COSTO ARriba MENCIONADO SE ACREDITARA AL TIEMPO DE LABOR DE ESTIMADO. DE NO AUTORIZAR. EL CARGO ARriba MENCIONADO SERA ACREDITADO POSTERIORMENTE CUANDO EL CLIENTE DECIDA REALIZAR LA REPARACION CORRESPONDIENTE. (VALIDO POR 15 DIAS) AUTOCENTRO TOYOTA REITERA SU COMPROMISO CONTINUO EN DESARROLLAR LA MAYOR CONFIANZA Y SEGURIDAD EN LA VIDA DE NUESTROS CLIENTES. GRACIAS POR SU PATROCINIO.

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX TOCS JOB# 4 TOTAL 0.00

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$70.00 (+TAX)

APPROVED REVISED ESTIMATE (# 1) OF \$2276.28 (+TAX) ON 02/20/13 AT 04:18pm

BY [REDACTED] COMMENTS

COMMENTS-----

IPU. DIAG. S/H. SHUTTLE 1625 AVE. PONCE DE LEON
02/19/13.3:16.EN PROCESO TALLER

TOTALS-----

* NEXT RECOMMENDED SERVICE: *
* 06/18/2013 / 91812 MI 01TOZ005-4CIL MANT.4CIL CADA 5 MIL *

GRACIAS POR CONFIAR EN NOSOTROS

TOTAL LABOR...	429.00
TOTAL PARTS....	1698.36
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	148.92

TOTAL INVOICE \$ 2276.28

NUESTRO COMPROMISO ES BRINDAR UN SERVICIO DE EXCELENCIA, SI SU EXPERIENCIA NO ES ASI FAVOR DE COMUNICARSE AL

(787) 999-9110 EXT 709 SERVICIO AL CLIENTE
O POR EMAIL MARINERMARTINEZ@AUTOCENTROTOYOTA.COM

Nota: Por recomendacion del manufacturero se recomienda verificar presion de aire de gomas semanalmente.

CUSTOMER SIGNATURE

DUPLICATE INVOICE
