

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

Arbitration

1608014

[Gail Degroff](#)
2007 CAMRY

NCDS CASE CLOSURE

New York
New York

What was the final outcome of this case?

- | | |
|--|---|
| <input type="radio"/> TMS Complied with Decision | <input type="radio"/> Customer Withdrew Claim-R/PD Settlement |
| <input type="radio"/> TMS Mediated Case | <input checked="" type="radio"/> Arbitrator Denied Claim |
| <input type="radio"/> Case Closed Due to Ineligibility | <input type="radio"/> Other |
| <input type="radio"/> Customer Rejected Decision | <input type="radio"/> Claim resulted in Legal Case |
| <input type="radio"/> Customer Withdrew Claim | |

Date NCDS closed case: **02/21/2008**

Year/Model of replacement vehicle:

VIN of Replacement Vehicle:

Remove customer from future marketing mailings: Yes No

Attachment(s)

Print MRF (NCDS)



DeGross ncds repair orders.pdf

TOYOTA MOTOR SALES, U.S.A., INC.
Manufacturer Response Form

Customer Name: GAIL DEGROFF	Case #: 1608014
VIN: 4T1BB46K87U [REDACTED] (2007 CAMRY)	Start Date: 01/16/2008

Manufacturer Information

Region: New York	Servicing Dealer: DORSCHEL TOYOTA, INC.
Can the hearing be held at the servicing dealership? <input checked="" type="radio"/> Yes <input type="radio"/> No	

Manufacturer's Statement

Are the customer's concerns covered under Toyota's Warranty? If no, please explain: Yes, if applicable.
Is the customer's vehicle currently unrepaired? Does the concern exist? Explain: No, according to Dorschel Toyota and a Toyota Field Technical Specialist that has inspected and repaired the vehicle, the vehicle has been repaired.
Is the use, value or safety of this vehicle substantially impaired? Explain: No, the use, value or safety of this vehicle has not been substantially impaired.
Are the number of repair attempts or number of days down accurate? Explain: No, repair order TOCS307101 indicates that the repair order was opened from 12/19/07 - 1/15/08. The customer's vehicle repair was completed on 12/26/07. Dealership did not close the repair order after the repair was completed because the customer refused to return the loaner vehicle. Any days after 12/26/07 should not count towards days down because the vehicle was repaired and the customer refused to pick up her vehicle.
Please provide your position in regard to the customer's claim(s). Toyota seeks an opportunity to honor the Toyota New Vehicle Limited warranty and inspect and repair any demonstrable warrantable repairs. The customer's vehicle has been repaired and there has not been any unreasonable amount of repair attempts or days down made by Toyota for the same nonconformity. Toyota requeststs the customer's request for replacement/repurchase be denied since the vehicle has been repaired and the use, value or safety of the customer's vehicle has not been substantially impaired.

R/PD will participate <input type="radio"/> By phone <input checked="" type="radio"/> In Person <input type="radio"/> In Writing	Available Dates:
Return this form by: 01/25/2008	
NCDS Fax: [REDACTED]	

[Gail Degroff](#)
2007 CAMRY

NCDS Case Information

New York
New York

NCDS Case #:
Start Date:
Date Customer Claim Form Received:
Date of NCDS Technical Inspection:

Hearing Information

Date: Time:
Location:
Participate by: By Mail By Phone In Person
Toyota Rep:
Arb. List: NCDS Arbitrator:

Attach Customer Claim Form:



DeGroff 1608014 NC.pdf

Was case closed/resolved prior to arbitration? Yes No

Was case closed due to legal involvement? Yes No

Decision Date:
Mileage at Hearing:
Decision: Repurchase Replacement
 Repair Reimbursement
 Other No Action

Date Decision Received:

Days to Comply:

Did customer: Accept Reject

Date Cust's Signed Acceptance Received:

Compliance date:

Customer needs to accept the decision by 03/12/2008

Attach NCDS Decision Here:

Attach Cost Documents Here:

Attach Acceptance Here:



DeGroff 1608014 Dec.PDF

Request for Technical Correction (RTC) and Post Decision Settlement Area

This section is viewable by Regions /PDs, but is only "editable" by TMS

REQUEST(S) FOR TECHNICAL CORRECTION

Date RTC Submitted: Rationale:
Was Decision Revised? Yes No
Did Customer: Accept Reject
New Compliance date:
Attach RTC Here: Attach Arbitrator Response: Attach Customer Acceptance:

Create a Post Decision Settlement? Yes



National Center for Dispute Settlement

January 16, 2008

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

[REDACTED]
Manchester, NY [REDACTED]

RE: CASE # [REDACTED]

Dear [REDACTED]

Your request for arbitration has been received. The claim appears to meet the Toyota Dispute Settlement Program parameters for eligibility and has been assigned the case number shown above. This process is regulated by the Federal Trade Commission (FTC) under the Magnuson-Moss Warranty Act, which provides for the expedient resolution of Customer complaints. Therefore, under federal law, the National Center for Dispute Settlement, (NCDS) is required to close your case within forty (40) days of the date of this letter.

