

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
OWNER INFORMATION (Type or Print)		Date Received 26-DEC-2013		Repository ☐ Reference No. 10557310	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City PORTSMOUTH	State NH	Zip Code [REDACTED]			
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4T1BK1EB7DU [REDACTED]		Make TOYOTA	Model AVALON	Model Year 2013	
Date Purchased 31 JAN 2013	Dealer's Name and Telephone Number Bill Dubc TOYOTA 603 749-5500		Engine: No: Cylinders	Fuel Type: Gasoline 87 Reg	
Original Owner ☒	Dealer's City Dover, NH	State NH	Zip Code 03820		
Transmission Type AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain --	Multiple Failure: --	Incident Date(s) 10-FEB-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: VISIBILITY/WIPER (PWS)				Failure Mileage 7000	Failure Speed --
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make --	Tire Model (Name or Number) --		Tire Size (Example P215/65R15) --		
DOT No. (Example: DOTM19ABC036) --	☐ Original Equipment ☐ Prior Repair	Failure Location: --			
Tire Component Code --			Tire Failure Type: --		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make: --		Date Manufactured: --		Model No./Name: --	
Seat Type: --		Installation System: --			
Child Seat Component Code: --		Failed Part: --			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2013 TOYOTA AVALON. THE CONTACT STATED THAT THE REAR WINDOW WAS DISTORTED, CAUSING HIS VISIBILITY TO BE MINIMIZED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIAN STATED THAT THE VEHICLE WAS COMPLIANT WITH STANDARDS. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 7,000.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I purchased a new AVALON XLE. AFTER THE FIRST WEEK I notice distortion in the rear window. It is very difficult to drive this CAR ^{right} AT because of the distortion. I returned the CAR to the dealer for repair and they said it was in the design. No action. I took it to another dealer and same response. Two independent auto glass repair can find the distortion problem. I went to the NH state consumer law department and they investigated the problem and determined it was a design problem. I can't understand how the state of NH and the US vehicle safety Dept would allow a CAR with this much distortion in a window be permitted to be on the highway.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Department
Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Business
Reply Mail or Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



h 1



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
800-331-4331
310-468-7814 Fax

November 18, 2013

[REDACTED]
[REDACTED]
Portsmouth, NH [REDACTED]

Dear [REDACTED]

Thank you for contacting Toyota Motor Sales, USA Executive Offices. We appreciate being given the opportunity to further review your concern regarding the rear window of your 2013 Avalon.

This letter is in response to your request for Toyota's position in writing.

We were sorry to learn of the situation you encountered with your vehicle, your experience with the dealership, and for any inconvenience you may have been caused. Toyota makes every effort to manufacture a quality product, conducting extensive research and planning, thorough testing, and constant monitoring of performance. A comprehensive warranty is provided to cover any conditions that may occur as a result of the manufacturing process.

Toyota dealers are privately owned and operated businesses; our role in service concerns is limited. We are in place here at the Executive Offices to document any service concerns that you may have and to facilitate communication between you and the dealership. Ultimately, the concern with the service would be resolved through management at the dealership.

Your specific concern with your rear window was reviewed by Bill Hutchins, the service manager at Bill Dube Toyota, and it was concluded the dealership is unable to accommodate your request of repairing the rear window. There is no further assistance that can be provided in this regard.

[REDACTED] we understand our position is not satisfactory to you, and hope you can understand our position. Although our position is not favorable, please know Toyota values you as a customer and appreciate the opportunity to review your request.

Respectfully,

Calvin Takamine
Executive Offices
Toyota Motor Sales, U.S.A., Inc.

TOYOTA | SCION **OF** **PORTSMOUTH**

150 GREENLEAF AVE
PORTSMOUTH NH 03801

603-431-6100

888-888-9070 TOLL FREE

Web Page: www.toyotaofportsmouth.com
www.scionofportsmouth.com

INVOICE NUMBER		TOCS223199	
CUSTOMER NUMBER		10560	
HOME PHONE		WORK PHONE	
ASM		TAG #	
JOSHUA SILLSBY		99074	
LABOR RATE	PLATE #	CURRENT MILEAGE	
104.00		7,614	
VEHICLE DESCRIPTION			
13/TOYOTA/AVALON/4DR SDN XLE			
VIN #			
4 T 1 B K 1 E B 7 D U			
P.T.E. #		P.O. #	
EXTERIOR COLOR		STOCK #	
SILVER/			
COMMENTS			
DELIVERY MILES		DLR MFG #	
M.O. DATE		INVOICE DATE	
12/17/13		12/17/13	
REPRINT #		DELIVERY DATE	
MO: 7614		PRODUCTION DATE	

