



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

DOT Auto Safety Hotline
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
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

Date Received

26-JUN-2015

Repository ☐

Reference No.
10730644

OWNER INFORMATION (Type or Print)

Name

Address

City

LAS VEGAS

State NV

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

4T3BK3BB5D

Make

TOYOTA

Model

VENZA

Model Year

2013

Date Purchased

Dealer's Name and Telephone Number

KINDIAY TOYOTA

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

HENDERSON

State

NV

Zip Code

89044

6

GAS

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure: YES

Incident Date(s)

08-AUG-2014

Auto

☒ Cruise Control

V16 EFI

SEE LETTER

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 010000 STEERING, 110000 ELECTRICAL SYSTEM, 162000 STRUCTURE: BODY

Failure Mileage
320000

Failure Speed
20

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

1

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).

I WAS ON THE FREEWAY ALL OF SUDDEN TRAFFIC STOOPED , I HIT THE BRAKES NO ABS THE TRACTION LITE CAME ON CAR WENT TO NEUTRAL . I HAD AN IMPACT AT 20.1 MPH ACCORDING TO TOYOTAS BLACK BOX. THE FRONT END WAS DAMAGED IN THE TUNE OF \$8300.00 TORE THE FRONT BUMPER OFF SEVERE FRAME DAMAGE ALL IN THE AREA OF THE AIR BAG SENSOR THAT WAS TORE OFF. COME TO FIND OUT AFTER THE ACCIDENT THEIR WAS AN AIR BAG RECALL WE WERE NEVER NOTIFIED. THE VEHICLE WAS FIXED BY A BODY SHOP RECOMMENDED BY THE DEALERSHIP THAT NEVER CHECKED OUT THE SYSTEM, I TOOK IT IN FOR THE RECALL THEY DID NOT PERFORM AS PER THEIR SUPPLEMENTAL DOCUMENTS FROM YOUR WEB SITE. NOW I HAVE NERVE DAMAGE AND TENDENTIOUS AS I BRACED MYSELF AND BENT THE STEERING WHEEL. I HAVE ASKED AND ASKED FOR HELP FROM TOYOTA THEY TOLD ME THE IMPACT WAS NOT SEVERE ENOUGH . MY UNDERSTANDING IS THE AIR BAGS DEPLOY AT A 10 TO 15 MPH IMPACT I HIT AT 20 PLUS . THEIR IS A MAJOR FLAW ON THE TRACTION SYSTEM THE LITE COMES ON WHEN YOU APPLY THE BRAKE , I WAS TOLD THAT MY FOOT WAS TO BIG AND I PUSH THE BRAKE TO HARD AND I SHOULD NOT OF BOUGHT THE CAR. EDMUND'S WEB SITE HAS HUNDREDS OF COMPLAINTS OF CARS ACTING THE SAME WAY AND SOME PEOPLE HAVE THEIR CARS STALL IN INTERSECTIONS . BOTTOM LINE WITH THIS ISSUE SOMEONE IS OR HAS GOING TO BE KILLED UNLESS THEIR IS A RECALL OR INVESTIGATION. I CAN BE REACHED AT [REDACTED] THANK YOU

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 to 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.

Subj: **Venza**
 Date: 9/21/2015 5:22:11 P.M. Pacific Daylight Time
 From: [Nathan J. Serreyn@Progressive.com](mailto:Nathan.J.Serreyn@Progressive.com)
 To: [REDACTED]

Gene, by the way.....all the payments that have and "S" by them mean that they have been stopped and were never cashed. Thanks!

Pay to the Order of	Exposure	Amount	Number	Type	Stat	Amount	Number	Type	S
CSAA A/S/O ROBERT GRAY, ONLY*****	PD					\$7,550.04	[REDACTED]	L	
ENTERPRISE RENT-A-CAR	RENTAL			Rental		\$657.47	[REDACTED]	L	
NEW LOOK COLLISION, ONLY*****	COLL					\$282.95	[REDACTED]	L	
[REDACTED] AND NEW LOOK COLLISION CENTER, ON...	COLL					\$218.36	[REDACTED]	L	
NEW LOOK COLLISION, ONLY COLL - 13' TOYOTA VENZA - ...	COLL					\$838.40	[REDACTED]	L	
[REDACTED] AND NEW LOOK COLLISION, ONLY COLL - 1...	COLL					\$1,499.14	[REDACTED]	L	
ENTERPRISE RENT-A-CAR	RENTAL			Rental		\$240.00	[REDACTED]	L	✓
[REDACTED] & NEW LOOK COLLISION, ONLY COLL - 13'...	COLL			void		\$4,770.37	[REDACTED]	L	
[REDACTED] AND NEW LOOK COLLISION, ONLY*****	COLL					\$4,770.37	[REDACTED]	L	
[REDACTED] & NEW LOOK COLLISION, ONLY COLL - 13'...	COLL			void		\$4,770.37	[REDACTED]	L	
ROBERT C GRAY AND CHONG GRAY, INDIVIDUALLY AND A...	BI					\$500.00	[REDACTED]	L	—

Nathan Serreyn
 Claims Supervisor CSC
 4080 Boulder Hwy
 Las Vegas, NV 89121
 Ph# (702) 604-6676
 Fax# (702) 434-5866
 Business hours: Mon-Fri 8am-5pm

All correspondence (including email) we receive from you may become part of your permanent claims file. If you request a reply to this email, we may respond by email or by phone.

The contents of this e-mail and any attachments are confidential and may be legally privileged, intended solely for the addressee. If you are not the intended recipient, be advised that any use, dissemination, distribution, storage (including electronic) or copying of this e-mail is strictly prohibited. If you receive this e-mail in error, please notify the sender immediately by reply e-mail and destroy the message and its attachments.

When the "TRAC OFF" indicator light comes on even if the VSC indicator light has not been pressed

TRAC and hill-start assist control cannot be operated. Contact your dealer.

Automatic reactivation of TRAC and VSC

When the TRAC and VSC systems are turned off, the systems will be automatically reactivated in the following situations:

When the "ENGINE START STOP" switch is turned off (vehicles with a smart key system)

When the engine switch is turned to the "LOCK" position (vehicles with a smart key system)

When the TRAC system is turned off, the TRAC will turn on when vehicle speed increases

When both the TRAC and VSC systems are turned off, automatic reactivation will not occur when vehicle speed increases.

Noises and vibrations caused by the ABS, brake assist, TRAC and

A sound may be heard from the engine compartment when the engine is started or just after the vehicle begins to move. This sound does not indicate that a malfunction has occurred in any of these systems.

One of the following conditions may occur when the above systems are operating. None of these indicates that a malfunction has occurred.

- Noises may be felt through the vehicle body and steering.
- A motor sound may be heard after the vehicle comes to a stop.
- The brake pedal may pulsate slightly after the ABS is activated.
- The brake pedal may move down slightly after the ABS is activated.

Operation sound

When the steering wheel is operated, a motor sound (whirring sound) may be heard.

This does not indicate a malfunction.

Reduced effectiveness of EPS system

The effectiveness of the EPS system is reduced to prevent the system from overheating when there is frequent steering input over an extended period of time.

- The steering wheel may feel heavy as a result. Should this occur, pull out from excessive steering input or stop the vehicle and turn the engine off.
- The EPS system should return to normal within 10 minutes.

CAUTION

The ABS does not operate effectively when

- The limits of tire gripping performance have been exceeded.
- The vehicle hydroplanes while driving at high speed on the wet or slick road.

Stopping distance when the ABS is operating may exceed that of normal conditions

The ABS is not designed to shorten the vehicle's stopping distance. Always maintain a safe distance from the vehicle in front of you in the following situations.

- When driving on dirt, gravel or snow-covered roads
- When driving with tire chains
- When driving over bumps in the road
- When driving over roads with potholes or roads with uneven roads

TRAC may not operate effectively when

Directional control and power may not be achievable while driving on slippery road surfaces, even if the TRAC is operating. Do not drive the vehicle in conditions where stability and power may be lost.

Automatic cruise control cancelation

Cruise control will stop maintaining the vehicle speed in any of the following situations.

- Actual vehicle speed falls more than approximately 10 mph (16 km/h) below the preset vehicle speed.
At this time, the memorized set speed is not retained.
- Actual vehicle speed is below approximately 25 mph (40 km/h).
- VSC is activated.

