

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

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11449029
Date: Thursday, May 5, 2022 5:31:14 PM

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[REDACTED]
Subject: Faulty rear back up warning sound.
To: nhtsa.webmaster@dot.gov

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I reported the problem with the back up warning sound on my 2021 Toyota, Avalon, Hybrid in January, case #11449029. I have contacted Toyota customer service and the dealership in Arlington, Tx. where it was purchased. I'm told nothing can be done to fix the problem. Also told this faint sound is just the way it was made. It is not safe but I don't see any progress on your part either in checking or investigating the issue. Will I be receiving any further help from you in settling this matter? I was willing to trade vehicles if mine is just "lemon", but according to the dealership, no 2021 or 2022 are available in Avalon Hybrids. Do you have any suggestions beside what the dealer advised "don't back up"!

[REDACTED]
ASRC Federal Holding Company

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