

AUG - 6 2013

CL-10520321-1587

[REDACTED]
Loganville, Georgia [REDACTED]
[REDACTED]

July 29, 2013

Mr. David Strickland
U. S. Department of Transportation
National Highway Transportation Safety Administration
Office of Defects Investigation (NVS 210)
1200 New Jersey Avenue, S. E. West Building
Washington, D. C. 20590

Dear Mr. Strickland:

The 2013 Toyota Avalon has a severe problem with visibility through the rear window. I have tried to get this resolved through many months of working with Toyota, and filing a complaint with the NHTSA. My complaint is not the only one filed with your department. I have explained in the complaint that all 2013 Avalons have this problem and that it is something everyone who drives one of these cars experiences--perhaps some worse than others--because no window exists for replacement. Toyota continued to put these windows in the cars, even after they knew the problem existed, unless production of these vehicles was stopped very, very early on, which I don't believe happened.

I am enclosing copies of all documents which prove my statement is correct. Also, I am enclosing a narrative and timeline involving the many months I have spent trying to get this problem resolved, and a copy of my complaint to your agency which articulates my problems, as well as another complaint that articulates the nighttime problems.

This is not just my problem, but the problem of others, and as a matter of fact, a problem for Toyota, as you will see by reviewing the documents.

I don't know what constitutes a trend in complaints, but this can be a safety problem and I am adamant in my belief that your agency should look into this. This company should, at the very least, see that their customers get a clear view of what is approaching from behind. Since Toyota seems not to be able to correct this defect, they should, in some way, make the customer whole. Even the Field Service Representative recommended a repurchase.

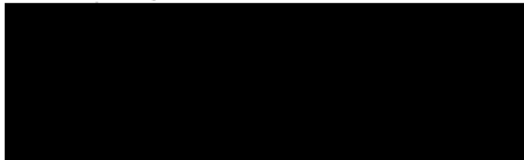
NAU
8713
SHD

2.

I believe as a citizen of this country, who depends on my government agencies to do the right thing and protect me and others, your agency should hold this company responsible for putting this defective vehicle on the road and for continuing to do so, even after they knew the problem existed. Your agency can determine when and if production of this vehicle stopped--if it was stopped.

Please seriously review this problem. I am looking forward to hearing from your agency as to any actions that have been taken, or will be taken. My telephone number is at the top of my letterhead, and I would welcome a call.

Sincerely,



Encls:

Timeline with explanation
Service Documents
NHTSA Complaints

TIME LINE AND NARRATIVE SURROUNDING CONCERNS WITH THE 2013
TOYOTA AVALON

- 12-17-12 Took delivery of the Toyota Avalon Limited at a cost of \$41,782.00.
- 02-28-28 Took the vehicle back to dealership to have the distorted and defective rear window inspected and replaced, and to have the blind spot monitor repaired. I thought a simple replacement of the window would be possible.
- The Assistant Service Manager (Michael Fletcher) and another person saw the problem and made the statement: "I would not like that either". The Service Manager (Dennis Mixon) looked at the problem and he too, saw the problem. They brought another Avalon into the service bay and it had the same problem. After discussion with the Service Director, (Dave Fletcher) we were advised to return vehicle to be left for a technical case to be started.
- 03-06-13 Left car for repair of blind spot monitor and rear window problem.
- 03-11-13 We spoke with the general mgr. (John Riding) and he assured us that Toyota would take care of the window situation—that Toyota made sure their customers were satisfied customers. We were advised that the Toyota Regional Field Service Representative would be in to look at the car.
- 03-27-13 Had conference with Toyota Regional Field Service Representative (Eddie Osborne) and with the Service Director of the Dealership. I requested the Toyota Representative drive the car. He immediately saw the problem.
- He then inspected other new Avalons on the lot and determined all had the same problem. He advised he would be in touch with Toyota and the problem would be resolved.
- While waiting for our car, a discussion with the Service Director of the dealership revealed the Field Service Representative was on the phone with California and with Georgetown, Ky. where the car is manufactured. I heard nothing further.
- 04-15-13 I called the dealership; spoke with the Service Director to determine if he had heard anything about my concern with the rear window distortion, because one could not get a clear view. He related he had spoken with the Field Service Rep. and that the Rep. had spoken with Toyota people in Georgetown concerning the problem—they had sent people out to check other Avalons.

