

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

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: ODI complaint - 11442317  
**Date:** Tuesday, February 22, 2022 8:02:02 AM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Thursday, February 17, 2022 4:05 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** ODI complaint - 11442317

**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 find edited complaint with supporting documents.

Please let me know if you have any questions.

Regards,

[REDACTED]  
[REDACTED]



**FW: Follow up to ODI Complaint -----11442317 -----**

1 message

EVOQ (NHTSA) <EVOQ@dot.gov>

Wed, Feb 16, 2022 at 7:25 AM

To: 

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




From: EVOQ (NHTSA) EVOQ@dot.gov  
 Subject: FW: Follow up to ODI Complaint

-----11442317 -----

Date: Feb 16, 2022 at 7:25:51 AM

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

 <p>DOT Auto Safety Hotline  <b>Vehicle Owner's Questionnaire</b>        To Report Vehicle Safety Defects        1-888 DASH 2 DOT        (1-888-327-4236)        INTERNET: <a href="http://www.nhtsa.dot.gov/hotline">www.nhtsa.dot.gov/hotline</a></p>		<p>Form Approved 7-00-0048</p> <p>Repository <input type="checkbox"/></p> <p>Reference No. 11442317</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p> <p>Name: [REDACTED]        Address: [REDACTED]        City: Chandler State: AZ ZIP Code: [REDACTED]</p> <p><small>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 CFR 23.2577 (Sep. 1, 2004).</small></p>			
<p><b>VEHICLE INFORMATION</b></p> <p>Year: [REDACTED] Make: Ford Model: Focus        Date Manufactured: <b>May 19, 2018</b> Engine: V6 cylinders: <b>6</b> Fuel Type: <b>Gas unleaded</b>        Mileage: [REDACTED] VIN: [REDACTED]</p>			
<p><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p> <p>Vehicle Component(s): [REDACTED] Mileage at Failure: <b>to 65 mph</b></p>			
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p> <p>Tire Make: [REDACTED] Tire Size (Example P175/70R13): [REDACTED]        DOT No. (Example: 3D7F05-142011): [REDACTED] Failure Location: [REDACTED]        Tire Condition at Time of Failure: [REDACTED] Tire Failure Type: [REDACTED]</p>			
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p> <p>Make: [REDACTED] Model No. (Name): [REDACTED]        Seat Type: [REDACTED] Installation System: [REDACTED]        Child Seat Compliance Code: [REDACTED] Label Part: [REDACTED]</p>			
<p><b>APPLICABLE INCIDENT INFORMATION</b></p> <p>Was the vehicle involved in a crash? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No        Number of Deaths: <input checked="" type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3        Number of Injuries: <input checked="" type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3        Number of Property Damages: <input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3</p>			
<p><b>Narrative Description of Incident(s), Complaint(s), Injury(ies)</b>        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 is available))</p> <p>The contact owned a 2018 Toyota Camry. The contact started while driving 25 MPH, a warning light and message appeared on the instrument panel stating brakes service required. The contact continued to drive to his residence. The contact checked and then added brake fluid to the brake reservoir. Several days later the warning light and message returned. The vehicle was taken to the local dealer to be diagnosed. The contact was informed that the vacuum pump and power brake booster needed to be replaced. The vehicle was repaired. The vehicle was then traded because the contact no longer felt safe driving the vehicle. The manufacturer was made aware of the failure. The failure mileage was approximately 76,500.</p> <p><i>The dealer erased all ownership data from their system after I traded car in the same day. This is extremely dangerous to drive and almost caused a multiple car collision because of brake failure. This model was recalled but I was never notified. The dealer and manufacture refused to repair car, I lost over \$3000 in trade in.</i></p>			

My 2018 Camry is on the safety recall list  
and both the dealer and the manufacturer  
refused to honor the repairs.

The dealer demanded almost \$3,000.00  
for the repairs ~~that~~ that were mentioned to  
be defect ~~ed~~ on the recall list.

Vehicle, License, Police/Department Report, Photos, and Repair Invoices

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502). 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.