You have the option of having an oral hearing or a "document only" process. If you choose to make an oral presentation and do not appear at the scheduled hearing, Toyota will still be entitled to make their presentation in your absence. If you do not want to make an oral presentation, your dispute will be decided on the basis of the documents submitted by all parties. You do not need to be present at a "document only" decision process. You will receive a call from NCDS to determine which process you have selected.

You may also be contacted by NCDS prior to the hearing date in an effort to help you and Toyota reach voluntary agreements to resolve the dispute. If you agree to a mediated settlement, the terms of the agreement will be put in writing and you will be asked to sign the Settlement Agreement. The case will then be closed.

If you do not agree to any settlement offer, the dispute will be decided at your scheduled oral hearing or document review. You will receive a written decision by the Arbitrator(s) within ten (10) days after the oral hearing or document review. You may either accept or reject the decision. If you accept the decision, Toyota will comply with the decision within the time stipulated. If you reject the decision, the case will be closed and you may pursue any other legal remedies available to you.

If you have not done so already, please provide us with copies of all relevant service tickets, as well as a copy of your title, current registration and Bill of Sale or Lease Contract. Your participation in the Dispute Settlement Program does not relieve a vehicle owner of any obligation to a lender or leasing agent.

NCDS will be responsible for monitoring the progress of this case and will be happy to answer any questions you may have about the arbitration process. You may call NCDS, toll free at (888) 300-6237.

Sincerely,

NCDS [REDACTED]

Allisia Powell X.118
Case Administrator

cc: New York Regional Office



01/16/2008

National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

Toyota Motor Sales, U.S.A., Inc.
New York Regional Office
16 Henderson Drive
West Caldwell, NY 07006

RE: CASE # [REDACTED]

Dear Manufacturer:

Please complete a Manufacturer's Response Form and forward a copy to the National Center for Dispute Settlement within ten (10) days from the date on this letter in order for it to be considered during the decision making process.

Enclosed are the "Rules and Procedures for the Informal Resolution of Automobile Warranty Disputes." Please review them carefully so that you are familiar with the process.

It is essential to the decision making process that all available information concerning each case be provided to the decision maker prior to the hearing date. As with any hearing, lack of participation by a concerned party deprives the process of information on which a reasoned decision can be made.

Thank you for your participation in the process.

Sincerely,

NCDS [REDACTED]

Allisia Powell x.118
Case Administrator

cc: [REDACTED]

Customer Claim Form

CASE NUMBER: [REDACTED]

CUSTOMER NAME AND ADDRESS

Mr. Mrs. Ms. First name: [REDACTED]
 Street address: [REDACTED]
 City: Manchester State: N.Y. Zip code: [REDACTED]
 Daytime phone: [REDACTED] Evening phone: () Same Fax: ()

VEHICLE INFORMATION

Name(s) that appears on the vehicle title: [REDACTED]
 Is vehicle used for business? No How often is the vehicle used for business purposes (percentage): _____ How many other vehicles are owned or leased by the business: _____
 Make: ~~2007~~ Toyota Model: Camry Hybrid Year: 2007 Current mileage: Approx. 9565
 Vehicle Identification Number: 4T1P1B1B46K170 [REDACTED]
 Selling dealer and address: Dorschel Toyota, 3399 W. Henrietta Rd, Rochester, N.Y. 14623
 Dominant servicing dealer: same as above

If vehicle was purchased, complete the following		If vehicle was leased, complete the following	
Purchase date:	Mileage at purchase:	Lease date:	Mileage at lease:
Purchased as (check one): <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> fleet		Leased as (check one): <input type="checkbox"/> new <input type="checkbox"/> demo <input type="checkbox"/> fleet	
Are your loan payments current? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Are your lease payments current? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Is the vehicle in your possession? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Is the vehicle in your possession? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Lienholders name and address: <u>Chase Bank</u> <u>P.O. Box 78067</u> <u>Phoenix, Az. 85062</u>		Leasing company's name and address:	
Account number: [REDACTED]		Account number:	
Lienholder's phone: [REDACTED]		Leasing company's phone Number: ()	