- 05-02-13 Met with the Toyota Field Service Representative. The Service Director for the dealership was present. We were informed that no progress had been made regarding the replacement of the rear window.
- He stated he had done a lot of research regarding this window, that all Toyota Avalons had the same problem. He stated he had the technical staff in Jacksonville look at all the cars there and every one of them had the same problem.
- He stated "I have decided to pursue a repurchase through Toyota as they are so unhappy with their new Avalon". He gave us this statement in his own handwriting and signed by him. (See enclosure.)
- He recommended I call Toyota, file a formal complaint and obtain a case number.
- I did this.
- 05-03-13 The case manager called and explained he had gotten the full story from the Dealership Service Director. He sent a follow-up e-mail in which is stated "Toyota is due to have a final answer on this window concern in about 2 weeks. I will check on this window concern in 2 weeks and follow up with you."
- 05-17-13 I called the case manager. He returned my call and said "The Directors and Corporate Managers were still in a meeting on this concern with the windows and that an answer would come on Monday 5/20/13." He stated the Toyota Customer Service Representative of Southeast Toyota (Justin Cohen) had given him this information.
- 05-20-13 The case manager called. He stated there is currently not a newly designed window for the 2013 Avalon. He stated he would send arbitration forms. A follow-up e-mail was received. I called the Service Director at the Dealership and he gave me information as to the chain of command at Southeast Toyota.
- 05-25-13 Received Arbitration forms.
- 05-28-13 Arbitration forms mailed.

06-06-13 Received information from the National Center for Dispute Settlement stating "complaint relating to a design issue". "The arbitration process has jurisdiction over service issues covered under Toyota's New Vehicle Limited Warranties. Therefore, your claim is not eligible for the arbitration process". It appears Toyota representatives, from all areas, are not aware of the exactly what the arbitration process is all about, or surely they would not have suggested this "song and dance" of arbitration.

06-06-13 Called case manager. Case closed.

06-13-13 Field Service Representative called. Toyota will do NOTHING. Case closed.

6-19-13 Wrote letter to James Lentz, CEO of Toyota North America.

07-01-13 Received call from Celeste Knight in California. Mr. Lentz had turned this problem over to her. She stated she would get back to me on 07-03-13.

07-03-1-13 Celeste Knight called. Stated they were working with Southeast Toyota and would get back to me on 07-08-13. She did not call.

07-09-13 I called to speak with Celeste Knight. She said they were working with Southeast Toyota to see if they could replace the window, but "Don't get your hopes up".

07-10-13 Received call from Celeste Knight of Toyota North America. She informed me that "Unfortunately, we cannot replace your rear window at this time. The Product Quality Control Department is actively working on this problem. We cannot promise that a window will be available for a replacement in your car."

07-14-13 I called, left a message asking for an e-mail outlining our conversation of 07-10-13 in which she stated the Product Quality Control Group was working on the rear window problem.

07-16-13 Celeste Knight returned my call and stated she would send an e-mail outlining our conversation in which she had stated "the Product Quality Control Group was working on the rear window problem.

07-19-13 Received call from Celeste Knight. I once again requested she send an e-mail outlining our conversation of 07-16-13, as well as our conversation of

today (07-19-13). She stated she would need to ask the legal department and would do so, if allowed--they do not put things in writing from the Executive Offices without permission from legal. She said I would hear within three to five business days. No call.

The following persons have been involved in my attempt to get this unsafe vehicle repaired or replaced.

Toyota Field Service Representative -----Eddie Osborne
Toyota Customer Service Representative-----Justin Cohen (I have not spoken to this person)
Toyota Case Manager-----Jeffrey Moore
Toyota Analyst, Toyota North America-----Celeste Knight
CEO, Toyota North America-----James Lentz (I have not spoken to this person, he turned my letter over to his analyst, but she told me he had read my letter.)