If the cruise control indicator light flashes

Press the "ON-OFF" button once to deactivate the system, and then press the button again to reactivate the system.

If the cruise control speed cannot be set or if the cruise control cannot be immediately after being activated, there may be a malfunction in the cruise control system. Have the vehicle inspected by your Toyota dealer.

CAUTION**To avoid operating the cruise control by mistake**

Switch the cruise control off using the "ON-OFF" button when not in use.

Situations unsuitable for cruise control

Do not use cruise control in any of the following situations. Doing so may result in loss of control and could cause an accident resulting in death or serious injury.

- In heavy traffic
- On roads with sharp bends
- On winding roads
- On slippery roads, such as those covered with rain, ice or snow
- On steep hills
Vehicle speed may exceed the set speed when driving down a steep hill.
- When your vehicle is towing a trailer or during emergency towing

**Using other driving systems
Driving assist systems**

To help enhance driving safety and performance, the following systems operate automatically in response to various driving situations. Be aware, however, that these systems are supplementary and should not be relied upon too heavily when operating the vehicle.

ABS (Anti-lock Brake System)

Helps to prevent wheel lock when the brakes are applied suddenly, or if the brakes are applied while driving on a slippery road surface.

Brake assist

Generates an increased level of braking force after the brake pedal is depressed, when the system detects a panic stop situation.

VSC (Vehicle Stability Control)

Helps the driver to control skidding when swerving suddenly or turning on slippery road surfaces.

TRAC (Traction Control)

Maintains drive power and prevent the front wheels (2WD models) or four wheels (AWD models) from spinning when starting the vehicle or accelerating on slippery roads.

EPS (Electric Power Steering)

Employs an electric motor to reduce the amount of effort needed to turn the steering wheel.

Enhanced VSC (Enhanced Vehicle Stability Control)

Provides cooperative control of the ABS, TRAC, VSC and EPS. Helps to maintain directional stability when swerving on slippery road surfaces by controlling steering performance.

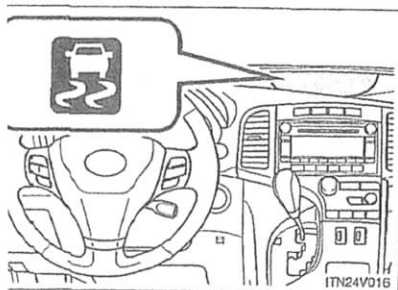
Hill-start assist control

P. 237

Active Torque Control 4WD (if equipped)

Automatically switches from front-wheel drive to AWD (All Wheel Drive) according to driving conditions, helping to ensure reliable handling and stability. Examples of conditions where the system will switch to AWD are when cornering, going uphill, starting off or accelerating, and when the road surface is slippery due to snow or rain etc.

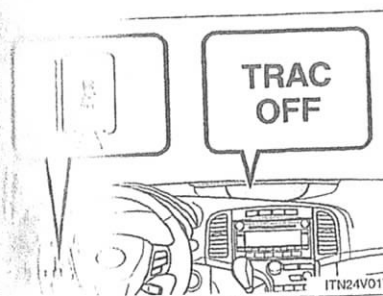
When the TRAC/VSC system are operating



The slip indicator light will be on while the TRAC/VSC systems are operating.

Turning the TRAC system

When the vehicle gets stuck in mud, dirt or snow, the TRAC system may limit power from the engine to the wheels. Pressing  to turn the system off may make it easier for you to rock the vehicle in order to get unstuck.



To turn the TRAC system off, quickly press and release

The TRAC OFF indicator light will come on.

Push  again to turn the system back on.

When driving

Turning off both TRAC and VSC system

To turn the TRAC and VSC systems off, press and hold  for more than 3 seconds while the vehicle is stopped.

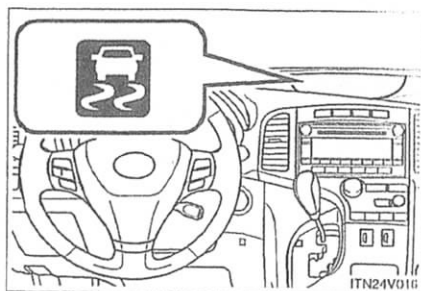
- The TRAC OFF indicator light and VSC OFF indicator light will come on.

- Press  again to turn the systems back on.

■ Active Torque Control 4WD (if equipped)

Automatically switches from front-wheel drive to All Wheel Drive) according to driving conditions for reliable handling and stability. Examples of when the system will switch to AWD are when turning, starting off or accelerating, and when the road is slippery due to snow or rain etc.

■ When the TRAC/VSC system are operating



The slip control system (TRAC) and VSC (Vehicle Stability Control) are operating.



To turn the TRAC system off, quickly press and release

The TRAC OFF indicator light will come on.

Push  again to turn the system back on.

■ When the TRAC and VSC system

are both off, press and hold  for 3 seconds while the vehicle is stopped.

The TRAC OFF indicator light and VSC OFF indicator light will come on.

To turn the systems back on,

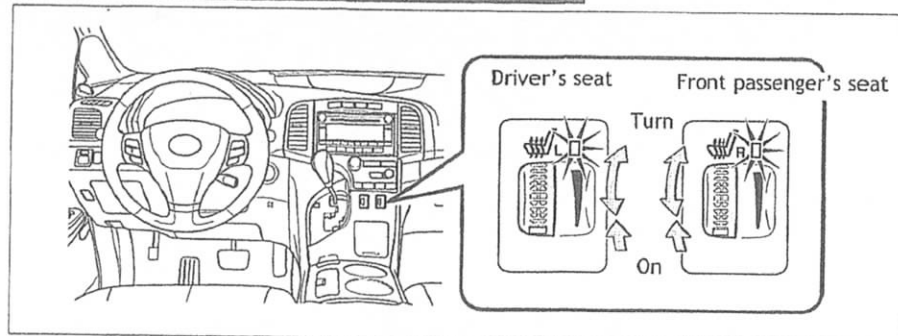
When driving

Vibrations may be felt through the vehicle body and steering.
A motor sound may be heard after the vehicle comes to a stop.
The brake pedal may pulsate slightly after the ABS is activated.
The brake pedal may move down slightly after the ABS is activated.

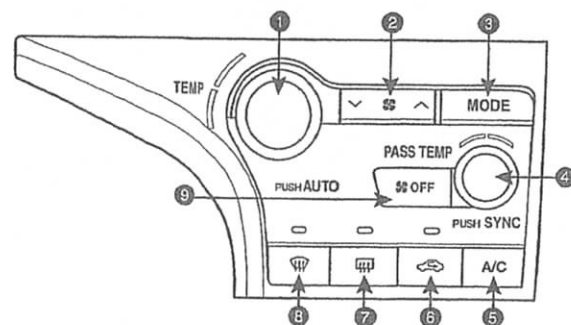
The effectiveness of EPS system is reduced to prevent the system from overheating when there is frequent steering input over an extended period of time. The steering wheel may feel heavy as a result. Should this occur, refrain from excessive steering input or stop the vehicle and turn the engine off. The EPS system should return to normal within 10 minutes.

Do not drive the vehicle in conditions where stability and power may be lost.

Seat heaters (if equipped)

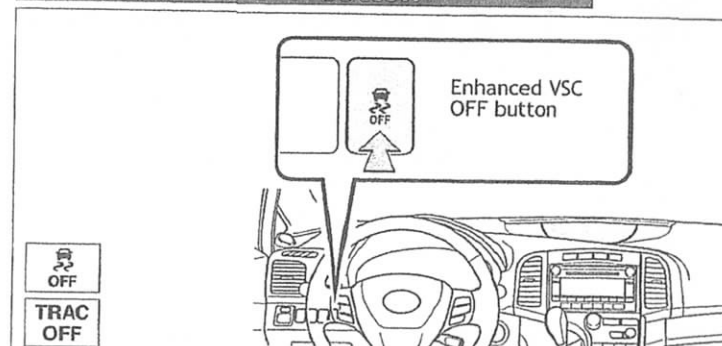


Air Conditioning/Heating



- ① Push: Automatic climate control ON
Adjusting the temperature setting will cause the airflow vents, air intake and fan to adjust automatically.
- ② Turn: Temperature selector (driver side)
- ③ Fan speed
- ③ Airflow vent
In "FRESH" mode, use fresh air ("FRESH" indicator OFF) to reduce window fogging. "FRESH" mode uses fresh air only.
- ④ Push: Dual operation ON/OFF
Separate temperature setting or synchronize temperature setting for driver and passenger.
- ④ Turn: Temperature selector (front passenger side)
- ⑤ Air Conditioning ON/OFF
- ⑥ Recirculate cabin air (fresh air when OFF)
- ⑦ Outside rearview mirror/Rear window defogger/Windshield wiper de-icer
- ⑧ Windshield defogger
- ⑨ Climate control OFF

Enhanced VSC OFF button

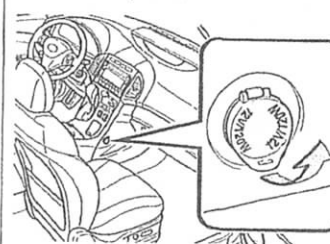


The Enhanced VSC OFF button is used to switch between modes related to TRAC and Enhanced VSC functions.

