

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 -----11419319 -----
Date: Tuesday, July 13, 2021 12:44:02 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, July 12, 2021 4:45 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: Follow up to ODI Complaint -----11419319 -----

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.

Everything looks good.

Sent from my iPhone

Begin forwarded message:

From: "EVOQ (NHTSA)" <EVOQ@dot.gov>
Date: July 7, 2021 at 5:06:35 AM PDT
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint -----11419319 -----

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

02-JUN-2021

Repository Reference No.
11419319

OWNER INFORMATION (Type or Print)

Name [REDACTED]		
Address [REDACTED]		
City Long Beach	State CA	ZIP Code [REDACTED]

Daytime Telephone Number
[REDACTED]E-mail Address
[REDACTED]

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		MAKE TOYOTA	Model CAMRY	Model Year 2018
Date Purchased	Dealer's Name and Telephone Number AutoNation Toyota Cerritos (562) 802-		Engine: No: Cy inders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City Cerritos	STATE CA	ZIP Code 90703	
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 02-DEC-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 030000 SERVICE BRAKES, HYDRAULIC, 070000 FUEL SYSTEM, GASOLINE	Failure Mileage 8.0	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: DOTM1AL9ABC036)	<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).

The contact owns a 2018 Toyota Camry. The contact stated while driving at various speeds, the vehicle jerked while the accelerator pedal depressed. The "Low Braking Power" message was displayed on the instrument panel. The contact then received notification of NHTSA Campaign Number: 20V682000 (Fuel System, Gasoline), and the vehicle was taken to a local dealer to be repaired. Upon return of the vehicle, the contact stated that the failure persisted. The contact's mother had accelerated at a stoplight and the brake pedal had failed to operate as needed upon depression. The same "Low Braking Power" warning light was illuminated. Her mother also stated that the "stop in a safe place" and "maintenance required" messages also appeared on the instrument panel. The vehicle was driven to the contact's home without the proper braking functionality. The same dealer was notified of the failure and the contact was provided a diagnostic fee. The manufacturer was notified of the failure and offered no assistance. The vehicle was not repaired. The failure mileage was 8.

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 to 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.