The following persons are with Auto Nation Toyota Dealership

John Ridings, General Manager
Dave Fletcher, Service Director
Michael Fletcher, Assistant Service Manager
Dennis Mixon, Service Manager

CUSTOMER #: 2974104

863030

INVOICE

Team C. Toyota / Scion Mall of Georgia

3505 Buford Drive
Buford, Georgia 30519
Main: (678) 546-1212

WWW.TOYOTAMALLOFGA.COM

LOGANVILLE, GA

DUPLICATE 1
PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 3312 MICHAEL FLETCHER

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
MAGNETIC G	13	TOYOTA AVALON		4T1BK1EBXDU			730/730		T000
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
17DEC12 DD			21:00 28FEB13				CASH	11MAR13	
R.O. OPENED		READY		OPTIONS: STK:DU		TRN:A			

16:50 28FEB13 15:48 11MAR13

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S BLIND SPOT MONITOR IS INOP AT TIMES
MA001 STARTED TECH CASE, WAS ADVISED TO WAIT FOR
SERVICE BULLETIN TO BE RELEASED

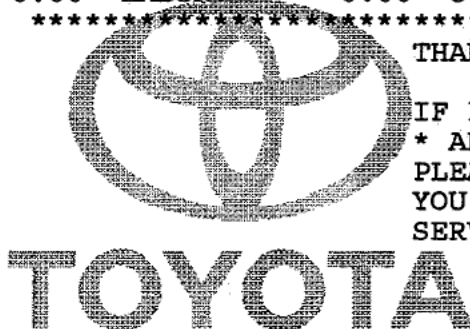
3337 CT 0.00 0.00 0.00 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B C/S REAR WINDOW IS DISTORTED C/A
MA001 WAITING FOR DSM TO INSPECT VEHICLE
3337 CT

SUBL RENTAL ITEPS (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C Multi-Point Inspection Not Required At This Time
MULTI-N CUSTOMER FIRST CAME IN FEB 28TH, WAS
ADVISED TO BRING VEHICLE BACK TO BE LEFT FOR
TECH CASE TO BE STARTED. CUSTOMER RETURNED
MARCH 6TH

3337 CT 0.00 0.00 0.00 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00



THANK YOU FOR CHOOSING TOYOTA MALL OF GEORGIA
IF FOR ANY REASON YOU CANNOT GIVE YOUR
* ADVISOR * AN EXCELLENT SERVICE SCORE
PLEASE GIVE ME THE OPPORTUNITY TO MAKE
YOU HAPPY
SERVICE MANAGER DENNIS MIXON

DISCLAIMER OF WARRANTIES

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THIS WARRANTY IS GOOD FOR 12 MONTHS OR UNLIMITED MILES FROM DATE OF PURCHASE OR INSTALLATION ON THE VEHICLE.

X

Authorized Signature and Date

TOYOTA
GENUINE PARTS

"Who Could Ask For Anything More"

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: 2974104

868797

INVOICE

Team Q Toyota / Scion Mall of Georgia

LOGANVILLE, GA

PAGE 1

3505 Buford Drive
 Buford, Georgia 30519
 Main: (678) 546-1212
 WWW.TOYOTAMALLOFGA.COM

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 3312 MICHAEL FLETCHER

COLOR		YEAR		MAKE/MODEL		VIN		LICENSE		MILEAGE IN / OUT		TAG			
MAGNETIC G		13		TOYOTA AVALON		4T1BK1EBXDU				1048/1048		T540			
DEL. DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE		PAYMENT		INV. DATE	
17DEC12 DD						WAIT 27MAR13						CASH		27MAR13	
R.O. OPENED			READY			OPTIONS:			STK:DU			TRN:A			

11:07 27MAR13	12:49 27MAR13	LIST	NET	TOTAL
---------------	---------------	------	-----	-------

LINE OPCODE TECH TYPE HOURS
 A C/S BLIND SPOT MONITORING SYSTEM IS INOP AT TIMES
 EL001 C/S BLIND SPOT MONITORING SYSTEM IS INOP AT
 TIMES

3337 WT (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 1048 bsm system has a loose connection at the ground relocated the
 ground location for the bsm mirrors el1302 1.0 72 71 87901-07020

B Multi-Point Inspection Not Required At This Time
 MULTI-N Multi-Point Inspection Not Required At
 This Time

3337 CT 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C** C/S REAR WINDOW IS DISTORTED
 MA001 TEST DROVE WITH CUSTOMER AND NOTICED
 DISTORTION IN REAR GLASS, TEST DROVE NEW
 VEHICLE AND FOUND SAME DISTORTION FROM REAR
 GLASS

3337 CT 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

THANK YOU FOR CHOOSING TOYOTA MALL OF GEORGIA

IF FOR ANY REASON YOU CANNOT GIVE YOUR
 * ADVISOR * AN EXCELLENT SERVICE SCORE
 PLEASE GIVE ME THE OPPORTUNITY TO MAKE
 YOU HAPPY

SERVICE MANAGER DENNIS MIXON

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THIS WARRANTY IS GOOD FOR 12 MONTHS OR UNLIMITED MILES FROM DATE OF PURCHASE OR INSTALLATION ON THE VEHICLE.

