

CL-11184028-8002

June 25, 2019

US Department of Transportation
NHTSA
Office of Defect Investigation
NVS-210
1200 New Jersey Ave SE
West Building
Washington DC 20590

My initial complaint ID is 11184028. My vehicle has failed on multiple occasions to accelerate and has lost acceleration in the middle of driving and or has lipped gears during driving. The acceleration issues have almost caused a serious accident.

This letter is to file another complaint regarding mechanical failure of our new 2018 Toyota Sienna. On June 24, 2019 we were backing out of a parking space while in reverse the vehicle suddenly stopped reversing and the engine began to rev up, as if the vehicle was in neutral and gas was being engaged. The stick shift was in Reverse, the dash showed it was still in R. I put the vehicle in park then put the vehicle back in reverse and the issue resolved. I would also like to note that the braking system in this vehicle also is malfunctioning. This is causing shuttering when braking and when in snow or ice this causes the vehicle to vibrate violently and loses traction and control causing the vehicle to slide into unsafe situations.

I want to point out that your site has 5 complaints:

- NHTSA ID: 11170282
- NHTSA ID: 11184028
- NHTSA ID: 11175491
- NHTSA ID: 11131655
- NHTSA ID: 11152940

Every one of these complaints is for the exact same accelerator problem but filed in different areas on the website. Also note all of these vehicles were manufactured at the same plant. This is a serious safety concern. No one should be driving vehicles on our roads that fail to accelerate when needed. Toyota has made several attempts to duplicate and locate this problem and have failed to find the problem or a solution to ensure our safety.

Please, investigate this issue. We spent 50,000.00 on a new vehicle that has had numerous problems. This one just happens to be a serious safety concern. I have never driven such an unsafe vehicle.

Sincerely,

EA
7-31-19
40

2506 Maravip... X | M | bobo (371) - n... X | 65 unread... X | 294 Power Me... X | California Hom... X | G | same pharma... X | G | Letter c work of... X | Contact Lis | N... X | 2018 TOYOTA Si... X

https://www.nhtsa.gov/vehicle/2018/TOYOTA/SIENNA/VAN/AWD

Apps | Email - NMEU | Bank of America | YouTube | Restore Act | image 1 of 5 | Institutional - Scam... | Instructions for For... | Foreclosure Legal E... | ajr-A2367 full.pdf | Shapiro Bettinger C...

**2018
TOYOTA SIENNA**
VAN AWD




IMAGE NOT AVAILABLE

1
RECALLS

INVESTIGATIONS 0

COMPLAINTS 15

☆☆☆☆☆
OVERALL SAFETY RATING

November 20, 2018 NHTSA ID NUMBER: 11152940

Components: UNKNOWN OR OTHER

NHTSA ID Number: 11152940

Incident Date: October 5, 2018

Consumer Location: ATLANTA, GA

Vehicle Identification Number: 5TDYZ3DC8JS****

Summary of Complaint

CRASH	No	1. EVEN TO GO ON A SMALL UPHILL SLOPE, THE VEHICLE(V6) REALLY STRUGGLES. AND WHEN I TRY TO ACCELERATE, IT KIND OF STALLS OR SLOWS DOWN FOR A MOMENT, THEN TRIES TO SPEED UP BUT ITS STILL VERY SLOW. I'M FACING THIS ISSUE EVERY DAY. MY OTHER CAR 2011 CAMRY(V4) IS VERY SMOOTH AT THE EXACT SAME PLACES. CANT BELIEVE THE PICKUP IS THIS POOR WITH A NEW CAR.
FIRE	No	
INJURIES	0	
DEATHS	0	

2. ON HIGHWAYS, JUST TO MAINTAIN THE SPEED OVER 65 MPH ON A RECENT TRIP, I HAD TO PRESS REAL HARD ON GAS THE WHOLE TIME. EVEN AFTER THAT, I CAN CLEARLY TELL THE VEHICLE WAS WORKING EXTRA HARD JUST TO BE OVER 65. THIS ISSUE IS CONSISTENT EVERY TIME I GO ON HIGHWAYS.

MANY OWNERS HAVE REPORTED THE ABOVE ISSUES AT TOYOTA OWNERS FORUM.

