

CL-10549100-7840

7 October 2013

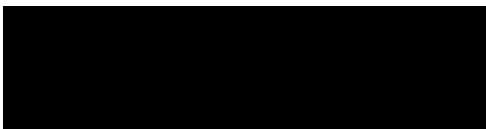
OCT 17 2013

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
EVS-210
1200 New Jersey Avenue S E
West Bldg.
Washington, D. C 20590

On 31 July 2013, while driving our 2013 Toyota RAV4 that we purchased April 2013, I pulled into the Johnson Nursery and Garden Center parking area in front of the building. When I tried to stop the vehicle, the brake pedal went completely to the floor and did not stop until it hit a cement post in front of the parking area. It ended up costing over \$7,000.00 to be repaired. We were out \$500.00 for our deductible; the insurance company paid the balance. I feel Toyota (where the vehicle) was taken for repair, did not believe what happened. I had to call and tell them that the brakes should be checked through and through. The copy of the bill only had "check out brakes" on it – no date when it was done so I called and said I needed the date this was accomplished, so they sent a copy to us. My husband and myself have fear that this could happen again. I checked on the internet if problems like this have been reported and could find nothing. I would like this to be on record if other persons report the same type of incident. We were told at the repair shop that there have to be so many incidents reported before a recall is made on vehicles. Is this the correct way to handle this problem?

Thank you.

Sincerely,



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SMD



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