X

Authorized Signature and Date

TOYOTA
GENUINE PARTS

"Who Could Ask For Anything More"

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Transcription of hand written note since the copy did not turn out very well.

Eddie Osbourne

Met with [REDACTED] on 5/2/13. Explained that I have been unable to get an answer as how to address their concern with their back glass in their 2013 Avalon. Concern is looking thru rear view mirror, rear glass distorts images outside. I have decided to pursue a repurchase through Toyota as they are so unhappy with their new Avalon. I & technical staff in Jax have compared to other new Avalons which have the same concern.

Signed: E Osbourne
5/2/13

CUSTOMER #: 2974104

876704

CASE #1305020773

Team Toyota / Scion Mall of Georgia

LOGANVILLE, GA

WORKORDER

3505 Buford Drive
Buford, Georgia 30519
Main: (678) 546-1212

WWW.TOYOTAMALLOFGA.COM

PAGE 2

HOME: [REDACTED]
BUS: [REDACTED]CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 3312 FLETCHER, MICHAEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
MAGNETIC G	13	TOYOTA AVALON	4T1BK1EBXDU [REDACTED]		1049/	T048	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17DEC12 DD			21:00 02MAY13			CASH	
R.O. OPENED	READY	OPTIONS: STK: DU [REDACTED] TRN: A					

02MAY2013 11:21

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS.....	QTY	PRICE..	ESTIMATE
# A	MA001	CT	DSM INSPECTION ON VEHICLE			

B MULTI-N

CT Multi-Point Inspection Not Required At This Time

EODIE OSBORNE
 MET WITH [REDACTED] ON 5/2/13.
 EXPLAINED THAT I HAVE BEEN UNABLE TO GET
 AN ANSWER AS HOW TO ADDRESS THEIR
 CONCERN WITH THEIR BACKLASH IN
 THEIR 2013 AVALON. CONCERN IS LOCATED
 FROM REAR VIEW MIRROR, REAR GLASS
 DISTORTS IMAGES OUTSIDE. I HAVE
 DECIDED TO PURSUE A REPURCHASE
 THROUGHOUT TOYOTA AS THEY ARE SO UNHAPPY
 WITH THEIR NEW AVALON. I HAVE COMPARED IN
 TO OTHER NEW AVALONS WHICH HAVE THE
 SAME CONCERN.

E Osborn
 5/2/13

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspections. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

PRELIMINARY ESTIMATE \$ _____

X

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AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

CUSTOMER WAITING

☐ YES ☐ NO

PHONE WHEN READY

☐ YES ☐ NO

SAVE PARTS

☐ YES ☐ NO

CUSTOMER COPY

[REDACTED]

From: <Toyota info only@Toyota.com>
To: [REDACTED]
Sent: Friday, May 03, 2013 2:44 PM
Subject: Toyota Customer Experience Case #1305020773
Dear [REDACTED]

We appreciate you taking the time to contact the Toyota Customer Experience Center. I am your Case Manager assigned to your case for handling and follow up. Per our conversation Toyota is currently reviewing a possible release for a new designed rear window. Toyota is due to have a final answer on this window concern in about 2 weeks. I will check on this window concern in 2 weeks and follow up with you.

Please contact me directly at 1-800-331-4331 extension 73884, Monday through Friday, 6:30 a.m. to 3:00 p.m., Pacific Time. Your contact has been documented at Toyota Headquarters under your name and case number 1305020773.

Sincerely,

Jeffery Moore
Case Manager
Toyota Customer Experience

Please do not attempt to respond to this message. We cannot accept electronic replies to this e-mail.

5/3/2013

[REDACTED]

From: <Toyota_info_only@Toyota.com>
To: [REDACTED]
Sent: Monday, May 20, 2013 1:02 PM
Subject: Toyota Customer Experience Case #1305020773

[REDACTED]

We appreciate you taking the time to contact the Toyota Customer Experience Center. I am your Case Manager assigned to your case for handling and follow up. [REDACTED] I wanted to inform you that there is currently not a new designed window for the 2013 Avalon and I will mail out the arbitration form as I informed.

Please contact me directly at 1-800-331-4331 extension 73884, Monday through Friday, 6:30 a.m. to 3:00 p.m., Pacific Time. Your contact has been documented at Toyota Headquarters under your name and case number 1305020773.