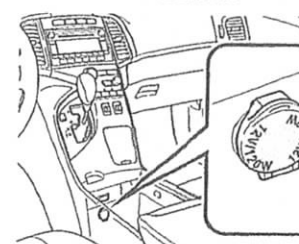
Refer to Section 2-4 of the *Owner's Manual* for more information.

Power outlets-12V DC

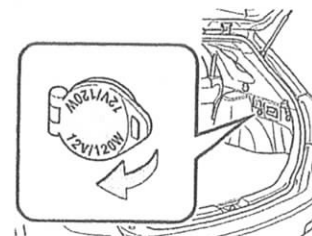
Instrument panel



Inside center console



Luggage compartment



NOTE: Designed for car accessories. The "ENGINE START STOP"/ignition switch be in the ACCESSORY or ON position to be used.

TOYOTA

Ronald I. Inton
Direct Phone (310) 468-1456
Fax (310) 381-8690

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-1000

March 18, 2015

[REDACTED]
Las Vegas, NV [REDACTED]

RE: Date of Loss:
Vehicle:
VIN:

August 15, 2014
2013 Toyota Venza
4T3BK3BB5DU [REDACTED]

Dear [REDACTED]

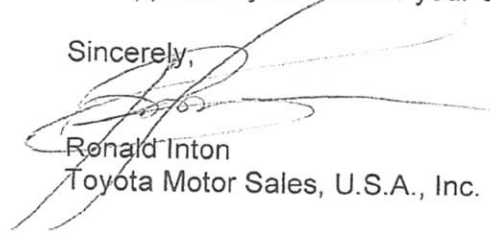
This letter is in response to the correspondence we received in regards to the above referenced incident.

Based on the information provided, you were involved in a motor vehicle accident wherein your vehicle's airbags did not deploy. You stated that it is your belief that the air bags should have deployed when the above-referenced accident occurred.

Your vehicle was previously repaired prior to the inspection that was conducted. Toyota Motor Sales, U.S.A., Inc. was not provided the opportunity to inspect the vehicle in its post-accident condition. Since inspection was not completed prior to repairs being completed, there is no way to determine if there was any type of defect with the air bags. However, if you would like Toyota to continue to proceed to review the non-deployment of the front air bags, please provide color photographs of the vehicle damage including photos of the full front of the vehicle in its unaltered post-accident condition and we will be happy to review them.

We are very sorry to hear about this unfortunate incident, and we do appreciate the opportunity to address your concerns.

Sincerely,


Ronald Inton
Toyota Motor Sales, U.S.A., Inc.

TOYOTA

Ronald I. Inton
Direct Phone (310) 468-1456
Fax (310) 381-8690

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310 468-4000

April 1, 2015

[REDACTED]
Las Vegas, NV [REDACTED]

RE: Date of Loss:
Vehicle:
VIN:

August 15, 2014
2013 Toyota Venza
4T3BK3BB5DU [REDACTED]

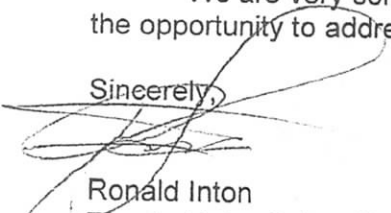
Dear [REDACTED]

This letter is in response to the correspondence we received in regards to the above referenced incident.

It is our understanding that the Event Data Recorder (EDR) readout was previously forwarded to you. Per our conversation, you will be forwarding photographs of your vehicle in its post-accident condition prior to repairs for our review and consideration in relation to your claim that your vehicle's front air bag should have deployed.

We are very sorry to hear about this unfortunate incident, and we do appreciate the opportunity to address your concerns.

Sincerely,


Ronald Inton
Toyota Motor Sales, U.S.A., Inc.

TOYOTA

Ronald I. Inton
Direct Phone (310) 468-1456
Fax (310) 381-8690

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
310-468-4000

April 29, 2015

[REDACTED]
Las Vegas, NV [REDACTED]

RE: Date of Loss:
Vehicle:
VIN:

August 15, 2014
2013 Toyota Venza
4T3BK3BB5DU [REDACTED]

Dear [REDACTED]

This letter is in response to the correspondence we received in regards to the above referenced incident.

You stated that you were involved in a motor vehicle accident and inquired as to why the front air bag did not deploy. We arranged to have the vehicle inspected and the Event Data Recorder (EDR) readout obtained on January 16, 2015 at Findlay Toyota. Your vehicle repairs were completed prior to our inspection. You have also forwarded requested color photographs of your vehicle attached in your letter dated April 16, 2014.

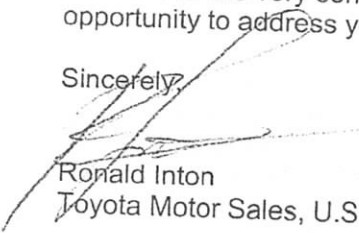
Our review of the limited colored photocopied photographs of the vehicle depicted the impact damage was concentrated to the driver side front corner of the vehicle. The impact incurred by the vehicle and the EDR data indicate that there was insufficient abrupt forward deceleration of the vehicle to deploy the air bags. Based on the EDR data that was obtained, the air bag system was working properly (no diagnostic trouble codes) at the time of the crash. In summary, the crash forces were not high enough to require an air bag deployment.

Please understand, the Supplemental Restraint System (SRS) front air bags are designed to deploy in response to abrupt frontal deceleration from severe frontal impacts and are designed to help prevent fatal injuries or reduce the extent of serious head or chest injuries. They are not designed to deploy in every collision involving frontal impact. Please review the owner's manual regarding collisions in which air bags may not deploy.

Per the owner's manual, the seat belt is a Primary Restraint System and the air bag is a Supplemental Restraint System (SRS). In most accidents, the proper use of seat belts affords reasonable protection from injury. Based on our inspection of your vehicle, we found no evidence of any type of manufacturing or design defect.

We are very sorry to hear about this unfortunate incident, and we do appreciate the opportunity to address your concerns.

Sincerely,


Ronald Inton
Toyota Motor Sales, U.S.A., Inc.

As part of normal operation of the air conditioning system, condensation will accumulate in the condenser housing behind the dashboard. A drain is incorporated so that excess water can drain out. This drain hose can become plugged, the accumulated water can leak onto the airbag control module. This can result in an electrical short in the control module. If this were to occur the airbags could become disabled or deploy unexpectedly. Improper airbag operation increases the risk of personal injury and/or a crash. The power steering assist could also become inoperable resulting in increased steering effort. Dealers will seal the air conditioning condenser housing and install a protective cover on the airbag control module to correct this concern.

Body, Interior & Misc.October 17, 2013

[Incorrect Vehicle Weight Rating Label](#)

(RepairPal Expert Overview)

Vehicles have a tire size/weight rating label to inform owners of the carrying capacity of their vehicle. These models are being recalled because the incorrect vehicle weight rating is shown on the information label. This could result in vehicle and tire overloading, increasing the risk of tire failure. Owners will be provided an updated vehicle weight label to correct this concern.

Body, Interior & Misc.April 9, 2013

[Vehicles With Added Seat Accessories May Not Have Properly Functioning Restraint Systems](#)

(RepairPal Expert Overview)

Vehicles that have had accessories added to the seats such as seat heaters, seat covers or DVD headrests may not have the occupant sensor system of the passenger seat calibrated properly. This can affect passenger air bag operation in a crash. Dealers will test the sensitivity of the occupant detection sensors and recalibrate them as necessary free of charge to resolve the concern.