VEHICLE PROBLEM(S) (Attach legible copies of applicable repair orders or other documents that support your complaint)

Problem	List dealer(s) which have repaired or attempted repair (include city and state).	List the date, mileage and repair order number for each repair attempt	Does the problem currently exist?
Example: A/C won't cool Properly	Autoworld, Inc. Anytown, VA	4/23/07 3,500 miles #B73540	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Brakes + lights	Dorschel	5/9/07 1685	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Brakes + lights	Dorschel	6/4/07 2770	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Brakes + lights	Dorschel	10/25/07 8152	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Brakes + lights	Dorschel	12/19/07 9565	<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Has the vehicle been involved in an accident? Yes No
 If YES, give date of accident: _____ Specify damaged area: _____

JAN 16 2008

Resolution sought: To get my Camry Hybrid replaced with a new one which I had never received the first time.
 [REDACTED] 1/11/07
 DATE

N.C.D.S.

Return all copies of this form to:
 National Dispute Settlement Program
 P.O. Box 688
 Mount Clemens, MI 48046

CUSTOMER NAME [REDACTED] SERIAL NO. 4T1BB4...87U [REDACTED]
 TOTAL R/O'S 6 TOTAL SERV. DAYS 18 MAKE TO TOYOTA

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	292345	10/25/2007 <i>11-02-2007</i>	8152	A	164189			
				T	2567	1	W 05TOZRENTAL	RENTAL REIMBURSE
				T	2567	2	W 10TOZ	ENGINE EMISSIONS
2	284833	09/28/2007	7249	A	164189			
				T	201864	1	C 05TOZQS	* OIL LUBE & FIL
				T	201864	2	C 05TOZR0T	* ROTATE TIRES
3	251066	06/04/2007 <i>6-8-2007</i>	2770	A	164189			
				T	2567	1	W 05TOZRENTAL	RENTAL REIMBURSE
				T	2567	2	W 50TOZ	FRONT BRAKES
				T	201864			
4	244139	05/09/2007 <i>5-10</i>	1685	A	164189			
				T	201864	1	W 25TOZ	SWITCHES & CONTR
5	232008	03/28/2007		6	A			
				T	201864	1	I 05TOZCNYSI	NYS SAFETY INSPE
				T	2142	2	I 02TOZWAX	CLEAN & WAX

(E=ENTER) (F=FORWARD) (P=PAGE) (LINE#) (S=SUMMARY PRINT)

~~XXXXXXXXXX~~

12/19/
9565

JOB#: 1 OPERATION: 10TOZ DESCRIPTION: ENGINE EMISSIONS

1. COMPLAINT : CUSTOMER STATES ABS,VSC,TRAC OFF, VSC OFF, AND BRAKE LIGHT IS ILLUMINATED

2. CAUSE : CHECK ENGINE LIGHT ABS,VSC,TRAC OFF,VSC OFF AND BRAKE LIGHTS ARE ILLUMINATED WHILE DRIVING. FTS AND MDT CONNECTED TECH STREAM, FOUND DTC C1344 STORED IN CURRENT, CHECKED CONNECTORS A73 AND BRAKE ACTUATOR ECU CONNECTORS FOR PIN FIT, CHECKED HARNESS RESISTANCE AND PHYSICAL CONDITION. BRAKE HYDRALIC ACTUATOR AND SKID CONTROL ECU PREVIOUSLY

3. CORRECTION: REPLACED, RECOMEND REPLACING WIRE HARNESS BETWEEN BRAKE ACTUATOR AND SKID CONTROL ECU, MASTER CYLINDER, STROKE SENSOR FOR INTERMINTENT PROBLEM,12-21-07 TMS USA AS PER ROB BROWN FTS REPLACED WITH NEW WIRE HARNESS AS PER FTS 820991 17.0 8C, 99

(E=ENTER) (LINE#) (M#=MORE LINES)

244139

DORSCHTEL

DORSCHTEL BUICK-TOYOTA

3399 W. HENRIETTA RD.
ROCHESTER, NY 14623
(585) 239-2233



0101244139

STATE REG # 5280344

E# 2AZ8730377

RECOMMENDED SERVICES

OPERATION	DESCRIPTION	AMOUNT	TOTAL
05TOZBAL	* BALANCE WHEELS	MI	44.95
05TOZNYSI	*NY SAFETY INSPECTIO	MI	10.00

DAMAGE NOTED PRIOR TO REPAIRS - ADDITIONAL INFORMATION

WARRANTY: NEW PARTS OR ACCESSORIES INSTALLED ARE GUARANTEED FOR 12,000 MILES OR 12 MONTHS WHICHEVER OCCURS FIRST.