Sincerely,

Jeffery Moore
Case Manager
Toyota Customer Experience

Please do not attempt to respond to this message. We cannot accept electronic replies to this e-mail.

5/20/2013

Details	Crash: No Injuries: 0	Fire: No Number of Deaths: 0	Number of Injuries: 0	0 Associated Documents
Manufacturer: TOYOTA MOTOR CORPORATION Vehicle Identification No. (VIN): 4T1BK1EB4DU...				
SUMMARY: HEADLINER OF THE CAR IS PEELING FROM THE REAR. WENT TO THE DEALERSHIP I.E. HOLMAN TOYOTA, MT. LAUREL, NJ, THEY ADVISED THEY WOULD ORDER THE NEW HEADLINER AND REPLACE THE SAME. WENT TODAY JULY 2ND, 2013, HOLMAN TOYOTA ADVISED THE PEELING HEADLINER IS COMMON ISSUE IN THE 2013 AVALON AND TOYOTA HAS INSTRUCTED DEALERS NOT TO REPLACE THE HEADLINER AS REPLACING THE HEADLINER WILL NOT FIX THE PROBLEM AND IT MAY HAPPEN AGAIN. TOYOTA HAS ADVISED IT IS TRYING TO COME UP WITH A PERMANENT FIX VIA A "REPAIR" JOB, NOT ETA ON THE SAME YET. TILL TOYOTA COMES UP WITH A REPAIR I HAVE A PEELING HEADLINE WHICH CAN FALL ON HEAD WHILE I AM DRIVING CAUSING AN ACCIDENT AND TOYOTA IS JUST SITTING ON IT.				

Date Complaint Filed: 07/02/2013	Date of Incident: 06/25/2013
Component(s): UNKNOWN OR OTHER	NHTSA ID Number: 10522830
All Products Associated with this Complaint	

Details	0 Associated Documents
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0	
Manufacturer: TOYOTA MOTOR CORPORATION Vehicle Identification No. (VIN): Not Available	
SUMMARY: THIS TOYOTA WAS PURCHASED WITH A SUNROOF TOP. AFTER DRIVING THE CAR FOR TWO WEEKS WE NOTICED THE HEADLINER WAS COMING LOOSE FROM THE ROOF. WE NOTICED THAT WHEN YOU OPENED THE SUNROOF THE AIR ENTERING THE CAR MADE THE ROOF OR HEADLINER SHAKE AND MOVE AS IF TO MUCH AIR WAS GETTING UNDER IT CAUSING THE HEADLINER TO SEPARATE FROM THE ROOF. WE TOOK THE CAR IN FOR SERVICE AND THE DEALERSHIP FINALLY TOLD US THERE WAS A RECALL ON THESE HEADLINERS AND THAT NO PARTS WERE BEING REPLACED AT THIS TIME. I LOOK AT THIS AS A MAJOR FLAW AND THE ROOF COMING LOOSE SHOULD HAVE BEEN SOMETHING THE TOYOTA SHOULD HAVE SAID SOMETHING ABOUT. WEVE HAD THE CAR TWO WEEKS SHOULD'NT THEY HAVE SAID O BY THE WAY THE ROOF MAY SEPARATE FROM THE TOP OF THE CAR. NO CALLS ABOUT THE RECALL AND THEY TOLD US TO TAKE OUR CAR THAT THEY COULD NOT REPAIR IT RIGHT NOW. PLEASE TELL EVERYONE THE ROOF IN THIS CAR HAS PROBLEMS AN TOYOTA IS NOT FIXING IT. IT'S UNFAIR TO THE CONSUMER THAT THINGS LIKE THIS CCAN HAPPEN AND PEOPLE KNOW ABOUT IT AND ARE STILL ALLOWED TO SELL THESE CAR IF YOU WANT TO BUY ONE TODAY.	