Body, Interior & Misc.January 16, 2013

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-
-
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Related Content

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Subj: **RE: (no subject)**
 Date: 4/29/2015 4:36:42 P.M. Pacific Daylight Time
 From: Nathan J Serreyn@Progressive.com
 To: [REDACTED]

These are all good questions, but unfortunately ones that I cannot answer. Hopefully I will have an update for you tomorrow. Thanks again. I'll reach out to you after speaking with DJ.

Nathan Serreyn
 Claims Supervisor MRR
 4080 Boulder Hwy
 Las Vegas, NV 89121
 Ph# (702) 604-6676
 Fax# (702) 434-5866
 Business hours: Mon-Fri 8am-5pm

All correspondence (including email) we receive from you may become part of your permanent claims file. If you request a reply to this email, we may respond by email or by phone. The contents of this e-mail and any attachments are confidential and may be legally privileged, intended solely for the addressee. If you are not the intended recipient, be advised that any use, dissemination, distribution, storage (including electronic) or copying of this e-mail is strictly prohibited. If you receive this e-mail in error, please notify the sender immediately by reply e-mail and destroy the message and its attachments.

From: [REDACTED]
Sent: Wednesday, April 29, 2015 4:35 PM
To: Nathan J Serreyn
Subject: Re: (no subject)

He had my complete file when I met your adjuster their , you never archive a problem car and owner especially with a complaint. John noted the steering wheel how did he not know that it was not put in the file 3 weeks ago ???

In a message dated 4/29/2015 4:15:24 P.M. Pacific Daylight Time, Nathan_J_Serreyn@Progressive.com writes:

I called New Look again today. I s/w Jessica. She advised that DJ was out today, but will be back in tomorrow. She did confirm that they had switched systems and that since the claim was from last year, it may take them a little while to locate the items that I requested. She advised that she would relay my info to DJ tomorrow and have him call me with a status update.

Thanks Gene.

Nathan Serreyn
 Claims Supervisor MRR
 4080 Boulder Hwy
 Las Vegas, NV 89121
 Ph# (702) 604-6676
 Fax# (702) 434-5866
 Business hours: Mon-Fri 8am-5pm

All correspondence (including email) we receive from you may become part of your permanent

Subj: **RE: (no subject)**
Date: 4/29/2015 4:15:24 P.M. Pacific Daylight Time
From: [Nathan J Serreyn@Progressive.com](mailto:Nathan_J_Serreyn@Progressive.com)
To: Padx24@aol.com

I called New Look again today. I s/w Jessica. She advised that DJ was out today, but will be back in tomorrow. She did confirm that they had switched systems and that since the claim was from last year, it may take them a little while to locate the items that I requested. She advised that she would relay my info to DJ tomorrow and have him call me with a status update.

Thanks [Gene](#).

Nathan Serreyn
Claims Supervisor MRR
4080 Boulder Hwy
Las Vegas, NV 89121
Ph# (702) 604-6676
Fax# (702) 434-5866
Business hours: Mon-Fri 8am-5pm

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From: Padx24@aol.com [mailto:Padx24@aol.com]
Sent: Wednesday, April 29, 2015 4:09 PM
To: Nathan J Serreyn
Subject: (no subject)

Nathan:

Between you and me Friday is the dead line for the information from the body shop. After that I will request a statement from you as to their conversation of archived documents.

I am going to have to move forward with Consumer complaints, I don't know if this car is safe in an accident or not.

[Gene](#)

claims file. If you request a reply to this email, we may respond by email or by phone. The contents of this e-mail and any attachments are confidential and may be legally privileged, intended solely for the addressee. If you are not the intended recipient, be advised that any use, dissemination, distribution, storage (including electronic) or copying of this e-mail is strictly prohibited. If you receive this e-mail in error, please notify the sender immediately by reply e-mail and destroy the message and its attachments.

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I am going to have to move forward with Consumer complaints , I don't know if this car is safe in an accident or not.

Gene

Subj: **Venza**
Date: 4/27/2015 2:53:43 P.M. Pacific Daylight Time
From: [Nathan J Serreyn@Progressive.com](mailto:Nathan.J.Serreyn@Progressive.com)
To: [REDACTED]

Gene,

According to this forum, you are not the only one who is having the traction control problem. Although some examples are different than yours, I believe this is still the same problem. Looks to be less related to the accident and just a flaw with the vehicle itself. You may have already read this post, but just wanted to make you aware of it as well.

<http://forums.edmunds.com/discussion/11533/toyota/venza/toyota-venza-traction-control-light-coming-on>

Nathan Serreyn
Claims Supervisor MRR
4080 Boulder Hwy
Las Vegas, NV 89121
Ph# (702) 604-6676
Fax# (702) 434-5866
Business hours: Mon-Fri 8am-5pm

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I. INTRODUCTION

This assessment accompanies a supplemental notice of proposed rulemaking to upgrade the agency's occupant protection standard to improve occupant protection provided by air bags.

While current air bags have been shown to be highly effective in reducing overall fatalities and injuries, sometimes their deployment has resulted in fatalities to out-of-position occupants, especially children. The agency's proposal seeks both to improve air bag performance and to minimize the risks from air bags.

NHTSA is proposing new performance requirements as a step toward further reducing risks of air bags to out-of-position occupants. The proposed amendments would provide options to manufacturers to account for the differing kinds of technological solutions that may be used to address this problem, e.g., technologies that enable air bags to deploy in a manner so they do not result in serious injuries or which suppress air bag deployment in the presence of infants or out-of-position occupants.

September 1998 Notice of Proposed Rulemaking:

On September 18, 1998, NHTSA published in the **Federal Register** (63 FR 49958) a notice of proposed rulemaking (NPRM) to upgrade Federal Motor Vehicle Safety Standard (FMVSS) No. 208, Occupant Crash Protection, to require advanced air bags. The advanced air bags would be required in some new passenger cars and light trucks beginning September 1, 2002, and in all new cars and light trucks beginning September 1, 2005.

As was explained in that notice, air bags have been shown to be highly effective in saving lives. They reduce fatalities in frontal crashes by about 30 percent. However, they also sometimes cause fatalities to out-of-position occupants.

The September 1998 notice presented a full discussion of the safety issues related to air bags. It also included a discussion of a comprehensive plan to address air bag fatalities, which includes requiring advanced air bags as a long-term solution.

The NPRM proposed to add a new set of requirements to prevent air bags from causing injuries and to expand the existing set of requirements intended to ensure that air bags cushion and protect occupants in frontal crashes. There would be several new performance requirements to ensure that the advanced air bags do not pose unreasonable risks to out-of-position occupants.

The proposal included options for complying with those requirements so that vehicle manufacturers would be free to choose from a variety of effective technological solutions and to develop new ones if they so desire. With this flexibility, they could use technologies that control air bag deployment so deploying air bags do not cause serious injuries or that prevent air bag deployment if children or out-of-position occupants are present.

To ensure that the new air bags are designed to reduce the chance of causing injury to a broad array of occupants, NHTSA proposed test requirements using dummies representing 12-month-old, 3-year-old and 6-year-old children, 5th percentile adult females, and 50th percentile adult

males. Many of the proposed test procedures were new, and comments were specifically requested with respect to their suitability for measuring the performance of the various advanced systems under development.

NHTSA proposed requirements to ensure that the new air bags are designed to cushion and protect a broader array of belted and unbelted occupants, including teenagers and small women. The standard's current dynamic crash test requirements specify the use of 50th percentile adult male dummies only. NHTSA also proposed to specify use of 5th percentile adult female dummies for these tests. The weight and size of these dummies are representative of not only small women, but also many teenagers.

NHTSA also proposed to add a deformable barrier crash test. This proposed new crash test requirement was intended to ensure that air bag systems are designed so that the air bag deploys earlier in crashes with softer crash pulses, before normally seated occupants, including small-statured ones, move too close to the air bag. NHTSA proposed to use 5th percentile adult female dummies in this test.

NHTSA also proposed to phase out the unbelted sled test option as vehicle crash test requirements for advanced air bags are phased in. Although it was believed that the sled test option has been a useful temporary measure to ensure that the vehicle manufacturers could quickly depower all of their air bags and to help ensure that some protection would continue to be provided, NHTSA did not consider sled testing to be an adequate long-term means of

assessing the extent of occupant protection that a vehicle and its air bag will afford occupants in the real world.

