

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

Subject: FW: Unintended Accelation - 2012 Toyota Highlander
Date: Monday, February 24, 2014 1:33:06 PM
Attachments: [image001.png](#)
[image002.png](#)

Subject: RE: Unintended Accelation - 2012 Toyota Highlander

From: Montanari, Robert CTR (VOLPE) **On Behalf Of** Artemis HelpDesk (VOLPE)
Sent: Monday, February 24, 2014 11:52 AM

Subject: FW: Unintended Accelation - 2012 Toyota Highlander

It appears that [REDACTED] has filed 4 Complaints involving separate incidents of unintended acceleration since February of last year (2013) – three involving her 2012 Toyota Highlander and one involving a loaner (2013 Toyota Camry) they were using while their Highlander was being inspected by a dealer.

Her latest IVOQ was just filed on February 22, 2014, when she reported that the issue was experienced again – 10565408 .

▼	ODI#	Consumer Name	Description	State Code	Received Date	Product and Component Information	Miles from: DC VRTC
<input type="checkbox"/>	10565408	[REDACTED]	THE CAR STARTED TO A...	NY	02/22/2014	TOYOTA HIGH...	217.88 522.5
<input type="checkbox"/>	10520013	[REDACTED]	ON FEBRUARY 4, 2013 ...	NY	06/16/2013	TOYOTA HIGH...	217.88 522.5
<input type="checkbox"/>	10496693	[REDACTED]	CAR WAS STOPPED BEHI...	NY	02/07/2013	TOYOTA CAMR...	217.88 522.5
<input type="checkbox"/>	10496355	[REDACTED]	WHEN STOPPING THE AU...	NY	02/04/2013	TOYOTA HIGH...	217.88 522.5

Print Details Print VQC Results found: 4 | 1 - 4 Displayed


Date Complaint Filed: 02/22/2014
Component(s): VEHICLE SPEED CONTROL

Date of Incident: 02/22/2014
NHTSA ID Number: 10565408

All Products Associated with this Complaint ▲

Vehicle Make	Model	Model Year(s)
TOYOTA	HIGHLANDER	2012

Details ▲

0 Associated Documents 

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

Manufacturer: TOYOTA MOTOR CORPORATION

Vehicle Identification No. (VIN): 5TDBK3EH5CS...

SUMMARY:

THE CAR STARTED TO ACCELERATE WHEN WE CAME TO A STOP. THIS IS AN ONGOING PROBLEM AND NO ONE SEEMS TO BE ABLE TO HELP. THE CAR HAS TO BE TURNED OFF BEFORE IT GETS OUT OF CONTROL.

From: [REDACTED]
Sent: Saturday, February 22, 2014 1:33 PM
To: donotreplyodi (VOLPE)
Subject: RE: Acknowledgement from NHTSA/ODI of your safety complaint

Today a year later after all the times we reported acceleration problems with our Highlander there has been no resolution or solution. Today we experienced an unintended acceleration again.

From: [REDACTED]
To: donotreplyodi@dot.gov
Subject: RE: Acknowledgement from NHTSA/ODI of your safety complaint
Date: Tue, 5 Feb 2013 18:09:52 +0000

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 [REDACTED] 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.