Date Complaint Filed: 06/13/2013	Date of Incident: 06/03/2013
Component(s): VISIBILITY	NHTSA ID Number: 10520321
All Products Associated with this Complaint	

Details	0 Associated Documents
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0	
Manufacturer: TOYOTA MOTOR CORPORATION Vehicle Identification No. (VIN): 4T1BK1EBXDU...	
SUMMARY: FAILED COMPONENT IN THIS VEHICLE, AS WELL AS EVERY OTHER 2013 TOYOTA AVALON, HAS A DISTORTED REAR WINDOW AND ONE CANNOT GET A CLEAR VIEW OF WHAT IS BEHIND. ALL LINES ARE ZIG-ZAG AND EVERYTHING BEHIND IS FUZZY. THIS IS NOT A DISPUTE BETWEEN ONE CAR OWNER AND TOYOTA, BUT A DISPUTE THAT ENCOMPASSES EVERY 2013 TOYOTA AVALON AND IN WHICH THE NHTSA SHOULD TAKE INTEREST. I HAVE DOCUMENTS TO PROVE THAT ALL THESE VEHICLES HAVE THIS PROBLEM. I PURCHASED THIS CAR 12/17/12 ON A RAINY, OVERCAST DAY. AFTER DELIVERY, I NOTICED THE WINDOW, AND THINKING IT COULD BE REPAIRED BY REPLACEMENT, TOOK THE CAR TO THE DEALER AND AFTER THEY CHECKED OTHER CARS ON THE LOT, FOUND ALL HAD THE SAME PROBLEM. THE FIELD SERVICE REP AND I MET AND HE DROVE THE VEHICLE. HE TOO, SAW THE PROBLEM. WE MET AGAIN, AND HE HAD MET WITH THE TECHNICAL PEOPLE IN JACKSONVILLE, AND NO CAR HAD A CLEAR WINDOW. HE STATED, IN WRITING, THAT HE WOULD PURSUE A REPURCHASE OF THE VEHICLE. I WAS ADVISED TO GET A CASE NUMBER AND I DID SO. AFTER WORKING FOR SEVERAL WEEKS WITH THE CASE MANAGER, HE INFORMED ME THAT ON MAY 17TH, THE DIRECTORS AND CORPORATE MANAGERS WERE MEETING AND ON MAY 20TH, HE WOULD CALL TO LET ME KNOW IF A WINDOW HAD BEEN RE-ENGINEERED TO CORRECT THE PROBLEM. THE CORRECTION COULD NOT BE MADE, SO ARBITRATION PAPERS WERE SENT. AFTER PURSUING THIS, I WAS INFORMED I WAS NOT ELIGIBLE FOR ARBITRATION BECAUSE IT WAS A DESIGN FLAW. THIS IS A DEFECT THAT NO MFG. SHOULD BE ALLOWED TO PUT ON THE ROAD. A VERY EXPENSIVE CAR THAT NO ONE SHOULD BE CONDEMNED TO DRIVE BECAUSE ONE CANNOT GET A CLEAR VIEW OF WHAT IS BEHIND. ON 6/13/13, I WAS INFORMED TOYOTA WOULD NOT REPURCHASE THE CAR, NOW WOULD NOT DO ANYTHING BECAUSE THEY DID NOT CONSIDER IT TO BE A SAFETY PROBLEM. IT IS. EVEN THE REP. INVOLVED THINKS THE CAR SHOULD BE REPURCHASED. IT SHOULD BE REPURCHASED AND EVERY 2013 TOYOTA AVALON SHOULD BE RECALLED.	

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY
1.800.424.9153

SUMMARY:

TL* THE CONTACT OWNS A 2013 TOYOTA AVALON. THE CONTACT STATED THAT WHILE DRIVING 45 MPH, THE VEHICLE SURGED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIANS WERE UNABLE TO DIAGNOSE THE FAILURE AND STATED THAT THE VEHICLE WAS PERFORMING UP TO SPECIFICATIONS. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE BUT DID NOT OFFER ANY ASSISTANCE SINCE AN ENGINEER TEST DROVE THE VEHICLE AND AGREED THAT THE VEHICLE WAS PERFORMING UP TO SPECIFICATIONS. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 300 AND THE CURRENT MILEAGE WAS 2,000. *TR

Date Complaint Filed: 03/22/2013

Component(s): VISIBILITY

Date of Incident: 03/01/2013

NHTSA ID Number: 10505067

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: TOYOTA MOTOR CORPORATION

Vehicle Identification No. (VIN): 4T1BK1EB5DU...