Finally, NHTSA proposed new and/or upgraded injury criteria for each of the proposed new test requirements, and also proposed to upgrade some of the injury criteria for the standard's existing test requirements.

A number of events relevant to this rulemaking have occurred since publication of the NPRM in September 1998. First, the development of advanced air bags by suppliers and vehicle manufacturers has continued. Acura introduced dual stage passenger side air bags in their MY99 Acura RL. According to Acura's press release, (t)he dual stage air bags were designed to reduce the inflation speed to help protect children or small-framed adults. In a low speed collision, the dual-stage inflator system is triggered in sequence resulting in slower air bag deployment with less initial force. In higher speed collisions, both inflators operate simultaneously for full immediate inflation. The air bag system logic also controls the operation of the seat belt pretensioners. A new feature of the system detects whether the passenger's seat belt is fastened. If the seat belt is not fastened, the air bag deploys a full force at a lower collision speed to help offer more protection to the unbelted occupant.

Ford made a public announcement in January 1999 that it will introduce advanced technology enabling its cars and trucks to analyze crash conditions and activate safety devices to better protect a range of occupants in a variety of frontal crash situations. Ford stated that its Advanced

Restraints System features nearly a dozen technologically advanced components that work together to help front-seat occupants receive significantly enhanced protection during frontal crashes, taking into account their seating position, safety belt use and crash severity. That company indicated that elements of the system, which features technologies such as improved crash severity sensors, a driver-seat position sensor, a passenger weight sensor, safety belt usage sensors, dual-stage inflating air bags, safety belt pretensioners and energy management retractors, will debut on vehicles beginning this year. Ford stated that the company will introduce these new technologies on new and significantly freshened models until all its passenger cars, trucks and sport utility vehicles have the complete Advanced Restraint System.

GM made a public announcement in February 1999 that it will introduce technology in the 2000 model year that is designed to detect the presence of a small child in the front passenger seat of its vehicles and suppress the deployment of the frontal air bag in the event of a frontal crash. This technology consists of weight-based sensors coupled with pattern recognition technology. GM stated that it will introduce this technology on the Cadillac Seville in the 2000 calendar year, and that it has a very aggressive roll-out plan that extends this technology throughout its product line.

NHTSA has also received more detailed confidential information from GM and Ford concerning their plans, as well as confidential information from other auto manufacturers concerning their latest plans to introduce various advanced technologies.

Second, on November 23 and 24, 1998, NHTSA held a public meeting to get comments on two technical papers issued by NHTSA relating to our proposal to require advanced air bags. These papers were entitled: Development of Improved Injury Criteria for the Assessment of Advanced Automotive Restraint Systems and Review of Potential Test Procedures for FMVSS No. 208".

Third, in April 1999, NHTSA held a technical workshop concerning biomechanical injury criteria. This workshop provided an additional opportunity for a continuing dialog with the biomechanics community to assure that we considered appropriate injury criteria.

Fourth, NHTSA has analyzed the public comments and also conducted additional testing. A summary of the comments is included in the supplemental notice published with this analysis. Specific comments are addressed as appropriate throughout this analysis.

The Supplemental Notice of Proposed Rulemaking:

Based on information gathered and research conducted since the NPRM, NHTSA has modified its

proposal. The agency is proposing tests to minimize the risks to infants, children, and other occupants from injuries and deaths caused by air bags (see Figure I-1).

The agency is proposing two alternatives for dynamic frontal crash tests. One of these includes a return to the 30-mph unrestrained rigid barrier test and adds other requirements to the standard's dynamic frontal crash test requirements to enhance protection for a wider range of occupants.

The current dynamic crash test requirements specify use of 50th percentile male dummies. The agency is proposing those same requirements also be met using 5th percentile female dummies. In addition, the agency is proposing to add a new dynamic offset deformable barrier crash test. This test is intended to ensure that air bags deploy sufficiently early in a crash, before normally seated occupants move too close to the air bag. This up to 25 mph test into an offset deformable barrier using belted 5th percentile female dummies was initially proposed in the NPRM. The second alternative includes a second offset deformable barrier test which must be passed at any speed between 22-35 mph using both 5th female and 50th male unbelted dummies. In addition to protecting out-of-position occupants, this test may result in improved vehicle structural integrity. The agency is also proposing specifications for the deformable barrier to be used in this test. The addition of a broader array of adult size test dummies and crash tests would improve protection for all occupants by requiring more thorough evaluation of a vehicle's occupant protection system.

The SNPRM is proposing two alternative test groupings for the high speed tests discussed above. These groupings are summarized in Figure I-2 and Figure I-3. Requirements for tests to reduce injury to the at-risk population are shown in Figure I-1. These tests would be required with each of the two alternative groupings for high speed tests shown in Figures I-2 and I-3.

The agency is considering alternative speeds and effective dates for Alternative 1. Under consideration for Alternative 1 is an unbelted 29 to 40 kmph (18 to 25 mph) test for a temporary time that would increase at a later time to a permanent 29 to 48 kmph (18 to 30 mph) test. Also,

under consideration is an unbelted 29 to 40 kmph (18 to 25 mph) frontal rigid barrier test coupled with an increase in the belted test from the current up to 48 kmph (30 mph) to a 56 kmph (35 mph) test. The belted up to 56 kmph (35 mph) test may have a later effective date than the effective date of the unbelted 29 to 40 kmph (18 to 25 mph) test. These are not shown in Figure 1-2.

The SNPRM also proposes new injury criteria for the existing 50th percentile male dummy, as well as injury criteria for the new dummies (12-month old infant, 3-year old child, 6-year old child, and 5th percentile female dummy). The criteria proposed in the SNPRM differ from those proposed in the NPRM. A detailed discussion of these criteria is provided within the analysis in Chapter III.

I-9

Figure I-1

Test Requirements to Minimize the Risk to Infants
Children and Other Occupants from Injuries
And Deaths Caused by Air Bags

Figure I-2
High Speed Test Requirements to Preserve and Improve Occupant Protection
Alternative 1

Figure I-3
High Speed Test Requirements to Preserve and Improve Occupant Protection
Alternative 2

2013 Toyota Venza Recalls

Airbag System Concerns

(RepairPal Expert Overview)

As part of normal operation of the air conditioning system, condensation will accumulate in the condenser housing behind the dashboard. A drain is incorporated so that excess water can drain out. This drain hose can become plugged, the accumulated water can leak onto the airbag control module. This can result in an electrical short in the control module. If this were to occur the airbags could become disabled or deploy unexpectedly. Improper airbag operation increases the risk of personal injury and/or a crash. The power steering assist could also become inoperable resulting in increased steering effort. Dealers will seal the air conditioning condenser housing and install a protective cover on the airbag control module to correct this concern.

Body, Interior & Misc. October 17, 2013

Incorrect Vehicle Weight Rating Label

(RepairPal Expert Overview)

Vehicles have a tire size/weight rating label to inform owners of the carrying capacity of their vehicle. These models are being recalled because the incorrect vehicle weight rating is shown on the information label. This could result in vehicle and tire overloading, increasing the risk of tire failure. Owners will be provided an updated vehicle weight label to correct this concern.

Body, Interior & Misc. April 9, 2013

Vehicles With Added Seat Accessories May Not Have Properly Functioning Restraint Systems

(RepairPal Expert Overview)

Vehicles that have had accessories added to the seats such as seat heaters, seat covers or DVD headrests may not have the occupant sensor system of the passenger seat calibrated properly. This can affect passenger air bag operation in a crash. Dealers will test the sensitivity of the occupant detection sensors and recalibrate them as necessary free of charge to resolve the concern.

Body, Interior & Misc. January 16, 2013

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-
-
-

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09/22/2015

Las Vegas Nevada

US Department of Transportation
National Highway
Traffic Safety
Administration
1200 New Jersey Avenue SE
Washington DC 20590

Attn: Randy Reid

Dear Mr Reid attached are all of the information and photos of the incident, - accident that occurred with my 2013 Toyota Venza. As you will see the complete front end, damage tore off the front assembly where the Air Bag sensors are located.

Toyota after my permission checked their black box and the impact was at 20.1 MPH at an idle speed of 800, this would become relevant in this letter. After the accident I heard that Toyota had a recall for air bags and electrical along with a steering malfunction. I never received a notice after my complaint to Toyota they sent me the recall, which I took into the dealership to be repaired.

