



EQ-10863126-7204

SHOULD BE 2004

Complaint Number: 10863126

Vehicle Identification Number: 4T1B28B04[REDACTED]

Your Vehicle's Make Model and Model Year: TOYOTA AVALON 2014

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Steering

What happened?

On 23 Feb 2016 the steering locked while making a left turn and again on 12 April 2016. On 4 May 2016 the steering locked while trying to turn right.

When did this happen? 05/04/2016

Was there a Crash? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (in mph) 5

About how many miles were on your vehicle at the time of the incident? 120127

First Name: [REDACTED]

Last Name: [REDACTED]

Email: [REDACTED]

Address 1: [REDACTED]

Address 2:

City: parsonsburg

State: MARYLAND

ZIP Code: [REDACTED]

Phone: [REDACTED] Ext.:

Alt. Phone:

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

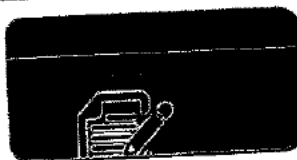
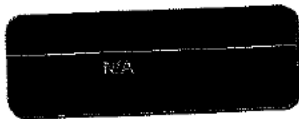
The year has been corrected from 2014 to 2004

[REDACTED]

PARSONSBURG MD

5 May 2016

[REDACTED]



Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.  
Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page.

Date Complaint Filed: 05/04/2016  
Component(s): STEERING  
Consumer Location: PARSONSBURG, MD

Date of Incident: 05/04/2016  
NHTSA ID Number: 10863128

All Products Associated with this Complaint ▼

0 Available Documents ?

Details ▲

Crash: No    Fire: No    Number of Injuries: 0    Number of Deaths: 0  
Manufacturer: Toyota Motor Corporation  
Vehicle Identification No. (VIN): 4T1BF28B04U...

SUMMARY:

ON 23 FEB 2016 THE STEERING LOCKED WHILE MAKING A LEFT TURN AND AGAIN ON 12 APRIL 2016.  
ON 4 MAY 2016 THE STEERING LOCKED WHILE TRYING TO TURN RIGHT.

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153  
6.0.22

Subj: **complaint 10863126 ISSUE-** [REDACTED]  
 Date: 5/5/2016 9:28:54 A.M. Eastern Daylight Time  
 From: NHTSAHotline@telesishq.com NHTSAHotline@telesishq.com  
 Reply-to: NHTSAHotline@telesishq.com  
 To: [REDACTED]

When replying, type your text above this line.

### Notification of Case Change (All times are GMT-0400)

**Workspace:** NHTSA Hotline Center  
**Case:** complaint 10863126  
**Case Number:** [REDACTED]

**Date:** 05/05/2016 **Time:** 09:28:18  
**Creation Date:** 05/04/2016 **Creation Time:** 16:27:14

#### Symptom:

*Entered on 05/05/2016 at 9:28:18 AM EDT (GMT-0400) by MLopez:*

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

You can make corrections or additions to your complaint by mailing your information to the Department of Transportation with a printed copy of your complaint.

A copy of your complaint can be printed from the NHTSA web site at [www.nhtsa.dot.gov](http://www.nhtsa.dot.gov) 24 hours after submission on the Vehicle Safety Hotline. The Office of Defect Investigation Number is required to search for your complaint.

Please mail the corrected information to:

U.S. Department of Transportation  
 National Highway Traffic Safety Administration  
 Office of Defects Investigation (NVS-210)  
 1200 New Jersey Ave, SE  
 West Building  
 Washington, DC 20590

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

*Entered on 05/04/2016 at 4:27:14 PM EDT (GMT-0400) by nhtsa.webmaster@dot.gov:*

Sender Name: [REDACTED]

Thursday, May 05, 2016 AOL: [REDACTED]

Sender Email: [REDACTED]

Subject: complaint 10863126

Comments: just filed subject complaint and noticed i made an error with the year of the vehicle. Between an outdated fuzzy screen and glasses this computing is not fun. The 2014 Toyota Avalon should be correctly a 2004 Toyota Avalon. Sorries.

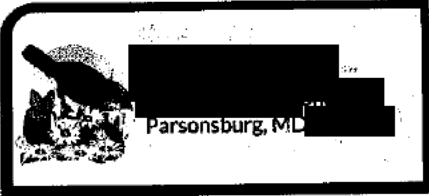
**Contact Information:**

Last Name: [REDACTED]

First Name: [REDACTED]

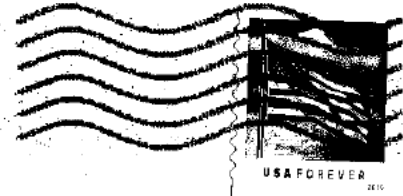
Email Address: [REDACTED]

Contact Source: Owner



EASTON MD 216

06 MAY 2016 PM 2 L



U.S. DEPARTMENT OF TRANSPORTATION  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
OFFICE OF DEFECTS INVESTIGATION (NVS-210)  
1200 NEW JERSEY AVE SE  
WEST BUILDING  
WASHINGTON DC 20590

