

Incident Details

Document Number: 11760105A INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

Report Number: 20170606-E9606-2147399896

Report Submitted Date: 6/6/2017

Who You Are: Consumer

Incident Description: We own a Toyota RAV4 with wiring that has soy coated insulation. Our car demonstrated the "check engine" light and we used AAA to tow the vehicle to the Toyota dealership for repair. The Dealership told us it was "rodent" damage. We contacted our insurance company, etc., but no one wants to assume responsibility for this issue.

Looking at the internet, it appears there are two class action lawsuits (CA and MD) regarding this type of claim.

Maybe it is nothing, but for us, our insurance is unwilling to approve the claim because the local Toyota dealership did not keep the wiring, take photos, etc.

Is there anything else we can do?

If the incorrect/wrong wires were "chewed", it can lead to a deadly accident.

Incident Date: 5/31/2017

Incident Location: Home/Apartment/Condominium - [REDACTED], Seminole, Florida, [REDACTED] United States This is my home address

Victim Details

First Name: [REDACTED]

Last Name: [REDACTED]

Injury Information: Incident, No Injury

Victim is of Hispanic/Latino origin? No

Race: White

Other Race/Ethnicity:

My Relationship to Victim: Self

Gender: Female

Age when incident occurred: [REDACTED]

Address: [REDACTED], Seminole, Florida, [REDACTED], United States

E-mail: [REDACTED]

Phone Number: [REDACTED]

Product Details

Product Toyota RAV4 2011.

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Description:

Product Vehicle

Category:

Product Type:

Brand Name: Toyota

Manufacturer / Toyot

Importer /

Private Labeler

Name:

Model Name or Rav4

Number:

Serial Number:

Date

Manufactured:

Manufacturer

Date Code:

Manufacturer Not specified

Address:

Manufacturer

Website URL:

Manufacturer

Phone Number:

Retailer: AutoNation

Retailer State: Florida

Additional Details

Purchase Date:

I still have the Yes
product in my
possession.

The product No
was damaged
before the
incident.

The product No
was modified
before the
incident.

Have you No
contacted the
manufacturer?

If not, do you No
plan to contact
them?

Explanation: Vehicle was apparently damaged on condo property

Your Contact Information

First Name: XXXXXXXXXX

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Last Name: [REDACTED]

Address: [REDACTED] Seminole, Florida, [REDACTED], United States

E-mail [REDACTED]

Phone Number: [REDACTED]

Consent

May we include your Report, including any documents or photographs that you have attached to your Report, but without your name and contact information, in CPSC's Public Database? Yes, you may include my Report with any attachments on SaferProducts.gov.

May we release your name and contact information to the product manufacturer / importer / private labeler identified in your Report? Yes, you may release my name and contact information to the product manufacturer / importer / private labeler.

I certify that I have reviewed the Report and that the information provided in this Report is true and accurate to the best of my knowledge, information, and belief. Yes

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