

[Redacted]
Caguas, Puerto Rico
[Redacted]

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

FEB 25 2016

February 16, 2016

Administrador of National Highway Traffic Safety
Administration
1200 New Jersey Avenue S.E.
Washington, D.C. 20590

Re: NHTSA Recall:15V728
Vin:4T1BK1EB1EU [Redacted]
Make: Avalon Limited 2014

Dear sir:

Complying with the aforementioned recall, on Jan 19, 2016 I delivered my car to MVP, Toyota Caguas (included the service Job Num. [Redacted]) to fix the PCS system, and surprisingly they told me they inactivated the system and could'nt do anything because Toyota din't have notions to fix it and in a reasonable period of time they will contact me again. So agaist my free will, because Idin't have any other choice I decided to wait a reasonable period of time, that so far a month has passed by.

I'll like you to now because of my age (I'm [Redacted]), and friends information of the importance of this security fiture, among others, I decided to buy this model of car and paid for it. Otherwise I din't bought it or look for another model.

So attending the aforementioned facts I plead respectfully to you to get acquainted on this because there must be others in the class that need you to act.

[Redacted]

Copy:
MVP Toyota Caguas
Toyota Motors, POBOX, 710367
San Diego, CA 92171-0367

NAM
31016
SMD



CAGUAS PR

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 4T1BK1EB1EU
NHTSA RECALL: 15V728

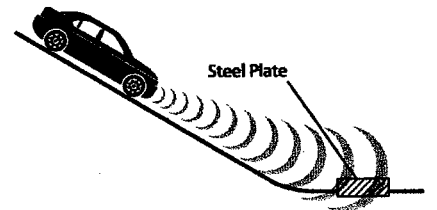
Dear Toyota Customer:

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.



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





P.O. BOX 4952 SUITE 203
CAGUAS, P.R. 00726-4952

TELEFONOS

El Verde 744-8700 Fax 744-8707
Bairoa 258-2878 Fax 258-2876

CUSTOMER NO.	ADVISOR MARIA DEL PILAR SA 54901		TAG NO.	INVOICE DATE 01/19/16	INVOICE NO.
CAGUAS, PR	LABOR RATE	LICENSE NO.	MILEAGE 18,034	COLOR - TRIM GRIS OSCURO	STOCK NO.
	YEAR / MAKE / MODEL 14/TOYOTA/AVALON/4DR SDN LTD			DELIVERY DATE 10/30/14	DELIVERY MILES
	VEHICLE I.D. NO. 4T1BK1EB1EU			SELLING DEALER NO.	PRODUCTION DATE
N O EMAIL	F.T.E. NO.	P.O. NO.	R.O. DATE 01/19/16		
COMMENTS					MO: 18035

LABOR & PARTS
1 03TOZINS32BDC INSPECCION 32 PUNTOS HOURS: TECH(S) 56247 INTERNAL
CLIENTE INDICA INSPECCION 32 PUNTOS.
SE REALIZO INSPECCION 32 PUNTOS.
SE REALIZO INSPECCION 32 PUNTOS

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

2 51TOZ ELECTRICO CAJA HOURS: TECH(S) 56247 WARRANTY
Safety Recall FOV (Interim F1V) - Interim Notice - Certain 2
CAMPANA SSCFOV
SE REALIZO CAMPANA SSCSafety Recall FOV (Interim F1V) - Inte
UNIDAD EN CONDICION NORMAL.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 2 1 55539-0E010 COVER, SPARE SWIT WARRANTY 0.00
JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

RECOMMENDATIONS
3AJO PARAMETRO

TOTALS-----

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

"EVALUE NUESTRO SERVICIO" <http://survey.medallia.com/vss>
ARA CITAS VISITE NUESTRA PAGINA mvptoyota.com

CUSTOMER SIGNATURE _____

Caguas, Puerto Rico



7009 0820 0001 1878 1118

W40-304

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