

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

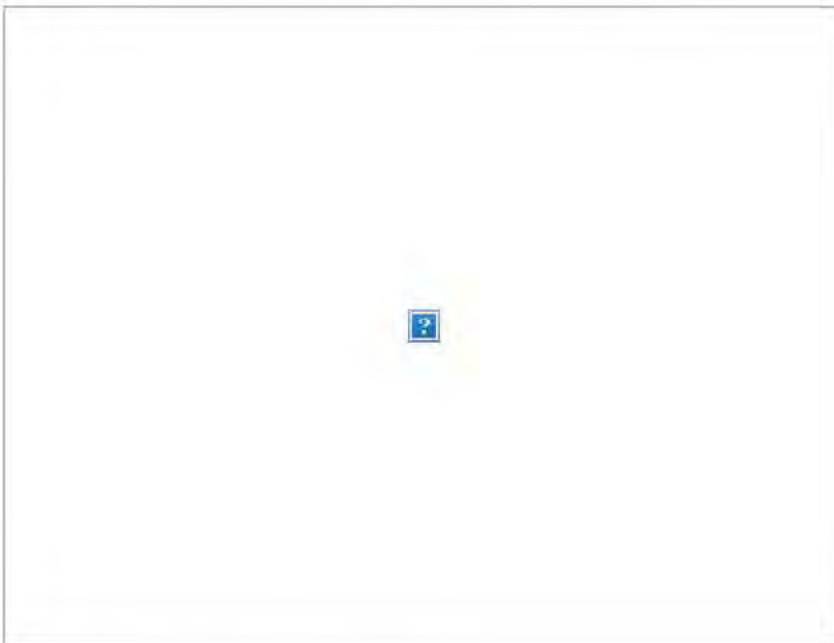
**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: FW: Follow up to ODI Complaint -----11427625 -----  
**Date:** Wednesday, October 6, 2021 7:58:34 AM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Tuesday, October 05, 2021 6:29 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Fwd: FW: Follow up to ODI Complaint -----11427625 -----

**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.

Please note additional details on complaint attached.



----- Forwarded message -----

**From:** **EVOQ (NHTSA)** <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)>  
**Date:** Fri, Oct 1, 2021 at 1:33 PM  
**Subject:** FW: Follow up to ODI Complaint -----11427625 -----  
**To:** [REDACTED]

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto: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

03-AUG-2021

Repository ☐

Reference No.  
11427625

**OWNER INFORMATION (Type or Print)**

|          |             |       |    |
|----------|-------------|-------|----|
| Name     |             |       |    |
| Address  |             |       |    |
| City     | Elkins Park | State | PA |
| ZIP Code |             |       |    |

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<br>JTEA...AH9M |                                                                                     | MAKE<br>TOYOTA | Model<br>VENZA           | Model Year<br>2021              |
| Date Purchased                                                                                         | Dealer's Name and Telephone Number                                                  |                | Engine:<br>No: Cylinders | Fuel Type:                      |
| Original Owner<br><input type="checkbox"/>                                                             | Dealer's City Conshohocken                                                          | STATE<br>PA    | ZIP Code<br>19428        |                                 |
| Transmission Type                                                                                      | <input type="checkbox"/> Antilock Brakes<br><input type="checkbox"/> Cruise Control | Powertrain     | Multiple Failure:        | Incident Date(s)<br>18-JUN-2021 |

**FAILED COMPONENT(S)/PART(S) INFORMATION**

|                                                                         |                           |               |
|-------------------------------------------------------------------------|---------------------------|---------------|
| Vehicle Components Codes: 110000 ELECTRICAL SYSTEM, 060000 ENGINE (PWS) | Failure Mileage<br>5500.0 | Failure Speed |
|-------------------------------------------------------------------------|---------------------------|---------------|

**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: DOTMAL 9ABC036) | <input type="checkbox"/> Original Requirement<br><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<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Deaths | Reported to Police<br>N |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------|------------------|-------------------------|

**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 2021 Toyota Venza. The contact stated while the vehicle was parked, the vehicle failed to open or start. The contact was able to jumpstart the vehicle with some assistance and the check engine warning light illuminated. The vehicle was taken to the dealer who diagnosed that there was an error in the firmware of the vehicle that caused the vehicle to constantly communicate the status to the manufacturer leading to the battery failure. The dealer informed the contact that the failure was related to a TSB. The vehicle was repaired. The manufacturer was made aware of the failure and informed the contact that the owner needed to report the failure to the dealer for the TSB to be accessed. The approximate failure mileage was 5,500.

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.



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Administration

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03-AUG-2021

Repository ☐Reference No.  
11427625**OWNER INFORMATION (Type or Print)**

Name

Address

City

Elkins Park

State

PA

ZIP Code

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  
JTEA...H9M...MAKE  
TOYOTAModel  
VENZAModel Year  
2021

Date Purchased

12-2020

Dealer's Name and Telephone Number

CONICELLI TOYOTA 610-825-7002

Engine:  
No: Cylinders

4

Fuel Type:

HYBRID

Original Owner

☒

Dealer's City Conshohocken

STATE  
PAZIP Code  
19428

Transmission Type

AUTO

☒ Antilock Brakes☒ Cruise Control

Powertrain

AWD

Multiple Failure:

Incident Date(s)

18-JUN-2021

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Components Codes: 110000 ELECTRICAL SYSTEM, 060000 ENGINE (PWS)

Failure Mileage  
5500.0

Failure Speed

PARKED

**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: DOTM1 9ABC036)

☐ Original Requirement  
☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police  
N

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 2021 Toyota Venza. The contact stated while the vehicle was parked, the vehicle failed to open or start. The contact was able to jumpstart the vehicle with some assistance and the check engine warning light illuminated. The vehicle was taken to the dealer who diagnosed that there was an error in the firmware of the vehicle that caused the vehicle to constantly communicate the status to the manufacturer leading to the battery failure. The dealer informed the contact that the failure was related to a TSB. The vehicle was repaired. The manufacturer was made aware of the failure and informed the contact that the owner needed to report the failure to the dealer for the TSB to be accessed. The approximate failure mileage was 5,500.

THE OWNERS WERE LEFT STRANDED BY THIS VEHICLE FAILURE, WHICH COULD HAVE BEEN PREVENTED IF DEALER HAD CHECKED TSB WHEN VEHICLE WAS IN FOR ROUTINE SERVICE CHECK 2 WEEKS EARLIER. DEALER CLAIMS TOYOTA WON'T LET THEM CHECK TSB'S UNLESS CUSTOMER COMPLAINS, BUT WE HAD NO WAY TO KNOW VEHICLE WOULD FAIL. DEALER ALSO STATES TOYOTA WON'T LET THEM RENT A LOANER VEHICLE TO TRAVEL OUT OF STATE, YET DEALER OPERATES IN A TRI-STATE AREA.

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

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