IF THE EVENT OF MY DEATH OR INCAPACITY OF MY ESTATE, I AM RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY FEES.

A DAILY STORAGE FEE WILL BE CHARGED IF THE VEHICLE IS NOT PICKED UP WITHIN 48 HOURS AFTER YOU HAVE BEEN NOTIFIED WORK HAS BEEN COMPLETED.

LOWRY SERVICE CHARGE \$10.00

SERVICE HISTORY

DATE	MILEAGE	DESCRIPTION
03/28/07	212008	NY SAFETY INSPECTIO
01/17/07	213790	CLAN WAX
		MULTI-PHASE INSPECTION

SERVICE

VEHICLE ID NO. 4T1BB46K87

SALESPERSON NO. 99135
RICHARD G SIMONS

07/TOYOTA/CAMRY/HYBRID 4DR SEDAN

CUSTOMER NO. 230501

VEHICLE COLOR: BLACK/GRAY

CLIFTON SPRINGS, NY

DATE TIME PURCHASED: 05/09/07 08:00pm

APPOINTMENT: Yes No

ADVISED: PATRICK VEELTEN

SALES

VEHICLE NO. 07

SALES TAX: 2080

SALES TAX: 2112

SALES TAX: 152357

SALES TAX: 164189

SALES TAX: 152357

SALES TAX: 152357

I hereby authorize the following agent(s) to be dealt with in the purchase, sale, lease, and hereby grant you a limited power of attorney to execute the sale of this vehicle described in Article 1, and to sign all documents for the purpose of selling and/or financing. An express power of attorney is hereby acknowledged in advance and on back to require the amount of repairs thereto.

THIS COMPANY AND I DO NOT ASSUME RESPONSIBILITY FOR LOSS OF TITLE DAMAGE TO VEHICLES OR ARTICLES LEFT IN THEM IN CASE OF THEFT.

DATE TIME PURCHASED: 05/09/07 08:00pm

APPOINTMENT: Yes No

ADVISED: PATRICK VEELTEN

DRIVER'S LICENSE | 190693779

ORIGINAL CUSTOMER ESTIMATE: TOTAL

W/ 25TOZ SWITCHES & CONTROLS
CUSTOMER STATES CHECK VSC SYSTEM LIGHT IS ILLUMINATED, ALONG WITH VSC LIGHT IS ON, HYBRID WARNING LIGHT

16 MILEAGE OUT

REVISED ESTIMATE

APPROVED: _____
DATE: _____
HOW CONTACTED: _____
Phone: _____ in Person:

DEALERSHIPS USING DAILY JOB TICKETS SHOULD AFFIX THE JOB STICKERS IN THIS AREA

EMP. NO.	MECH. PAY \$	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF	ON
201159	201364	1.9				

CC-8874-831

TECHNICIAN'S COMMENTS
INCLUDE DESCRIPTION OF CAUSE

TIME CLOCK

Cost starts. VSC light on Day DR 1246, 02551
 Diag of system found no fault in VSC system
 Master Cylinder pressures in spec w/ no leak
 1st Hydraulic system
 Cleared DTC info / have approx 3
 retesting hydraulic braking during test drive
 Lights do not return vehicle brakes normally
 DC999

ON
ON

ON

OFF

ON

OFF

ON

ON

OFF

ON

OFF

ON

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

COMPLAINT

TECHNICIAN COMMENTS / RECOMMENDED ADDITIONAL REPAIRS

Vehicle Diagnostic Report

2007 Camry HV 2AZ-FXE
4T1BB46K87L

Dorschel Toyota

Printed By

5/9/2007 4:17:38 PM

Diagnostic Trouble Code Report ABS/NSC/TRAC(1 of 1)

Code	Description	Current	Pending	History	Summary	Freeze Frame
C1246	Master Cylinder Pressure Sensor	X			Icon C	Y
C1341	Hydraulic System Malfunction (FR)	X			Icon C	Y

Freeze Frame Data Report C1341(1 of 2)

