

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) ONLY 100148



U.S. Department of Transportation  
National Highway Traffic Safety Administration

**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

Date Received  
APR 01 2016  
02-FEB-2016  
Repository   
Reference No.  
10823684

**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
Address [Redacted]  
City CARLTON State MN Zip Code [Redacted]  
Daytime Telephone Number [Redacted] E-mail Address [Redacted]  
Evening Telephone Number [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 [Redacted] bottom of windshield on driver's side  
4T1BD1EB2EU [Redacted] Make TOYOTA Model AVALON HYBRID Model Year 2014  
Date Purchased 2/28/2014 Dealer's Name and Telephone Number KARI TOYOTA 215-394-4429 Engine: No: Cylinders 4 Fuel Type: GAS BATT.  
Original Owner  Dealer's City SUPERIOR State WI Zip Code 54880  
Transmission Type  Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 03-NOV-2015  
 Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: BRAKES (PWS), 260000 FORWARD COLLISION AVOIDANCE, 110000 ELECTRICAL SYSTEM  
Failure Mileage 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 Failure Location:  
 Prior Repair  
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 Number of Deaths 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 2014 TOYOTA AVALON. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 15V728000 (FORWARD COLLISION AVOIDANCE); HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

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.

Complaint to  
10823684  
2/2/16  
Kaven



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
PO Box 2991  
Torrance, CA 90509-2991



[REDACTED]  
CARLTON MN [REDACTED]

**INTERIM NOTICE**  
We are currently preparing the final remedy. We will notify you again when the remedy is available.



Certain 2013-2015 Model Year Avalon and Avalon Hybrid  
Pre-Collision System (PCS)

**SAFETY RECALL NOTICE (Interim Notice)**

This notice applies to your vehicle: VIN 4T1BD1EB2EU [REDACTED]  
NHTSA RECALL: 16V728

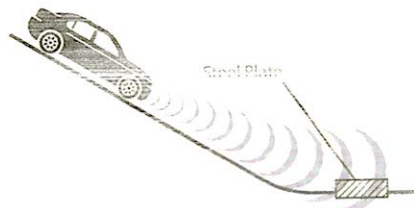
Dear Toyota Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2013-2015 Model Year Avalon and Avalon Hybrid Vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**What is the condition?**

In certain driving situations, the optional Pre-Collision System (PCS), on the involved vehicles could interpret a steel road joint or steel plate in the road surface as an obstacle or vehicle in the path of travel and activate. When the system activates, the vehicle's brakes are applied automatically, the system activates Brake Assist mode, and the front seat belts may tighten. The driver will hear a warning buzzer, the PCS indicator lamp will illuminate, and a message will appear on the multi-information display. Unintended braking can increase the likelihood of a crash.



*THIS HAPPENED TO ME*

**What will Toyota do?**

As a temporary remedy, any authorized Toyota dealer will turn off the PCS system and affix a notification label to the vehicle informing you that the PCS system has been turned off at **NO CHARGE** to you. When parts become available to perform the final remedy, you will be notified.

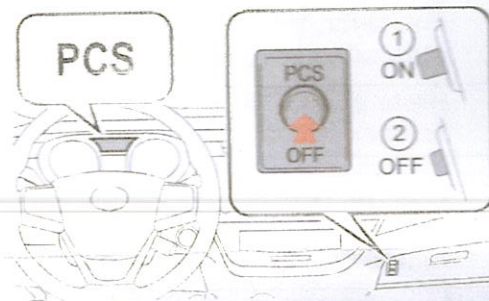
**What should you do?**

**This is an important Safety Recall**

Please contact any authorized Toyota dealer to schedule an appointment to have the temporary remedy performed as soon as possible.

Until you have an opportunity to take your vehicle to an authorized Toyota dealer, please locate the PCS switch in the glove box and turn off the PCS system. Please note that this will illuminate the PCS warning light on the instrument cluster and this light will remain on at all times until the final remedy is performed on your vehicle.

The interim remedy will take approximately one hour. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.



**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.  
Toyota Customer Experience, WC10  
19001 South Western Avenue  
Torrance, CA 90509

1117-002 CODEL 104 FOV

FOV Interim

Spanish translation on back side  
Traducción en español en el lado inverso