

SEP 25 2018

[REDACTED]
Oak Ridge, TN [REDACTED]

Toyota Motor Sales USA, Inc.
PO Box 259001
Plano, TX 75025-9001

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

I am writing because of a troubling problem I experienced with my 2012 Toyota Camry Hybrid. When I took the car in for regular maintenance at Toyota Knoxville, in Knoxville, Tennessee (invoice # [REDACTED]), the service technician called to let me know of an emergency problem with my left rear brake. He said that the brake pad was completely worn out, scraping metal to metal, and that it had damaged the brake rotor. He theorized that at some point the caliper locked closed and ruined the pad, although the caliper was considered to be working normally now.

The repair consisted of replacing pads and machining the rotor, for an extra cost of \$300 on top of an expensive scheduled maintenance.

Although the incident is minor, I would like to ask you to investigate whether this model of Camry could have a problem. The reasons I ask are:

- The caliper that glitched and ruined the pad was not replaced, and indeed the paperwork says it is functioning normally. That leaves open the possibility that this could happen again at any time. If the specific calipers used have a design defect that can make them randomly lock closed, it's a safety issue.
- With all the sensors in a modern vehicle, I'm surprised there is no system to detect a locked-up caliper. How is it that a problem can happen with no signal or warning whatsoever? Shouldn't cars be able to tell when brakes are malfunctioning?
- Squeakers are a very old technology, one that as far as I know is reliable and effective. Why don't 2012 Camry Hybrids use brake pads with squeakers to provide a warning before the pads wear out? I typically drive with no radio or music on in the car, so I should have heard *something* before the situation became serious.

It is very troubling that the car is designed in such a way that this can happen—and could happen again and again—with no warning system in place, not even a low-tech one like squeakers.

Would you please look into how this could have happened, and also check whether any recalls or service trends may allow me to claim a refund on part or all of this repair?

I have enclosed a photocopy of the inspection sheet included with my repair paperwork.

Thank you.

Sincerely,
[REDACTED]

NM
09/25/18
AS



Description of service to be performed.

Top — Customer Copy / Bottom — Dealer Copy

[REDACTED]
Oak Ridge, TN [REDACTED]

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Thinking of you



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