

01-11407665-4492

APR 9 '21 12:37PM

From: [REDACTED]

To: Whom It May Concern

RE: Toyota Fuel Pump Recall (2018 Toyota Camry - VIN# 4T1B11HK2J [REDACTED])

- 2018 Toyota Camry (<15 K miles) stalls and towed to IRA Toyota, Danvers, MA
- Diagnosis Fuel Pump Malfunction (1/27/21) Await "New Improved Fuel Pump"
- "5" Weeks later "New Improved Fuel Pump" installed & vehicle was ready (3/2/21).
- "2" weeks "New Improved Fuel Pump" fails & vehicle stalls on highway (3/14/21).
- Vehicle towed back to IRA (3/15/21).
- Owner [REDACTED] contacts Toyota Consumer Division (800-331-4331) Contact: Theresa.
- Confirmed "New Improved Fuel Pump" was installed (obviously malfunctioned).
 - Q. New improved pump or simply old style, but new off the shelf?
- Case [REDACTED] was opened at Toyota Motor Co. (3/16/21).
- IRA (Linda Fair) contacted [REDACTED] 3/16 informed another New Improved Pump needed
 - Tested - Low fuel pump pressure - Dashboard lit up like Christmas Tree X 2
- IRA (Linda Fair) contacted [REDACTED] 3/18 vehicle would be ready Friday 3/19/21
- [REDACTED] calls IRA 3/19 for status - Spoke with Seanna - car held up awaiting a seal.
- Also, [REDACTED] was told that Toyota Motor Corp. demands at least a "200" mile road test prior to return of vehicle to owner [REDACTED] according to Seanna. (Authorized by? Owner?)
- [REDACTED] picked up vehicle 3/21/21
 - The Obvious: New Improved Fuel Pump (s) should have been tested in a laboratory to the highest standards prior to being installed. If it was, who has the test results?
 - Can the impeller within the pump soak up gasoline, become bloated, deform, and contact the inside of the case impeding its rotation rendering it unable to function?

This scenario fuel pump is extremely dangerous! A stalled vehicle in the middle of a highway is obviously very serious!

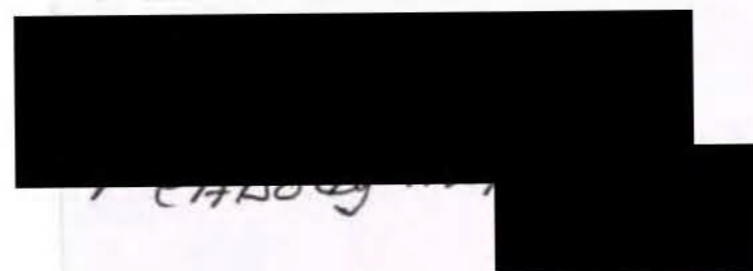
I will trade this Toyota Camry for different make and model and not look back. I'm done.

TG
4.12.21

PS

BOSTON MA 021

25 MAR 2021 PM 6 L



NHTSA Headquarters
1200 New Jersey Ave. SE
West Building
Washington DC 20590

ATTN: ²⁰⁵⁹⁰ Toyota Fuel Pump Recall