Parameter	Value	Unit
Elapsed Time after Freeze Trigger	0	msec
Number of IG ON	29	
Elapsed Time	98	sec
Buzzer	OFF	
Stop Light SW	ON	
Parking Brake SW	OFF	
Reservoir Warning SW	OFF	
Shift Lever Position	D/M	
Operated System	Non	
Master Cylinder Sensor	0.74	V
M/C Sensor Grade	0	MPa/s
Master Cylinder Sensor2	0.47	V
Stroke Sensor	1.17	V
Stroke Sensor2	3.78	V
Accumulator Sensor	3.50	V
Yaw Rate Sensor	1	degrees/s
FR W/C Sensor	0.74	V
FL W/C Sensor	0.49	V
RR W/C Sensor	0.50	V
RL W/C Sensor	0.72	V
Forward and Rearward G	-1.55	m/s2
FR Wheel Speed	17.98	MPH
FL Wheel Speed	17.98	MPH
RR Wheel Speed	18.6	MPH
RL Wheel Speed	17.98	MPH
Vehicle Speed	18.6	MPH
Accelerator Opening Angle %	0.0	%
ECB Motor Relay	OFF	
ECB Motor Relay2	OFF	
ECB Main Relay	ON	
ECB Main Relay2	ON	
ECB Solenoid (SMC1)	ON	
ECB Solenoid (SMC2)	ON	
ECB Solenoid (SCS)	ON	
Capacitor Mode	OFF	
IG1 Voltage Value	14.11	V
IG2 Voltage Value	14.11	V
BS1 Voltage Value	13.33	V
BS2 Voltage Value	13.41	V
VM1 Voltage Value	13.49	V
VM2 Voltage Value	13.49	V
+B1 Voltage Value	14.11	V
+B2 Voltage Value	14.11	V
Motor Relay Voltage Value	0.00	V
3LAFR Solenoid Current	0.00	A
3LAFR Solenoid Current	0.00	A
3LARR Solenoid Current	0.00	A

1/10/08

To whom it may concern:

I have made the final decision to file arbitration after a series of meetings with a Toyota Camry Hybrid which I purchased in March 2007. This decision was not reached lightly and serious thought was put into it. I was very excited to purchase this vehicle and a great deal of thought went into the size of safety features it obtained.

Within 2 months of my purchase my car had to be serviced because of a lead break reaction and lights going on across the board. No major event according to Wardschel service department. They were not quite sure the cause but issue resolved. *

Then within another month the same issue but they worked to find the problem for four days this time. I was informed again about new parts put in the vehicle and ^{they} felt the issue was resolved but no guarantee. as they have never run across this problem

before. So nevertheless, I took the car back trusting the brakes and lights are in proper working order and all is well.

Then one evening 4 months later driving with my 6 yr old grandson in my car something major happens! I attempted to apply my brakes as the lights go on across the board and the brakes were pulsing and not engaging before they caught and brought us to a screeching halt at a T road almost putting us thru the windshield. Now my aggravation is at a very high level knowing how close we came to a major accident. I returned my car to the service department to be fixed once again!

According to the Darcehel service department they have flown people in from around the Nation contacted all sorts of experts and have worked diligently to resolve this matter. They have informed me that they themselves have put approx \$15,000.00 worth of parts in. At this point I was going to file arbitration but as my confidence in the safety of this car was very shaken.

Not being a person who cares to
cause problems took the car back again
and started driving it again. Unfortunately,
I wasn't driving it with confidence
or a feeling of security as I was very
shaken at this point.

Within, the next two months the
situation happens one more time. The
car is now at the service department
at Darschel. Toyota themselves feel very
confident that the issue is resolved
but there is no guarantee. At this
point I am not at all confident, trust
their judgement nor do I feel secure
to ever drive this car again. I am
afraid. I feel that the possibilities are
still there of another event and that
my life and the life of others are
not what I want to take a chance on.
I do ~~not~~ feel that the Darschel service
department has extended their service to
the best of their ability. I do not feel
that this is any longer an issue of
proper service but an issue of a
malfunction with the vehicle itself and
that it cannot be repaired.

I have spoken with Rob Brown and with Joe Wagner both and at this time they are not willing to work with me. They are continuing to tell me I need to pick up my car.

At this point I am in a rental car and am very discouraged and unhappy. When I purchased my Toyota I put a down payment of almost \$20,000⁰⁰. I have a great deal invested and feel I am stuck with a vehicle that is not safe for anyone.

I regret to have to take this action but now I am upset and am looking for some resolve to this matter. Thank you for your prompt attention and time which will be invested on your behalf.

Sincerely,

[REDACTED]
Manchester, N.H. [REDACTED]
[REDACTED]



National Center for Dispute Settlement

February 21, 2008

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

[REDACTED]
Manchester, NY [REDACTED]

Toyota Motor Sales, U.S.A., Inc.
New York Regional Office
16 Henderson Drive
West Caldwell, NY 07006

RE: CASE # [REDACTED]

Dear Parties:

By direction of the Arbitrator(s), we are enclosing the Decision in the above referenced case.

