

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

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI# 11396391
Date: Monday, February 22, 2021 11:44:02 AM

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Good Afternoon

Please update/replaced item 1 thru 6 - Request # [REDACTED] - ODI# 11396391 for EDIT - Complaint pertinent to NHTSA only

Respectfully,
[REDACTED]

NHTSA Complaint: 11396391 2-15-2021

Vehicle Identification Number: JTDEAMDE5M [REDACTED]

Your Vehicle's Make Model and Model Year: TOYOTA COROLLA 2021
[REDACTED]

NHTSA ID Number: 11396391 Incident Date January 16, 2021

1. EV Forward Issue: Experienced sudden acceleration issues few times in Jan/Feb 2021 at a signal light with a traffic stop or stop and go traffic situation; EV running with normal weather/temp and the gas engine is idling/not running.
2. EV Reverse Issue: In the reverse direction, car move too fast without even pushing the gas, EV many times noisier forward, this may cause a crash. (with normal weather/temp EV is on, gas engine is idling/not running; the car is in the mid ground level community garage, very flat/smooth area)
3. Spare Tire: Missing extra/spare tire and the accessories (Jack, Lug wrench, other tools etc) even though there is a slotted place holder there. to order a new kit this will cost approx \$1,500 per missing kit. (if you were to order individually, this can potentially be a serious personal safety issue if you're in a bad neighborhood and waiting for a tow truck vs quickly change the tire and leave; Toyota's top management, Engineers and the Quality Team are responsible for this)
4. Cheap Soft Tires: Got a screw within 2 months in the middle; Called Toyota, towing is free, but you must pay for the flat repair OR buy a new tire (about \$250) every time there is flat, as you do not have an extra tire, jack, lug wrench. If you decide to keep on driving for safety that will cost you dearly! This will damage your entire tire, hubcap, a rim that's a few hundred more special orders. (This can be considered a maliciously designed /planned event to sell more tires, more hubcaps, more rims, more rotors or even the entire brake assembly. (Toyota's top management and Engineers are responsible for this)
5. Low Brake Fluid Level on a NEW CAR: Hybrid came with the low brake fluid levels, close to the low/middle VS brand new car with new brakes, the fluid level should be close to the maximum; the dealer couldn't produce any guidance from Toyota, and didn't want to add the fluid/caused disagreement. (Once again Toyota is trying to save .50 CENTS and playing cheap, besides this can be a serious safety issue, leaked brake oil vs not enough oil installed; it is also noticed the same thing on few other new cars at the dealership - Toyota's Top Leadership, Engineers and Quality Team are responsible for this)
6. Mickey-Mouse Flat Tire Repair Kit - Invented By Toyota: To repair a flat tire, the air pump and glue kit provided by Toyota is a joke, this doesn't work. Toyota should provide/invent non-flat-able tires before this genius Mickey-Mouse invention put in place. (Toyota's Top Leadership, Engineers and Quality Team are responsible for this)

[REDACTED]
Quality Control Analyst



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