SUMMARY:

IN THE 2013 TOYOTA AVALON, DRIVER VISIBILITY IS DANGEROUSLY DISTORTED WHEN LOOKING THROUGH THE REAR VIEW MIRROR AT APPROACHING CARS (ESPECIALLY AT NIGHT), DUE TO A DEFECT IN THE NEW 2013 ENGINEERING DESIGN OF THE REAR GLASS MATERIAL, REAR GLASS CONTOUR AND ANGLE, TINTING, AND DEFROST STRIPS. ALL LIGHTS (ESPECIALLY VEHICLE HEADLIGHTS, STREET LIGHTS, TRAFFIC LIGHTS, ETC.) OBSERVED THROUGH THE REAR GLASS HAVE LONG, BRIGHT, VERTICAL LINES RADIATING AT THE TOP AND BOTTOM FROM THE MAIN LIGHT SOURCE VIEWED THROUGH THE REAR VIEW MIRROR. THESE VERTICAL LINES SHINING FROM ALL OF THE NUMEROUS LIGHT SOURCES OBSCURE THE REAR VIEW VISION, CAUSING CONFUSION FOR THE DRIVER IN MANY WAYS: 1) NOT BEING ABLE TO CORRECTLY JUDGE REAR CAR DISTANCE, 2) NOT BEING ABLE TO IDENTIFY THE TYPES OF VEHICLES IN THE REAR, 3) NOT BEING ABLE TO CHANGE LANES SAFELY BECAUSE OF DISTORTIONS THROUGH THE REAR GLASS PANEL, 4) NOT BEING ABLE TO JUDGE HOW MANY VEHICLES ARE APPROACHING AND/OR PASSING, AND LAST BUT NOT LEAST, 5) CAUSING THE DRIVER TO STARE LONGER THROUGH THE REAR VIEW MIRROR IN AN ATTEMPT TO DISCERN WHAT IS TAKING PLACE BEHIND WHICH TAKES THE DRIVER'S EYE OFF OF THE FRONT VISION FOR TOO LONG. ALTHOUGH THE BRIGHT VERTICAL LINES CAN BE SEEN MORE DISTINCTLY AT DUSK AND NIGHT, THEY ARE ALSO OBSERVABLE DURING THE DAYTIME IF THE VEHICLES COMING FROM BEHIND HAVE FRONT LIGHTS ON, AND/OR THE SUN SHINES ON THE CHROME. THESE RADIATING VERTICAL LINES TAKE ON THE COLOR OF THE MAIN LIGHT SOURCE SEEN FROM BEHIND SO THE DRIVER MAY OBSERVE WHITE, YELLOW, RED, GREEN, ETC. COLORS. THIS CAUSES CONFUSION WHEN TRYING TO JUDGE WHAT IS HAPPENING WITH APPROACHING VEHICLES FROM BEHIND. ON A MULTI-LANE HIGHWAY AT NIGHT, THESE MANY-COLORED VERTICAL LINES RADIATING UP AND DOWN FROM THE VARIOUS TYPES OF HEADLIGHTS, STREET LIGHTS, ETC. CAUSE A CONFUSING AND DANGEROUS SITUATION FOR THE DRIVER.

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY
1.800.424.9153



2013 TOYOTA AVALON

Recalls	Investigations	Complaints	Service Bulletins
N/A	N/A	13	N/A

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

COMPLAINTS: Displaying 1 - 5 out of 13

Date Complaint Filed: 07/12/2013

Component(s): VISIBILITY/WIPER

Date of Incident: 07/02/2013

NHTSA ID Number: 10524518

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: TOYOTA MOTOR CORPORATION

Vehicle Identification No. (VIN): 4T1BD1EB9DU...

SUMMARY:

THERE IS A GLARE IN THE REAR WINDOW THAT TENDS TO ALWAYS HAVE A NEGATIVE EFFECT ON VISIBILITY. I HAVE NEVER SEEN ANYTHING LIKE THIS IN MY 40 YEARS OF DRIVING AND OWNING OVER 20 VEHICLES. IT SEEMS THE ANGLE OF THE WINDOW COMBINED WITH THE LIGHT GRAY REAR DECK MATERIAL CREATES THE DISTRACTING REFLECTION/GLARE. AT FIRST I THOUGHT IT WAS THE PORT INSTALLED TINTING THAT CAUSED THE REFLECTION, BUT NOW I AM BEGINNING TO THINK IT IS A DESIGN FLAW. ALSO, I SEE YOU NEED MY NAME AND PERSONAL INFORMATION ON THIS FORM AND YOU ARE PROMISING TO KEEP IT CONFIDENTIAL AND PRIVATE. NOW HOW CAN ANYONE TRUST ANY GOVERNMENT AGENCY THESE DAYS TO PROTECT INFORMATION WHEN ONE OF THE MAIN FUNCTIONS OF OUR GOVERNMENT SEEMS TO BE SPYING ON ALL THE CITIZENS AND ACTING LIKE THE USSR CIRCA 1960?