I also complained about the anti-skid lite would come on the car would go to a neutral situation when I accelerated the transmission slammed into gear and you either, start in 1st gear or 2nd gear as it has an Automatic power shift transmission. (SEE PHOTOS) . If you completely disengage the system, the anti-skid lite comes of and once again, you are in neutral. If you have to pull into traffic, the vehicle is unpredictable on its response. I was informed by the service manager at Findely Toyota Henderson Nevada my foot is too big and I brake to hard , along with I should not of bought this type of vehicle as this is a common issue with Venzas. In the open data available, the dealer has to take a small brush and clean the drainage tube on the recall agreement you have. **There was never a brush charged out to clean the tube I had to do it myself and now amazing enough I have the proper drainage. This is a pure act of deception and fraud on my vehicle as it was recalled and they grossly neglected to perform the agreed upon fix.**

You will see in the attached e-mails that the Edmonds and Toyota problem's site these cars have a history of these issues. I was in an accident the lite came on as I depressed the brake pedal as hard as possible and tried to turn away the steering and the VSC brakes were unresponsive.

I now have nerve and tendon damage in my elbows as I braced for the impact, in addition, I am going to a spinal surgeon for neck issues. I was physically hurt severely, as I am 61 years old the 25th of September and I have been told that the healing process is many year's long . This neglect and fraudulent actions by Toyota has changed my quality of life, pain spasm's numbness, it's a travesty that a company can get away with these actions.

This is why I am requesting that Toyota and it is the dealership to be fined or severely reprimanded for their actions. In addition, the fact that : SOME ON ONE DAY WILL BE KILLED from this malfunction, especially a person with a size 12 foot and they depress the brake pedal too hard. This has to be one of the dumbest statements I have ever heard, I say this as I had 20 years of experience in dealerships, from a car washer to a Service Director.

I have had different experiences than the average consumer only because of working in dealerships for 20 plus years. I want to thank you if there is any more information or an inspection on my vehicle please do not hesitate call me [REDACTED] of email listed above.

I hope we can work together to make Toyota have their vehicle's safe before more individuals are physically injured or killed from these malfunctions.



Ps the drive attached has all the pictures from the insurance company

To Whom IT MAY CONCERN

These are pictures of the accident
caused by the recall.

Also as you will see the
Injection System - MGI functioning

Sorry if some are duplicates, but
Progressive my Insurance has been
Very Help full.

you can reach me at

[REDACTED]
[REDACTED]
[REDACTED] cell

CUSTOMER #: [REDACTED]

UNIT# [REDACTED]

INVOICE



HENDERSON, NV [REDACTED]

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

DUPLICATE 2

PAGE 1

 VALLEY AUTO MALL
 7733 Eastgate Road · Henderson, NV 89011
 (702) 566-2000

SERVICE ADVISOR: 4454 BRANDON S MICHEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
01G3/MAGNE	13	TOYOTA VENZA	4T3BK3BB5DU [REDACTED]		34207/34207	T9942	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
15JUL13 IS			17:00 15APR15		0.00	ESC	22APR15
15JUL13 DE							
R.O. OPENED		READY		OPTIONS: STK: [REDACTED] ENG: 3.5 Liter			
15APR15		22APR15		TRN: 6 SPEED AUTOMATIC			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A **** NEXT SERVICE DUE ****

NSD **** NEXT SERVICE DUE ****

4076 ISPT

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)

 B CUSTOMER STATES THAT THE STEERING WHEEL IS BENT INWARDS. CHECK AND
 ADVISE. HIS INSURANCE HAS AUTHORIZED TEAR DOWN IF NEEDED.
 10 STEERING WHEEL IS NOT BENT

4076 ISPT

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

 34207 TECHNICIAN REMOVED STEERING WHEEL AND COMPARED IT TO A NEW
 ONE MADE FOR THE SAME VEHICLE AND WAS UNABLE TO DUPLICATE CUSTOMERS
 CONCERN. WHEN COMPARING THE STEERING WHEELS THERE WAS NO DIFFERENCE IN
 THE STRUCTURE. STEERING WHEEL IS WORKING PER DESIGN. NO FURTHER ACTION
 IS NEEDED.

 C CUSTOMER STATES THAT WHILE DRIVING UNDER NORMAL CONDITIONS THERE IS A
 RATTLE IN THE LEFT FRONT SPEAKER ON THE DASH. INSPECT AND
 ADVISE.

CAUSE: POOR FIT

10 RATTLE IN DASH

4076 W

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 (N/C)

1 62219-0T011-C0 PIECE, FR PILLAR GAR

1 55472-0T010-C0 PANEL, INSTRUMENT PA

FC: 99.57 PART#: COUNT

CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 (N/C)

 D CUSTOMER STATES THAT THE FUEL GAUGE WILL STOP AT 1/4 OF A TANK BUT
 WILL NOT GO DOWN FROM THERE. THE RANGE GAUGE ON THE VEHICLE
 WILL GO DOWN TO 0 MILES BUT THE FUEL GAUGE WILL STILL STAY AT
 1/4 OF A TANK. INSPECT AND ADVISE.

DISCLAIMER OF WARRANTIES

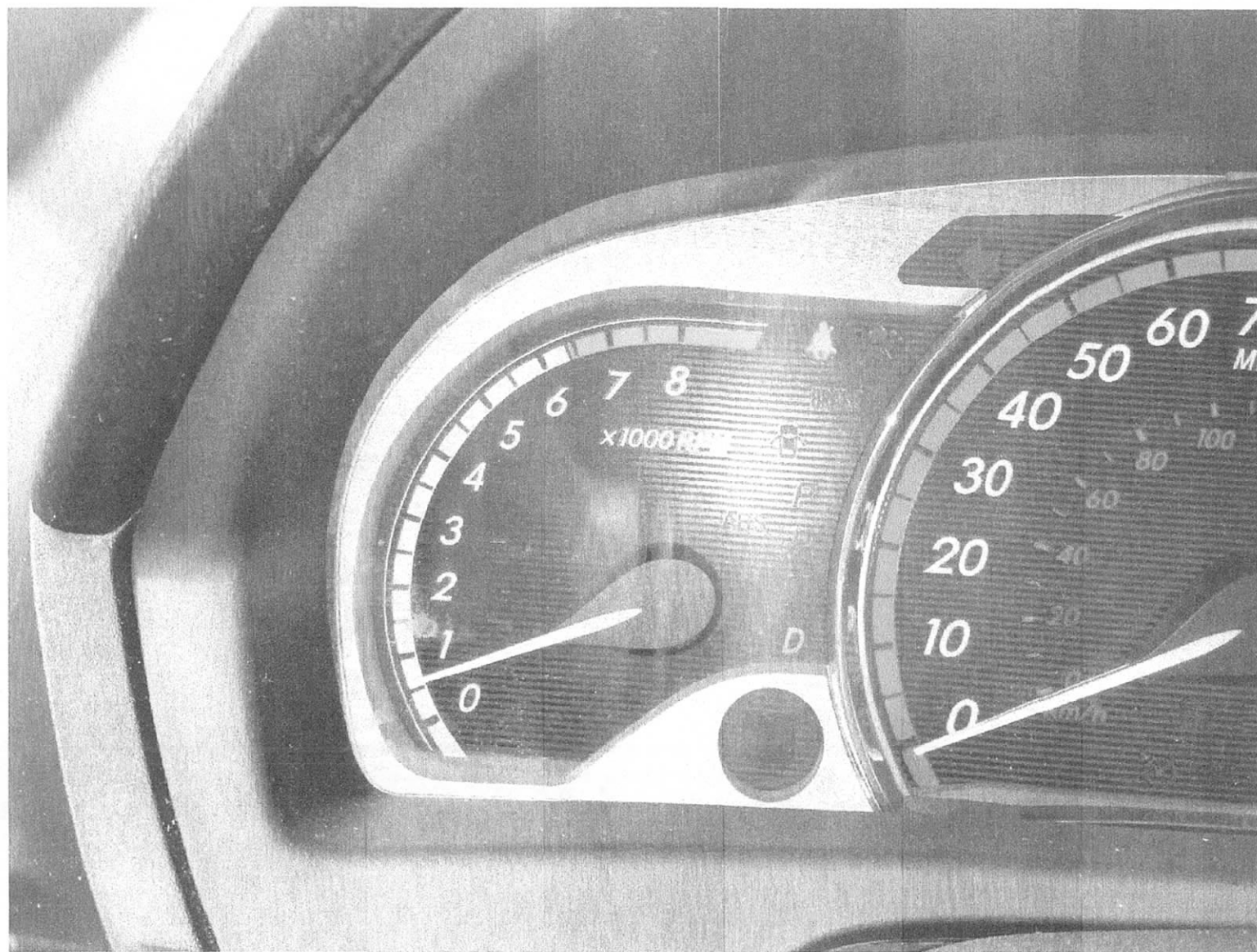
 The seller, hereby expressly disclaims all warranties, either expressed or implied,
 including any implied warranty of merchantability or fitness for a particular purpose, and
 neither assumes nor authorizes any other person to assume for it any liability in
 connection with the sale of said products.