General Motors - YouTube | ... | 2018 TOYOTA SIENNA VAN FWD

https://www.nhtsa.gov/vehicles/2018/TOYOTA/SIENNA/VAN/FWD

2018 TOYOTA SIENNA VAN FWD

READ THE MANUAL

1 RECALLS INVESTIGATIONS 0 COMPLAINTS 14

★★★★★ OVERALL SAFETY RATING

Consumer Location ATLANTA, GA

Vehicle Identification Number 5TDYZ3C82S****

Summary of Complaint

CRASH	0	1. EVEN TO GO ON A SMALL UPHILL SLOPE, THE VEHICLE(V6) REALLY STRUGGLES. AND WHEN I TRY TO ACCELERATE, IT KIND OF STALLS OR SLOWS DOWN FOR A MOMENT THEN TRIES TO SPEED UP BUT ITS STILL VERY SLOW. IM FACING THIS ISSUE EVERY DAY. MY OTHER CAR 2011 CAMRY(V4) IS VERY SMOOTH AT THE EXACT SAME PLACES. CANT BELIEVE THE PICKUP IS THIS POOR WITH A NEW CAR.
FIRE	0	
INJURIES	0	
DEATHS	0	

2. ON HIGHWAYS, JUST TO MAINTAIN THE SPEED OVER 65 MPH ON A RECENT TRIP I HAD TO PRESS REAL HARD ON GAS THE WHOLE TIME, EVEN AFTER THAT I CAN CLEARLY TELL THE VEHICLE WAS WORKING EXTRA HARD JUST TO BE OVER 65. THIS ISSUE IS CONSISTENT EVERY TIME I GO ON HIGHWAYS.

MANY OWNERS HAVE REPORTED THE ABOVE ISSUES AT TOYOTA OWNERS FORUM.

[HTTPS://WWW.TOYOTA.COM/OWNERS/COMMUNITY/ASK-AN-OWNER/QUESTION-DETAILS/1046277282](https://www.toyota.com/owners/community/ask-an-owner/question-details/1046277282)

BOTH ISSUE#1 AND 2 MIGHT LEAD TO/TRIGGER A BACK END COLLISION BECAUSE THE CARS COMING FROM BEHIND WONT KNOW THAT THE VEHICLE WILL SLOW DOWN (DUE TO POOR PICKUP) ALL ON A SUDDEN ON EVEN A SMALLER SLOPE. SAME WITH HIGHWAYS TOJ AND GOT TAILGATED ON MANY OCCASSIONS ON HIGHWAYS.

General Motors - YouTube | ... | 2018 TOYOTA SIENNA VAN FWD

https://www.nhtsa.gov/vehicles/2018/TOYOTA/SIENNA/VAN/FWD

2018 TOYOTA SIENNA VAN FWD

READ THE MANUAL

1 RECALLS INVESTIGATIONS 0 COMPLAINTS 14

★★★★★ OVERALL SAFETY RATING

SELECT COMPLAINTS BY AFFECTED COMPONENTS

AIR (1) | AIR BAGS (1) | ELECTRICAL SYSTEM (1) | ENGINE (1) | INTERIOR LIGHTING (1)

POWER TRAIN (2) | SEATS (0) | STRUCTURE (0) | UNKNOWN OR OTHER (0)

VEHICLE SPEED CONTROL (2) | VISIBILITY/WIPER (1)

February 25, 2019 NHTSA ID NUMBER: 11175491

Components: **POWER TRAIN**

NHTSA ID Number: 11175491

Incident Date January 27, 2019

Consumer Location NEW ULM, TX

Vehicle Identification Number 5TDKZ30C4S****

Summary of Complaint

CRASH	0	2019 TOYOTA SIENNA LE. CONSUMER WRITES IN REGARD TO DELAYED ACCELERATION, WHICH IS CAUSING TRANSMISSION DAMAGE *AS *TR
FIRE	0	
INJURIES	0	
DEATHS	0	

1 Affected Product

1 Associated Document

Request Research (Service fees apply)

January 16, 2019 NHTSA ID NUMBER: 11170262

2018 TOYOTA SIENNA VAN FWD

January 15, 2019 NHTSA ID NUMBER: 11170282
Components: POWER TRAIN, VEHICLE SPEED CONTROL

NHTSA ID Number: 11170282
 Incident Date: October 10, 2018
 Consumer Location: LEWINGTON, VA
 Vehicle Identification Number: 5TDKZ3DC8J2****

Summary of Complaint

CRASH	No	THE VAN STRUGGLES TO ACCELERATE, THERE IS NO WAY TO TURN OFF ECO MODE. NO BUTTON IS AVAILABLE VAN STRUGGLES TO GO UP HILLS, EXCELERATE THRU INTERSECTIONS AND ALWAYS HUNTING FOR GEARS OR STUCK IN A GEAR AND SODDING AND ACTS VERY HEAVY ON POWER TRAIN AND THERE IS AN OPTION TO TURN OFF ECO LIGHT TURNING OFF ECO LIGHT DOES NOTRING BUT HIDE THE PROBLEM. WE NEED AN OPTION TO COMPLETE DISABLE ECO MODE WITH UPDATE OR WITH A BUTTON.
FIRE	No	
WHEELS	0	
STEERING	0	