Enclosed for the vehicle owner is an "Acceptance of Decision" form. The vehicle owner has twenty (20) days from the date of this letter in which NCDS must receive the "Acceptance of Decision" form. The form should be mailed to:

**National Center for Dispute Settlement
22500 Metropolitan Parkway
Suite 200
Clinton Township, MI 48035**

Thank you for your cooperation in resolving this matter through the Expedited Dispute Settlement mechanism. Should you have any questions regarding the Acceptance of Decision, please contact NCDS. Failure to return this form within twenty (20) days from the date of this letter will be considered a rejection of the Arbitrator's Decision and therefore, NCDS will close your case.

Finally, you may obtain, at a reasonable cost, copies of all the case records related to this dispute.

Sincerely,

NCDS
[REDACTED]

Allisia Powell x.118
Case Administrator

Enclosures: as noted
cc: Donald R Goodman



National Center for Dispute Settlement

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

DATE: February 21, 2008

CUSTOMER: [REDACTED]

CASE #: [REDACTED]

I understand that I am not bound to the Decision of the Arbitrator(s) in my case unless I accept it. If I reject the decision, or am dissatisfied with Toyota's eventual performance, I may pursue other legal remedies, including the use of small claims court. Whether or not I accept the Decision, however, the Decision is admissible in any subsequent legal proceeding concerning the dispute.

I also understand that if I accept the Decision, Toyota will be legally bound by the Decision.

You must mark one of the boxes below, otherwise, NCDS will consider that no response has been made to the Decision and your case will be closed accordingly.

I ACCEPT THE DECISION

()

I DO NOT ACCEPT THE DECISION

()

SIGNED: _____

DATE: _____

NATIONAL CENTER FOR DISPUTE SETTLEMENT

In the matter of the
Arbitration between

[REDACTED]
("Customer(s)")

and

Toyota Motor Sales, U.S.A.,
Inc.
("Toyota")

DECISION

Case # [REDACTED]

I, Donald R Goodman, was appointed pursuant to NCDS rules as Arbitrator to hear and determine disputes, which had arisen between the Customer(s), [REDACTED] and Toyota regarding a 2007 Camry.

By a notice given on January 24, 2008, the parties were advised that a hearing would be conducted at Dorschel Toyota, Inc. on February 13, 2008 at 11:00 AM.

Present on that date were:

[REDACTED]	Customer
Robert Brown	Field Technical Specialist
Joseph Wagner	District Parts & Service Manager
Tim Treahy	Service Manager

The complaint(s) existing between the parties were set forth on a "Customer Claim Form" received by NCDS on January 16, 2008, and may be summarized as follows:

The Customer states there is an ongoing problem with the brakes and the warning lights.

SUMMARY OF PRESENTATION:

The parties presented and I reviewed and considered the following evidence: Customer Memo of Repair History; Repair Orders numbered 344139, 251066, 292345, and 207101; and Manufacturer Response Form dated January 16, 2008.

The position the Customer was that the 2007 Camry Hybrid continued to have warning light and brake control problems, she requested that the vehicle be replaced. After three (3) repair attempts, the Customer stated that she does not feel safe in the vehicle.

The Customer requested a repurchase of the vehicle.

The position of the Manufacturer Representative was that the vehicle has been repaired according to the Dealer and the Field Technical Specialist, who has inspection and repaired the vehicle. The Field Technical Specialist replaced the wiring harness and checked all connections.

At the request of the Arbitrator, a test drive was conducted as part of the hearing. The Field Technical Specialist drove the vehicle and tested the brakes. The Customer and Arbitrator were passengers in the vehicle. The Arbitrator verified the Vehicle Identification Number and the mileage at the hearing was 10,195 miles.

DECISION:


After reviewing the complaint(s) and hearing the proofs and arguments of the parties and taking into consideration the applicable manufacturer's new vehicle warranty, and the applicable warranty law including the applicable State Statute commonly referred to as the "Lemon Law," and after due deliberation, I find and Award as follows:

The Customer's request for a repurchase of the vehicle is hereby DENIED.

I have reached this conclusion because the road test did not demonstrate any abnormal condition or work improperly.

This constitutes my complete DECISION as to all the
complaint(s) submitted to me for determination.

