

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint -----11373227 -----
Date: Tuesday, December 15, 2020 9:11:24 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, December 14, 2020 6:43 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: FW: Follow up to ODI Complaint -----11373227 -----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Thanks

[Sent from Yahoo Mail on Android](#)

----- Forwarded Message -----

From: "EVOQ (NHTSA)" <EVOQ@dot.gov>

To: [REDACTED]

Cc:

Sent: Mon, Dec 14, 2020 at 9:32 AM

Subject: FW: Follow up to ODI Complaint -----11373227 -----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

05-NOV-2020

Repository Reference No.
11373227**OWNER INFORMATION (Type or Print)**

Name [REDACTED]		
Address [REDACTED]		
City UPPER MARBORO	State MD	ZIP Code [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4T1B61HK8JL [REDACTED]		MAKE TOYOTA	Model CAMRY	Model Year 2018
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cy inders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	STATE	ZIP Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 05-NOV-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 030000 SERVICE BRAKES, HYDRAULIC, 100000 POWER TRAIN, 030000 BRAKES (PWS)	Failure Mileage 127000.0	Failure Speed
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL- THE CONTACT OWNS A 2018 TOYOTA CAMRY. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 65 MPH THE TRANSMISSION ERRONOUSLY SHIFTED TO THE NEUTRAL POSITION. AFTER TURNING THE VEHICLE OFF AND BACK ON THE BRAKING SYSTEM LATER MALUNTIONED. THE CONTACT INDICATED THAT WHEN PRESSING THE BRAKE PEDEL THE PEDAL BECAME VERY HARD TO PRESS AND THE STOPPING DISTANCE WAS EXTENDED. ALSO THE MESSAGE "LOW BRAKING POWER" HAD DISPLAYED. THE LOCAL DEALER WAS NOT NOTIFIED OF THE FAILURE. THE MANUFACTURER WAS CONTACTED AND THE CONTACT WAS INFORMED THAT THE VEHICLE WAS NOT INCLUDED IN THE NHTSA CAMPAIGN NUMBER 18V211000(SERVICE BRAKES). THE CONTACT STATED THAT THE VEHICLE HAD EXPERIENCED THE SAME FAILURE LISTED IN THE RECALL. THE FAILURE MILEAGE WAS 127,000. JFT

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.