1 Affected Product -
 Request Research (Services fees apply)

September 25, 2018 NHTSA ID NUMBER: 11131655
Components: ENGINE, POWER TRAIN

2018 TOYOTA SIENNA VAN FWD

September 25, 2018 NHTSA ID NUMBER: 11131655
Components: ENGINE, POWER TRAIN

NHTSA ID Number: 11131655
 Incident Date: July 1, 2018
 Consumer Location: NORTH READING, MA
 Vehicle Identification Number: 5TDGZ3DCYJ2****

Summary of Complaint

CRASH	No	MY 2018 SIENNA LE IS EXPERIENCING ACCELERATION PROBLEMS. I HAD THE SOFTWARE UP DATED BUT AFTER APPROXIMATELY 1,000 MILES THE PROBLEM IS RETURNING. THIS PROBLEM IS ESPECIALLY UNSAFE WHEN MERGING ONTO THE HIGHWAY.
FIRE	No	
WHEELS	0	
STEERING	0	

1 Affected Product -
 Request Research (Services fees apply)

Recently Searched

#11184028

2018 TOYOTA SIENNA VAN FWD

RECALLS 1 INVESTIGATIONS 0 COMPLAINTS 14

★★★★★ OVERALL SAFETY RATING

Request Research (Services fees apply)

January 16, 2019 NHTSA ID NUMBER: 11170282

Components: POWER TRAIN, VEHICLE SPEED CONTROL

NHTSA ID Number: 11170282

Incident Date: October 10, 2018

Consumer Location: NEWINGTON, VA

Vehicle Identification Number: 5TD0Z3DC8J5****

Summary of Complaint

CRASH	No	THE VAN STRUGGLES TO ACCELERATE. THERE IS NO WAY TO TURN OFF ECO MODE. NO BUTTON IS AVAILABLE. VAN STRUGGLES TO GO UP HILLS. EXCELERATE THRU INTERSECTIONS AND ALWAYS HUNTING FOR GEARS OR STUCK IN A GEAR AND SOUNDS AND ACTS VERY HEAVY ON POWER TRAIN ENG. THERE IS AN OPTION TO TURN OFF ECO LIGHT. TURNING OFF ECO LIGHT DOES NOTHING BUT HIDE THE PROBLEM. WE NEED AN OPTION TO COMPLETELY DISABLE ECO MODE WITH UPDATE OR WITH A BUTTON.
FWD	No	
REPAIRS	0	
DEATHS	0	

Affected Product -

Request Research (Services fees apply)

Recently Searched

2018 TOYOTA SIENNA VAN FWD

RECALLS 1 INVESTIGATIONS 0 COMPLAINTS 14

★★★★★ OVERALL SAFETY RATING

Request Research (Services fees apply)

March 4, 2019 NHTSA ID NUMBER: 11184028

Components: VEHICLE SPEED CONTROL

NHTSA ID Number: 11184028

Incident Date: March 2, 2019

Consumer Location: PEYTON, CO

Vehicle Identification Number: 5TD0Z3DC8J5****

Summary of Complaint

CRASH	No	TLC THE CONTACT OWNS A 2018 TOYOTA SIENNA. WHILE DRIVING APPROXIMATELY 45-50 MPH, THE ACCELERATOR PEDAL WAS DEPRESSED, BUT FAILED TO RESPOND.
FWD	No	ADDITIONALLY, THE VEHICLE DECELERATED INDEPENDENTLY ON OCCASION. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. LARRY H MILLER TOYOTA COLORADO SPRINGS (LOCATED AT 5115 NEW CAR DR, COLORADO SPRINGS, CO 80923, (719) 419-5812) WAS NOTIFIED OF THE FAILURE. THE CONTACT STATED THAT THE FAILURE RECURRED ON SEVERAL OCCASIONS. THE MANUFACTURER WAS NOT CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 10000.
REPAIRS	0	
DEATHS	0	

Affected Product -

Request Research (Services fees apply)

January 16, 2019 NHTSA ID NUMBER: 11170282

Request Research (Services fees apply)

CERTIFIED MAIL



7019 0140 0001 0055 8986

PC
CO
27
PM

CPU

U.S. POSTAGE
\$0.55
7/27/2019

Department of Transportation

To: W48-226

Location Code: DOT

Cost Center: 4 West

Mail Point: NVS-200,210,300,010

External Carrier: PRIORITY

Sender:

Manufacturer:

Purchase Order:

DOT

7/27/2019 12:26:39 PM

US Department of Transport
NHTSA
Office of Defect Investigatio
NVS-210
1200 New Jersey Ave SE
West Building
Washington DC 20590
:20590-



70190140000100558986



CPU

U.S. POSTAGE
\$3.85
7/27/2019