2/14/08
DATE


Donald R Goodman

PE14-001

TOYOTA

3/26/2014

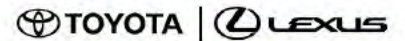
ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-080350311

DEALERSHIP PRODUCT REPORT



TQCN DOC# T [REDACTED]	Affiliate TMS	Dept. QACHASSIS	Source MDT/DS	Dealer Code 10041	Ref 81497066	Date 05/28/2008
Dealer Name LA GRANGE TOYOTA, INC.		Dealer City LA GRANGE		State GA	Region SET	
Primary Model Camry HV	Model Year 2007	Production Date 13-MAR-07	Odometer 13963 mi	VIN 4T1BB46K17U [REDACTED]		
Condition Title Brake Actuator - C1246						

Qty.Reference 1 [REDACTED]	Reference 2 [REDACTED]	Reference 3
Repair Date 1/9/2008	Optional Ref.	Applicable DTC Code(s) C1246/202, C1365, C1364

Condition Description

VSC LIGHT ON

Diagnostic Steps:

CHECKED TROUBLE CODES AND CHECKED WIRE PMC1

Probable Cause

BRAKE ACTUATOR ASSY.

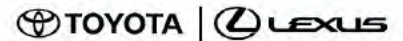
Part # 1: 4405030300	Part # 2:	Part # 3:	Parts Available on Request: Available upon request	Parts Shipping Destination: CQE
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Repair Process

REPLACED BRAKE ACTUATOR ASSY. AND BLED SYSTEM WITH TECHSTREAM.

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DEALERSHIP PRODUCT REPORT



TQCN DOC#	Affiliate	Dept.	Source	Dealer Code	Ref	Date
	TMS	QACHASSIS	MDT/DS	10041	81497066	05/28/2008
Dealer Name		Dealer City		State	Region	
LA GRANGE TOYOTA, INC.		LA GRANGE		GA	SET	
Primary Model	Model Year	Production Date	Odometer	VIN		
Camry HV	2007	13-MAR-07	13963 mi	4T1BB46K17U		
Condition Title						
Brake Actuator - C1246						

Attachment 1: Parts Recovery Control Sheet

Orig Tracking
VIN



Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Doc No.

Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
North America EDER Gr., Technical Dept. #1 Overseas Customer Service Technical Div. TOYOTA MOTOR CORPORATION Nisshin Education & Training Center 5-210, SAKAE, NISSHIN, AICH, 470-0113 Japan	Attn:		宛先:		
	Tel:		Tel:		
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE Used Parts Value Each
1	Part # 1:	Part Description	Qty.	Used Part Value Each	
	4405030300	ACTUATOR ASSY, BRAKE W/FLUID	1	\$ 275.66	
Comments:					
2	Part # 2:	Part Description	Qty.	Used Part Value Each	
				\$	
Comments:					
3	Part # 3:	Part Description	Qty.	Used Part Value Each	
				\$	
Comments:					
4	Part # 4:	Part Description	Qty.	Used Part Value Each	
				\$	
Comments:					
5	Part # 5:	Part Description	Qty.	Used Part Value Each	
				\$	
Comments:					

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TOYOTA

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-080940024

DEALERSHIP PRODUCT REPORT

TQCN DOC#	Affiliate	Dept.	Source	Dealer Code	Ref	Date
	TMS	QACHassis	MDT/DS	04189	80379515	04/10/2008
Dealer Name		Dealer City		State	Region	
TOYOTA OF WALNUT CREEK		WALNUT CREEK		CA	SFR	
Primary Model		Model Year	Production Date	Odometer	VIN	
Camry HV		2007	06-JUN-07	11895 mi	JTNBB46K773	
Condition Title						
ABS warning light ON - C1391						

Repair Date	Optional Ref.	Applicable DTC Code(s)
4/3/2008		C1391/591

Condition Description

Customer complained the ABS warning light was illuminated while driving. Light turned off after 2 more trips.

Diagnostic Steps:

Braking system working normally including ABS operation
 ABS warning light not illuminated at time of inspection
 DTCs C1391 with information code 591 was stored in current codes for ABS/VSC/TRAC system
 Clear DTC and road tested, code did not return.
 No fluid leaks or brake dragging detected

Probable Cause

Unknown

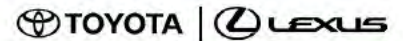
Part # 1	Part # 2	Part # 3	Parts Available on Request	Parts Shipping Destination
4405030300			Available upon request	CQE

Repair Process

Replaced brake actuator, road tested and rescanned for codes. None were stored

 zRDMObjectFile.zip		
Health Check and Freeze Frame Data		

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-080940024	Affiliate TMS	Dept. QACHassis	Source MDT/DS	Dealer Code 04189	Ref 80379515	Date 04/10/2008
Dealer Name TOYOTA OF WALNUT CREEK		Dealer City WALNUT CREEK		State CA	Region SFR	
Primary Model Camry HV		Model Year 2007	Production Date 06-JUN-07	Odometer 11895 mi	VIN JTNBB46K773 [REDACTED]	
Condition Title ABS warning light ON - C1391						

