

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
 To: EV@NHTSA; [REDACTED]
 Cc: NHTSA.ODI.CRC; [REDACTED]
 Subject: ODI# 11218465
 Date: Thursday, November 12, 2020 5:54:21 PM
 Attachments: [REDACTED]

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2018/2019 Toyota Camry: Vehicle Speed Control Issue

Dear NHTSA Personnel Following up on an complaint I had filed with NHTSA. Request # [REDACTED] was created for my 2019 Toyota Camry. In addition, NHTSA Complaint ID is 11218465. Email chain below has some description of the issue with delayed acceleration and/or Vehicle Speed Control. Is there any update on this issue?

I has been more than 1 year and neither NHTSA nor Toyota has taken any action on the issue of delayed acceleration from slow roll or from stopped position or on highway at high speed when acceleration may be needed. There has been numerous complaints from 2019 and 2018 Toyota Camry owners on delayed acceleration – some indicating dangerous situation especially on highway at high speed. My personal experience is noted in email chain below.

FYI, many of the complaints in snapshot below for 2019 Toyota Camry is regarding delayed acceleration. This is a dangerous situation that needs to be pushed with Toyota OEM. Also, 2018 Toyota Camry has similar complaints on NHTSA website which indicates the issue is going on for 2+ years with no action from NHTSA. In speaking with many folks and dealership, it seems Toyota has introduced a new 8-speed transmission starting some 2018 models including Toyota Camry – which may be the root cause.

I am hoping NHTSA is not waiting for accidents and deaths before taking any action against Toyota to investigate this issue. Please take the next steps in rectifying this issue. Thank You.

2019 TOYOTA CAMRY
4 DR FWD

98 Complaints
for 2019 TOYOTA CAMRY

FILTER COMPLAINTS BY AFFECTED COMPONENTS

- All (98)
- AIR BAGS (9)
- ELECTRICAL SYSTEM (5)
- ELECTRONIC STABILITY CONTROL (3)
- ENGINE (19)
- EQUIPMENT (1)
- FUEL SYSTEM, GASOLINE (3)
- FUEL/PROPULSION SYSTEM (19)
- POWER TRAIN (23)
- SEAT BELTS (4)
- SERVICE BRAKES (7)
- STEERING (3)
- STRUCTURE (4)
- SUSPENSION (1)
- UNKNOWN OR OTHER (24)
- VEHICLE SPEED CONTROL (8)
- VISIBILITY (1)
- VISIBILITY/WIPER (3)
- WHEELS (1)

5 RECALLS | INVESTIGATIONS 0 | COMPLAINTS 98

OVERALL SAFETY RATING: ★★★★★

November 9, 2020 NHTSA ID NUMBER: 11373813
Components: FUEL SYSTEM, GASOLINE

Regards,
 [REDACTED]

From: [REDACTED]
 Sent: Sunday, October 20, 2019 8:49 PM
 To: nhtsa.webmaster@dot.gov
 Subject: RE: 2018/2019 Toyota Camry: Vehicle Speed Control Issue
 Importance: High

Dear NHTSA Personnel Following up again on what the department is doing to investigate this issue with 2019 and 2018 Camry. Attached word document were some conversations of folks who recently purchased a Toyota Camry (various trim level) and all have the same issues – acceleration delay. One of the buyer had the following to say

Same. The Camry 2019 xse has defective fuel pumps. That's why it stalls, or even sputters, and the acceleration is slow. Of course Toyota won't fix it. They don't know how.

I personally was on I-78 this weekend going 65mph, at speed limit. Had need to change lane as vehicle in front was not at speed limit and I had to slow down to < 60Mph. Vehicle in the target lane behind was at enough distance for me to safely change lane and re-accelerate. However, upon changing the lane, my 2019 Camry did not respond to pressing the gas pedal. There was literally a 2 second delay and then the vehicle exhibited a slight jerk as the acceleration kicked in but in that 2-3 second time, the vehicle behind me was approaching fast and was close behind. Un-necessarily I caused the other driver to brake travelling at high speeds. Had my vehicle taken an extra second, who knows if the other vehicle would have hit me in back.

