

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

EQ-10626134-7156

**Subject:** FW: additional corrections for ODI Complaint 10626134  
**Date:** Friday, October 03, 2014 6:29:48 AM

---

**Subject:** FW: additional corrections for ODI Complaint 10626134

The consumer is updating their ODI file. The ODI # is in the subject line.

---

**From:** [REDACTED]  
**Sent:** Wednesday, October 01, 2014 1:28 AM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** additional corrections for ODI Complaint 10626134

**NHTSA/Office of Defects Investigation**

**From** [REDACTED]

I have already submitted several documents in reference to # 10626134

I wanted to send a few corrections to be more accurate in my problem description as well as my cars gas tank configuration.

I stated that my car has two Saddle fuel tanks. That is not quite correct. The car has a gas tank with two separate compartments combined into one fuel tank assembly which is unique to the industry. Inside each compartment contains a fuel Bladder that holds ½ of the total fuel volume. The bladders are combined into one total unit called a “Saddle” tank.

The best way to describe the actual problem since technically speaking the fuel gauge can function as designed at times is as follows:

The fuel reporting system malfunction is apparently due to an unbalanced fuel level condition that can occur within the two bladders at various times. The problem seems to occur at the highest frequency when adding small amounts of fuel into partially filled fuel tank in my specific case.

This was disclosed by a Toyota/Scion Field Service Technician named Ryan Eklund. They (Ryan Eklund) recommend to just ad at a minimum of \$15.00 worth of gas each and every fill to just avoid the problem.

This issue has been 100% demonstrated at my Toyota/Scion Dealership located here in Las Vegas. It was proved during the “stuck condition” that it can take over 4.2 gallons to get the stuck gauge condition to rectify itself and once again function normally. When stuck, I have added up to \$11.00 of gas without the gauge responding off the below empty line malfunctioned display state. What is even worse, the level of fuel of gas prior to the stuck empty malfunction is usually 1/8 tank with the Low Fuel light just turning on. The gauge drops to empty instead of responding to a partial fill of up to \$10.00 At times. Other times, \$5.00 allows the car to respond with ¼ tank with the same amount of remaining gas prior to the partial fill-up just as it was actually intended to do by design. Toyota/Scion could care less that their owner’s manual describes the Low Fuel Safety Light turning “ON” with 1.8 gallons or less gas remaining in the fuel tank. It is true that it does

but if I can put up to 4.2 gallons of gas into the tank without the gauge Rising off empty or the Low Fuel Light turning OFF, than it is reasonable to state that the car is NOT functioning as intended by the Low Fuel Warning System design. The Warning Light SHOULD NOT REMAIN ON with 33.3% of total fuel capacity. The tank actually is a 13.2 gallon capacity when full as indicated within the owners manual.

Others have reported Fuel gauge malfunctions after completely filling the tank but only displaying  $\frac{1}{2}$  to  $\frac{3}{4}$  full on the fuel gauge. Toyota/Scion's Official response won't even cover this failure since they just request you to purchase \$15.00 or more every fill to avoid my issue.

I hope this better helps to resolve any questions in properly understanding my complaint.

Regards, [REDACTED] [REDACTED] [REDACTED] Anything else needed, please just let me know.