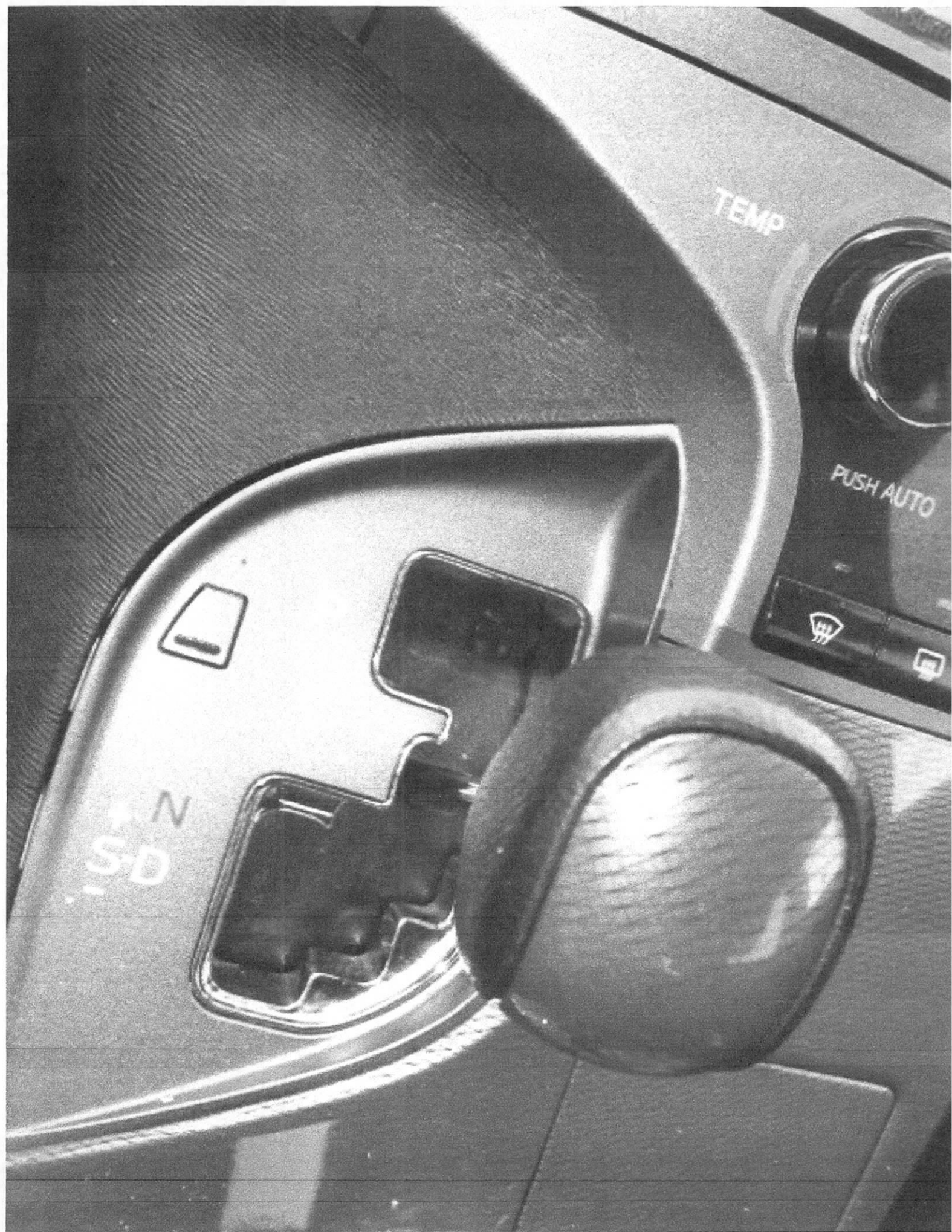
X

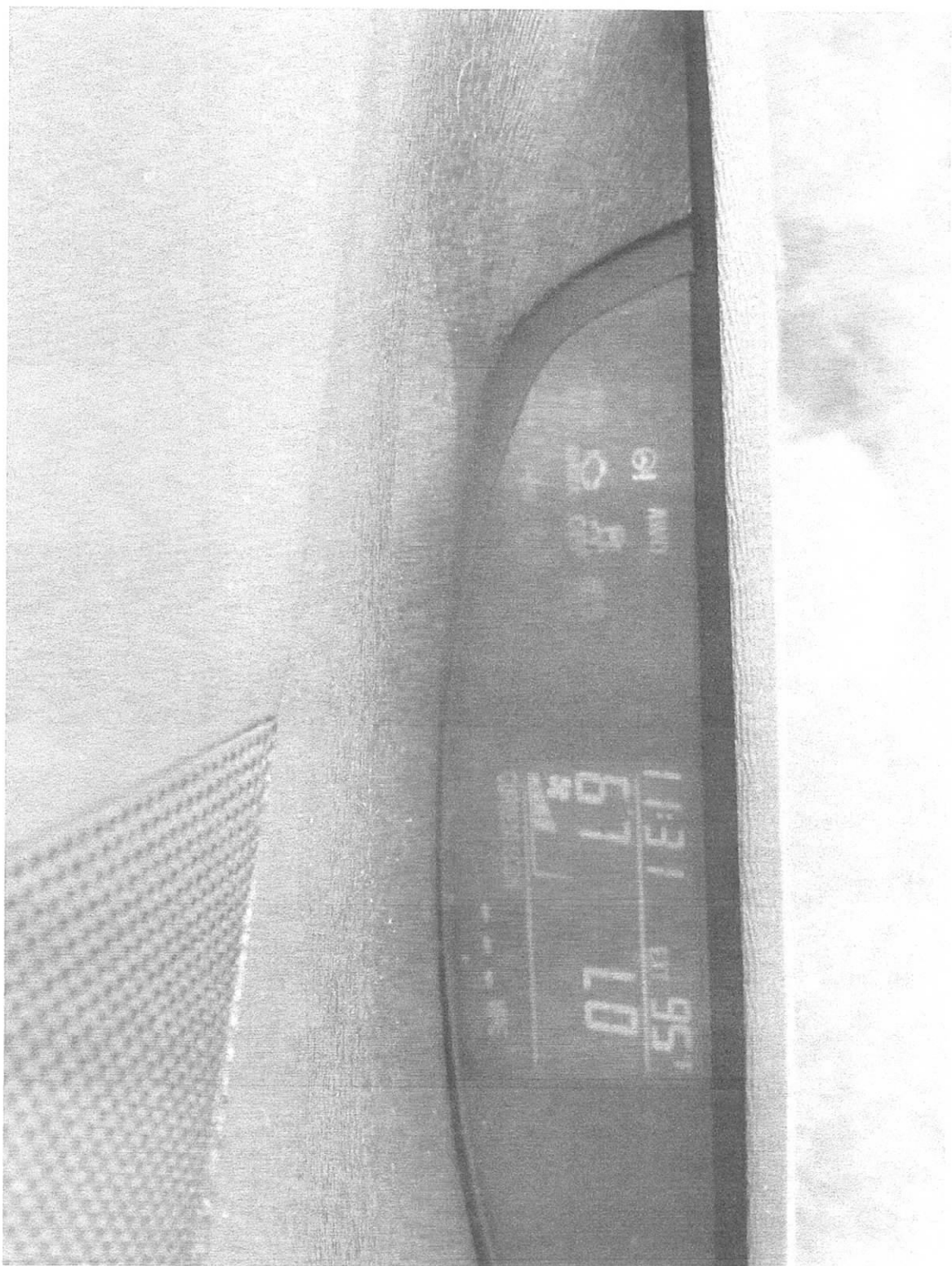
Customer Signature

CUSTOMER COPY

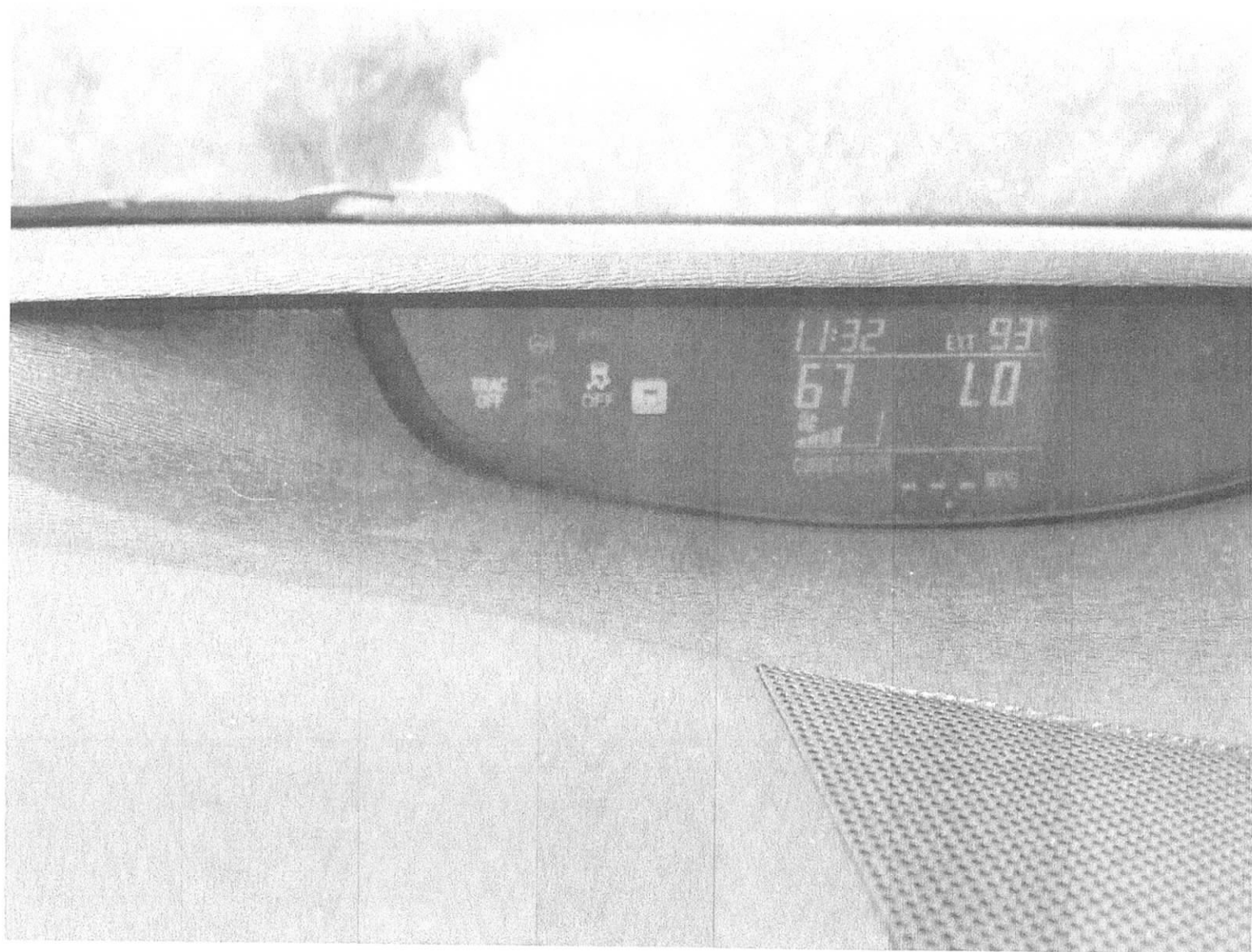
DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	











CUSTOMER # [REDACTED]
UNIT# [REDACTED]



"INVOICE"

PAGE 2

VALLEY AUTO BAY
7702 Sargent Road Henderson, NV 89002
702 444 7000

HENDERSON, NV
HOME
BUS

CONTACT
CELL# [REDACTED]

SERVICE ADVISOR

4455 BRANDON S. MILES
LICENSE# [REDACTED] PLEASEN [REDACTED]

COLOUR	YEAR	MAKE/MODEL	DATE	TIME	DATE	DATE	DATE
G163/MAGNE	13	TOYOTA VENZA					
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISE				
15JUL13 IS							
15JUL13 DE							
F.D. OPENED	READY	12.00 2 JAN15					
		15JAN15	20JAN15				
		OPTIONS	4TH [REDACTED]				
		TRN: 4 SPEED AUTOMATIC					

LINE OPCODE TRCH TYPE HOURS

27819 TEST DROVE VEHICLE AND FOUND THAT VEHICLE WAS PULL TO THE RIGHT THAT BECOMES HEAVIER WITH INCREASED SPEED. ALSO NOTICED NOISE FROM FROM REAR OVER BUMPS- FOUND LEFT REAR CONTROL ARM BUSH AT MOUNTING POINT TO CHASSIS. TIGHTENED LEFT REAR LOWER CONTROL ARM BOLT ALSO FOUND PARKING BRAKE CABLE BRACKETS ON BOTH SIDES MISSING FROM VEHICLE- REPLACED MISSING BOLTS AND SECURED PARKING BRAKE CABLE BRACKETS. ALSO FOUND LEFT FRONT SPEED SENSOR BRACKET BOLT MISSING- TIGHTENED BOLT. SWAPPED FRONT TIRES (SIDE TO SIDE) AND TEST DRIVE. FOUND PULL TO LEFT NEVER BUT PULL STILL PRESENT AND NOW TO THE LEFT. RECOMMEND REPLACE TIRE CURRENTLY IN LEFT FRONT POSITION AND THEN RE-TEST DRIVE. 1.24.13 - TAX. CUSTOMER BRACKET AT THIS TIME.

0. PERFORM COMPLIMENTARY CAR WASH
