

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Complaint NHTSA 11373813
Date: Tuesday, December 29, 2020 10:40:45 AM
Attachments: [REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Monday, December 28, 2020 8:54 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Complaint NHTSA 11373813

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.

Attached is an edited Vehicle Owner's Questionnaire, as requested on December 16, 2020. No failures have occurred. My complaint was based on the lack of notification from Toyota for a defective Fuel Pump. I learned of the recall by reading a brief newspaper article, on November 7, 2020, in the Harford Courant (CT). Subsequently, I discovered a Toyota website that indicated that an update dated, December 11, 2020, indicated that the estimated remedy will occur at the end of February 2021.

On December 28, 2020 my mail delivery contained a Toyota Safety Recall Notice (Interim Notice) for the Fuel Pump. The notice stated that I will be notified again when a remedy is available. The Notice did not reference the estimated remedy date, of the end of February 2021.



National Highway Traffic Safety Administration

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

Date Received

09-NOV-2020

Repository

Reference No.
11373813

OWNER INFORMATION (Type or Print)

Name	[REDACTED]			Daytime Telephone Number	[REDACTED]	E-mail Address	[REDACTED]
Address	[REDACTED]			Evening Telephone Number			
City	NEWINGTON	State	CT	ZIP Code	[REDACTED]		

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 4T1B11HK7K[REDACTED]		MAKE TOYOTA	Model CAMRY SE	Model Year 2019
Date Purchased 10/25/2019	Dealer's Name and Telephone Number Island Toyota 8339660345 PRIME TOYOTA		Engine: No: Cylinders FOUR	Fuel Type: GAS
Original Owner <input checked="" type="checkbox"/>	Dealer's City-State-Island LANCASTER	STATE MA	ZIP Code 01523	
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: N/A	Incident Date(s) 07-NOV-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 070000 FUEL SYSTEM, GASOLINE, 074000 FUEL/PROPULSION SYSTEM (PWS)	Failure Mileage 0.0 N/A	Failure Speed N/A
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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: DOTM19ABC036)	<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 parts are available).

TL - THE CONTACT OWNS A 2019 TOYOTA CAMRY. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 20V012000 (FUEL SYSTEM, GASOLINE) HOWEVER, THE PART TO DO THE RECALL REPAIR WAS UNAVAILABLE. THE CONTACT CALLED TO HARTFORD TOYOTA SUPERSTORE (135 W SERVICE RD, HARTFORD, CT 06120; (860) 278-5411) WHERE IT WAS CONFIRMED THAT THE PART WAS NOT AVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE. DP