Lessons learned with this car, I will never again get into a situation like this and endanger my life, the lives of those in my vehicle, as well as the lives of those in other vehicles.

Again, I feel this is a major safety issue with the Camry and I need help from the governing body to hold Toyota Management responsible for what they have built and sold, and continues selling a defective product. Unfortunately, this is not an appliance where an out-of-box failure qualifies for return with full refund or replacement.

Thanks
 [REDACTED]
 Sent: Sunday, July 14, 2019 9:27 PM

To: nhtsa.webmaster@dot.gov <nhtsa.webmaster@dot.gov>
Subject: RE: 2018/2019 Toyota Camry: Vehicle Speed Control Issue

Dear NHTSA Personnel . . . It's been over 1 month and I have yet to hear back from the department regarding the inquiry below. Please do not ignore this. I am not alone on this issue as mentioned below. Your prompt review of this matter would be greatly appreciated.

From: [REDACTED]
Sent: Saturday, June 08, 2019 7:28 PM

To: nhtsa.webmaster@dot.gov
Subject: 2018/2019 Toyota Camry: Vehicle Speed Control Issue

Dear NHTSA Personnel

I have purchased a 2019 Toyota Camry XLE on Monday, May 27, 2019 from DCH Brunswick Toyota, in New Brunswick, NJ. Almost immediately noticed the vehicle had acceleration problem when trying to resume driving from a stopped position or stopped at red light or merging onto highway. The gas pedal is pressed the vehicle does not respond. There is a major delay in acceleration. This is a major safety concern especially when making left turn with some distant on-coming traffic where normally would be able to make the left comfortably; however, 1st occurrence of my left turn took longer and on-coming vehicle got very close – could have caused an accident. Another case when merging onto highway and trying to accelerate but lack of delay in acceleration compromises my safety as well as safety of other motorists fast approaching from behind. I have created a complaint with NHTSA ID 11218465.

WE NEED PROMPT RESPONSE ON THIS FROM NHTSA AND HOLD TOYOTA ACCOUNTABLE. IF I CAN PROVIDE THIS MUCH INFORMATION IN 15-20 MIN OF RESEARCH, TOYOTA IS DEFINITELY AWARE OF THIS ISSUE. HOWEVER TOYOTA LEADERSHIP HAS FAILED TO TAKE ACTION AND 2019 CAMRY MODEL HAS SAME ISSUE. THIS TO ME SEEMS TO BE DUE TO LACK OF ACTION AND ENFORCEMENT FROM NHTSA.

Here are some facts from NHTSA website

- * 1st Snapshot below shows the complaints for 2018 and 2019 Toyota Camry. For 2018 Toyota Camry, there were 151 complaints
- * 2nd Snapshot below shows the breakdown of complaints for 2018 Toyota Camry.
- * There are 61 complaints for "POWER TRAIN"
- * There are 37 complaints for "VEHICLE SPEED CONTROL"
- * Most of these are related to major delay in initial acceleration as described above.
- * 3rd Snapshot below shows the breakdown of complaints for 2019 Toyota Camry. There are 16 complaints already.
- * There are 5 complaints for "POWER TRAIN"
- * There are 3 complaints for "VEHICLE SPEED CONTROL"
- * Again, most of these are related to major delay in initial acceleration as described above (which includes my complaint as well)

Question to NHTSA:

- * With so many complaints for 2018 Toyota Camry, WHY ARE INVESTIGATIONS SHOWING AS ZERO?
- * What has NHTSA done to address this issue?
- * If action taken then please share the reports showing enforcement with Toyota to address this problem?
- * If no action is taken, then I would like to know why NHTSA has not taken any action?

Thanks

[REDACTED]

[REDACTED]
Quality Control Analyst



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