**TOYOTA RENTAL CARS ARE
AVAILABLE FOR YOUR CONVENIENCE**

SERVICE & PARTS HOURS OF OPERATION:
MONDAY - FRIDAY 7:30 AM TO 5:30 PM
SATURDAY 7:30 AM TO 5:00 PM

LABOR & PARTS-----
J# 1 91TDZ10KSYN TOYOTA CARE 10K SYN UNITS: 0.50 TECH(S):126 WARRANTY
PHASE II 10K SERVICE
LUBE OIL AND FILTER SERVICE W/ TIRE ROTATION
PERFORM SERVICE PER TOYOTA SPECIFICATIONS
PHASE II 10K SERVICE COMPLETE

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	WARRANTY
JOB # 1	1	PKA10W207TC	TOYOTA CARE LOF		WARRANTY
JOB # 1	1	04152-YZZA1	REPLACEABLE ELEME		WARRANTY
JOB # 1	7	00279-0WQTE-01	0W20-SINGLE QUART		WARRANTY
				JOB # 1 TOTAL PARTS	0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 22TOZDIAG DIAG EXTERIOR BODY UNITS: TECH(S):126 WARRANTY
CUSTOMER STATES: REAR WINDOW GLASS IS DISTORTED AND THE MORE
THE REAR DEFROST IS USED THE WORSE IT GETS - PLEASE ADVISE.
COMPARED TO 2 OTHER 2013 AVALONS IN SHOP - CONSISTENT ON
ALL. SPOKE WITH FTS (FIELD TECHNICAL SPECIALIST) WHO WAS ON
SITE TODAY AND SAID IT WAS NORMAL IMPERFECTIONS IN GLASS -
REPLACING GLASS WILL NOT CHANGE ANYTHING AS REPLACEMENT
WILL HAVE SAME ISSUE.
COMPLAINT DOCUMENTED AND NO FURTHER WORK PERFORMED.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

TOTALS-----

*****	TOTAL LABOR....	0.00
* PAYMENT METHOD *	TOTAL PARTS....	0.00
* []CASH []CHECK..... *	TOTAL SUBLET...	0.00
* []MASTERCARD []VISA []DISCOVER *	TOTAL G.O.G....	0.00
* []AMER EXPRESS CASHIER..... *	TOTAL MISC CHG.	0.00
*****	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

THANK YOU FOR CHOOSING TOYOTA OF PORTSMOUTH

TOTAL INVOICE \$ 0.00

*****NOTICE TO ALL SERVICE CUSTOMERS*****
*****NEW EXTENDED SERVICE HOURS*****
MONDAY THRU THURSDAY 7:30 AM TO 5:30 PM
FRIDAY 7:30 AM TO 5:00 PM
SATURDAY 7:30 AM TO 3:30 PM

CUSTOMER SIGNATURE

10557310

James E. Lentz
Toyota Motor Sales Headquarters
19001 South Western Ave.
Torrance, CA 90501

23 October 2013

Dear Sir:

Last January 31st I purchased a new Avalon XLE for my wife from Bill Dube Toyota in Dover, NH. The process was very good and we were pleased with the purchase. After a few days I noticed distortion in the rear window. I contacted Bill Dube about this distortion. The service department said it was normal but they had a Toyota technician coming and he would look at it. He wouldn't even take the time to discuss this with me.

I really don't understand why the State of New Hampshire allows this vehicle on the highway with this much distortion in the rear window when it clearly is a safety hazard.

The honest truth is that the people that drive this car are Senior Citizens. Young people do not buy Toyota Avalons. Why would you put a car on the road that is primarily driven by Seniors with a severely distorted back window. Seniors need all the help they can get. There are nice safety features on the Avalon i.e., side mirror lights – back up camera etc. It's why I purchased the car. You then install a distorted back window that is clearly a safety hazard.

I tried the lemon law but since it is a design problem it isn't within its purview. I have taken it to several independent glass repair shops and they have never seen such a defect.

The only thing your dealership in Dover offerd me is an upgraded car for \$10,000 more. Well, if I could have afforded the upgrade I would have purchased it in the first place.

We have owned a Camay, a Corolla and another Avalon before this one. All were good cars but this new one is defective.

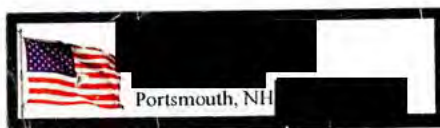
I am extremely disappointed in the quality of your car, your local dealership and your hot line, which was unresponsive.

Everyone I have talked to indicates that this is the way it is and there is nothing they are willing to try. Surely Toyota could try a new rear window or some other fix or did we just buy a lemon?

Sincerely,

[REDACTED]

Portsmouth, NH [REDACTED]



BOSTON MA 02

08 FEB 2014 PM 9



US Dept of Transportation
National Highway Traffic Safety Admin
Office of Director Investigation NHTSA-210
1200 New Jersey Ave SE
Washington, D.C. 20077-9382

200779382

