

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: Revised Form for original complaint 11526496  
**Date:** Monday, July 17, 2023 11:52:57 AM  
**Attachments:** [Nhtsa form 11526496\(1\).pdf](#)

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**From:** [REDACTED]  
**Sent:** Monday, July 17, 2023 9:56 AM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Revised Form for original complaint 11526496

**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 is the revised form for original complaint 11526496 concerning a braking problem with our 2022 Toyota Highlander Hybrid. Please let us know if you need anything else from us.  
Thank you.

[REDACTED]



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

12-JUN-2023

Repository Reference No.  
11526496

## OWNER INFORMATION (Type or Print)

Name

Address

City

Fredericksburg

State

VA

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

5TDXBRCHXN

MAKE  
TOYOTAModel  
HIGHLANDERModel Year  
2022Date Purchased  
11/2022Dealer's Name and Telephone Number  
Fitzgerald Auto MallEngine:  
No: CylindersFuel Type:  
Gasoline HybridOriginal Owner  
Dealer's City  
BethesdaSTATE  
MDZIP Code  
20852

Transmission Type

 Antilock Brakes  
 Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

01-APR-2023 13-JUL-2023

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

Vehicle Components Codes: 180000 VEHICLE SPEED CONTROL

Failure Mileage  
13000.0

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)

 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 2022 Toyota Highland. The contact stated that while driving at an undisclosed speed and depressing the brake pedal, the vehicle experienced unintended acceleration. The contact stated that the failure had occurred on several occasions. The cause of the failure was not yet determined. The local dealer and manufacturer were not yet notified of the failure. The failure mileage was 13,000.

\*\*The incident occurred at a traffic light, while pressing the brake pedal the car lurched forward while the brake pedal depressed to the floor. It felt as if the car was trying to accelerate while the brake was depressed but the pedal felt like it was "soft" or not holding the brake.

The dealer was contacted and took the car for a test drive and said that they did not find anything abnormal.

This is an intermittent issue at this time.

The car also had a similar incident while sitting in a parking spot in 'park'. The car had been sitting in 'park' for a couple of minutes when it felt like it lurched forward as if it were trying to drive. This incident occurred with no foot, or any other object, on or near the brake or gas pedal. This incident occurred on 13-Jul-2023.

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.