Date Complaint Filed: 07/05/2013

Component(s): STRUCTURE

Date of Incident: 06/11/2013

NHTSA ID Number: 10523373

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: TOYOTA MOTOR CORPORATION

Vehicle Identification No. (VIN): 4T1BK1EB7DU...

SUMMARY:

SERIOUS PROBLEM: 2013 TOYOTA AVALON DASHBOARD TRIM CAUSES A DANGEROUS REFLECTION OF SUNLIGHT DIRECTLY INTO DRIVER'S EYES. DURING MID-DAY SUN, BLINDING BEAMS OF SUNLIGHT BOUNCE OFF SEVERAL AREAS OF THE MIRRORED-CHROME-COLORED PLASTIC TRIM THAT SURROUNDS THE DASHBOARD AND WRAPS AROUND THE INSTRUMENT CLUSTER. SUNLIGHT IS REFLECTED OFF CHROME TRIM BENEATH THE TACHOMETER AND SPEEDOMETER. BLINDING SUNLIGHT ALSO REFLECTS OFF TRIM ON BOTH SIDES OF THE STEERING WHEEL, AND OTHER POINTS ACROSS THE TRIM. DEPENDING ON TIME OF DAY AND DIRECTION OF CAR, SUNLIGHT BOUNCES OFF DIFFERENT PLACES ON THE TRIM. BECAUSE THE TRIM IS BEVELED, INSTEAD OF A VERTICAL SURFACE, IT FOCUSES THE SUNLIGHT DIRECTLY BACK INTO THE DRIVER'S EYES. DRIVERS NEED TO REGULARLY GLANCE DOWN AT THE INSTRUMENT CLUSTER AND REFLECTED SUNLIGHT FROM THAT AREA AND OTHER SECTIONS ON THE DASH IS DANGEROUSLY DISTRACTING. ACCIDENTS COULD OCCUR AS A RESULT OF DRIVERS BEING MOMENTARILY BLINDED BY THEIR DASHBOARD TRIM. TOYOTA NEEDS TO REPLACE THE MIRRORED SURFACE OF THE TRIM, AS WELL AS OTHER CHROME TRIM ON THE STEERING WHEEL AND AROUND THE AIR CONDITIONING VENTS, WITH A DARK-COLORED TRIM OR MATTE, NON-REFLECTIVE SURFACE. DESPITE SIMILAR COMPLAINTS POSTED AT THE NHTSA AND MY DIRECT CONTACT WITH TOYOTA MOTORS USA, THE COMPANY REFUSED TO OFFER A SOLUTION AND/OR TEMPORARY WORK-AROUND FOR RETRO-FITTING THE TRIM WITH A NON-REFLECTIVE SURFACE. THE COMPANY TOLD ME IT DOES NOT ACKNOWLEDGE THERE IS A PROBLEM WITH SUNLIGHT REFLECTING INTO DRIVER'S EYES FROM THE TRIM. THUS, NO PROBLEM MEANS NO NEED FOR A SOLUTION. THIS NEEDS TO BE INVESTIGATED BY THE NHTSA. BECAUSE THE PROBLEM OCCURS IN 2013 MODELS OF TOYOTA AVALON CURRENTLY BEING SOLD IN DEALERSHIPS, THE BUYING PUBLIC NEEDS TO KNOW ABOUT IT. FURTHER, TOYOTA NEEDS TO BE PROMPTED TO TAKE CORRECTIVE ACTION TO PREVENT UNNECESSARY INJURIES OR FATALITIES IN THE FUTURE.

Date Complaint Filed: 07/02/2013

Component(s): UNKNOWN OR OTHER

Date of Incident: 06/21/2013

NHTSA ID Number: 10522843

All Products Associated with this Complaint ▼

Loganville, GA.

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL™



7012 3050 0000 5923 4807



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U.S. POSTAGE
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GRAYSON, GA
30017
JUL 30, 13
AMOUNT

\$6.51

00091936-02

W48-226

Mr. David Strickland
U. S. Department of Transportation
National Highway Transportation Safety Adm.
Office of Defects Investigation (NVS 210)
1200 New Jersey Ave., S E., West Bldg.
Washington, D. C. 20590