100 PERFORM COMPLIMENTARY CAR WASH

4255 1574

0.00 OTHER

0.00

TOTAL LINE 0:

1 24003-29123 COVER KIT, HATCHBACK
 1 49213 BOTTLE TAPE
 201 PARTS: COUNT:
 CLAIM TYPE: SC
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 10.00 TOTAL LINE B:
 37813 TECHNICIAN CHECKED VIN RANGE AND FOUND THAT SERVICE CAMPAIGN
 DOT IS APPLICABLE TO THIS VEHICLE. TECHNICIAN PERFORMED INSPECTION AND
 FOUND NO SIGN OF PREVIOUS OR PRESENT WATER LEAK AT HVAC HOUSING AT THIS
 TIME. TECHNICIAN INSTALLED HVAC UNIT LOWER SEAL TRAY. SPECIAL SERVICE
 CAMPAIGN DOT COMPLETE.

 C CUSTOMER STATES THAT WHEN DRIVING ON THE FREEWAY AND PRESSING GAS
 PEDAL THE VEHICLE PULLS TO THE LEFT. INSPECT AND ADVISE. (NOTE:
 VEHICLE WAS RECENTLY IN ACCIDENT AND REPAIRS WERE PERFORMED BY
 NEW LOOK AUTO BODY)
 10 VEHICLE PULLS

4355 ISPT
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE C:

DESCRIPTION	AMOUNT
LABOR AMOUNT	
PARTS AMOUNT	
GST ON LAB	
GST AMOUNT	
AMT. CHARGE	
TOTAL CHARGE	
LOSS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DISCLAIMER OF WARRANTIES

The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assume nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Customer Signature

CUSTOMER COPY

.....

TOYOTA TRUCKS ARE RECOMMEND THE USE OF
REINFORCED, DOUBLE STACKED, OR UNREINFORCED
FLOOR PLATE. TOYOTA RECOMMENDS THAT ONLY
PROPERLY INSTALLED, VEHICLE SPECIFIC, FACTORY
FLOOR PLATE BE USED IN ANY APPLICATION.

LV NV

W48-226

ATTN
RANDY Reid
office of defects

US Dept of Transportation
National Highway Traffic
Safety Administration
1200 New Jersey Ave SE
Washington, D.C. 20590