[← Camry](#)

## 2018 Toyota Camry Recalls

### Search for recalls by car

Make

Toyota



Model

Camry



Year

2018



[Search recalls](#)

## NHTSA safety recall results (6)

Recall information provided by National Highway Traffic Safety Administration

## Equipment: Other: Labels

Recall date  
2019-06-27

Recall no.  
19V503000

Southeast Toyota Distributors, LLC (SET) is recalling certain 2017-2019 Toyota Camry, Corolla, Rav4, Sienna, and Yaris iA vehicles equipped with factory-installed floor mats. The load carrying capacity modification label may be incorrect. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 110, "Tire Selection and Rims."

[View details](#) ▾

Service brakes, hydraulic: Power assist: Vacuum

brake booster

Recall date  
2018-04-02

Recall no.  
18V211000

JOK/JLD

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2018 Toyota Camry and Highlander vehicles, 2017 Toyota Sienna and Tacoma vehicles and 2017 Lexus RX350 vehicles. During the manufacturing process, the oil galley in the rotor for the brake booster vacuum pump assembly may have been improperly machined possibly resulting in a sudden loss of brake assist.

[Hide details](#) ^

Recall consequence

A sudden loss of braking assist can increase the risk of a crash.

Recall action

Toyota will notify owners, and dealers will replace the brake booster vacuum pump, free of charge. The recall began on May 9, 2018. Owners may contact Toyota customer service at 1-888-270-9371, or Lexus customer service at 1-800-255-3987. Toyota's numbers for this recall are JOK/JLD.

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## Original Recall from the NHTSA

### Vehicles affected

2017 Lexus RX350  
2017 Lexus RX450h  
2017 Toyota Sienna  
2017 Toyota Tacoma  
2018 Toyota Camry  
2018 Toyota Highlander

### Manufacturer's Report Date

May 9, 2018

### NHTSA Campaign ID Number

18V211000

### NHTSA Action Number

N/A

### Component

SERVICE BRAKES, HYDRAULIC:POWER ASSIST:VACUUM

### Potential Number of Units Affected

6,046

## Summary

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2018 Toyota Camry and Highlander vehicles, 2017 Toyota Sienna and Tacoma vehicles and 2017 Lexus RX350 vehicles. During the manufacturing process, the oil galley in the rotor for the brake booster vacuum pump assembly may have been improperly machined possibly resulting in

a sudden loss of brake assist.

## Consequence

A sudden loss of braking assist can increase the risk of a crash.

## Solution

Toyota will notify owners, and dealers will replace the brake booster vacuum pump, free of charge. The recall began on May 9, 2018. Owners may contact Toyota customer service at 1-888-270-9371, or Lexus customer service at 1-800-255-3987. Toyota's numbers for this recall are J0K/JLD.

## Learn more

To learn more, contact the National Highway Traffic Safety Administration (NHTSA).

- 1-888-327-4236
- www.safercar.gov

NHTSA

## Toyota Camry recalls by category

Recent Recalls

Engine

Body, Interior & Misc.



to: Toyota.com/recall

RECALL 20V012000

## Fuel Pump Inside Fuel Tank Fails Causing Engine Stall While Driving

29 models affected · May 01, 2020

RECALL 14V576000

## Fuel leak In Engine Compartment

6 models affected · November 17, 2014



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### Get back on the road

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- Find auto repair near me
- Troubleshoot a car problem
- Ask a question
- Free repair estimates
- Car care advice

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## Research a car

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Car overview  
Car reliability ratings  
Common problems  
Car Maintenance Schedule  
Car owner reviews

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## More from RepairPal

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Diagnostic OBD-II codes  
Dashboard warning lights

### More from RepairPal

Diagnostic OBD-II codes  
Dashboard warning lights

## Common Estimates

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1. AC Compressor Replacement \$720 - \$950
2. AC Compressor Clutch Replacement \$567 - \$618
3. AC Condenser Replacement \$444 - \$603
4. Air Conditioning Condenser Fan Motor Replacement \$267 - \$408
5. AC Evaporator Replacement \$847 - \$1,103

## Estimates

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Battery Test  
(\$35 - \$44) in Arlington Heights, IL  
Drive Axle Assembly Leak Inspection