Attachment 1: Parts Recovery Control Sheet

Orig Tracking
VIN



Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Doc No.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to: Attn: Tel:	住所: 宛先: Tel:	

T-STAR

Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE Used Parts Value Each

	Part #	Part Description	Qty.	Used Part Value Each
1	4405030300	ACTUATOR ASSY, BRAKE W/FLUID	1	\$ 275.66
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Comments:			
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Comments:			
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Comments:			
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Comments:			

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TOYOTA

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-082250033

DEALERSHIP PRODUCT REPORT

TQCN DOC# TQCN_DPR-082250033	Affiliate TMS	Dept. QAChassis	Source MDT/DS	Dealer Code 10048	Ref 82463484	Date 09/02/2008
Dealer Name SANDY SPRINGS TOYOTA		Dealer City ATLANTA		State GA	Region SET	
Primary Model Camry HV		Model Year 2007	Production Date 18-DEC-06	Odometer 9186 mi	VIN 4T1BB46K87U [REDACTED]	
Condition Title Brakes Clicking Noise						

Repair Date 8/12/2008	Optional Ref.	Applicable DTC Code(s)
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Condition Description

CLICKING OR SNAPING NOISE WHILE HOLDING BRAKE PEDAL AT STOPS

Diagnostic Steps:

TRACKED NOISE TO ABS ECB ACTUATOR USING STETHOSCOPE. NOISE IS LOUDEST ON FLUID INLET.


Probable Cause

UNKNOWN

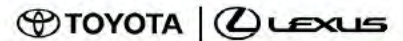
Part # 1 4405030300	Part # 2	Part # 3	Parts Available on Request Available upon request	Parts Shipping Destination CQE
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Repair Process

REPLACED ACTUATOR BLED SYSTEM INITIALIZED SYSTEM

 zRDMObjectFile.zip		
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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-082250033	Affiliate TMS	Dept. QACHASSIS	Source MDT/DS	Dealer Code 10048	Ref 82463484	Date 09/02/2008
Dealer Name SANDY SPRINGS TOYOTA		Dealer City ATLANTA		State GA	Region SET	
Primary Model Camry HV		Model Year 2007	Production Date 18-DEC-06	Odometer 9186 mi	VIN 4T1BB46K87U [REDACTED]	
Condition Title Brakes Clicking Noise						

Attachment 1: Parts Recovery Control Sheet

Orig Tracking
VIN



Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Doc No.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to: Attn: Tel:	住所: 宛先: Tel:	
T-STAR	[REDACTED]		

Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE Used Parts Value Each

	Part #	Part Description	Qty.	Used Part Value Each
1	[REDACTED]	ACTUATOR ASSY, BRAKE W/FLUID	1	\$ 281.03
	Comments:			
2				\$
	Comments:			
3				\$
	Comments:			
4				\$
	Comments:			
5				\$
	Comments:			
6				\$
	Comments:			

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3/26/2014

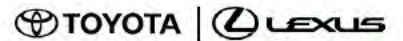
ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-090210031

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-090210031	Affiliate TMS	Dept. QAChassis	Source MDT/DS	Dealer Code 27020	Ref 81970215	Date 03/03/2009
Dealer Name FINDLAY TOYOTA AND SCION		Dealer City HENDERSON		State NV	Region DEN	
Primary Model Camry HV		Model Year 2008	Production Date 28-AUG-07	Odometer 20436 mi	VIN 4T1BB46K68U [REDACTED]	
Condition Title Brake feel, Skid Control Computer						

Repair Date 1/21/2009	Optional Ref.	Applicable DTC Code(s) C1247/171
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Condition Description

Customer states brakes feel hard and it took extra effort to stop vehicle. Also the dash warning lights were on.

Diagnostic Steps:

Tested stroke sensor as per TIS Repair manual instructions and found no voltage to sensor.

Probable Cause

Unknown

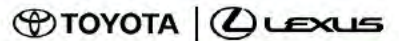
Part # 1 8954033390	Part # 2	Part # 3	Parts Available on Request Available upon request	Parts Shipping Destination CQE
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Repair Process

Replace skid control ECU and perform Linear Valve offset learning.

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DEALERSHIP PRODUCT REPORT



TQCN DOC#	Affiliate	Dept.	Source	Dealer Code	Ref	Date
[REDACTED]	TMS	QACHassis	MDT/DS	27020	81970215	03/03/2009
Dealer Name		Dealer City		State	Region	
FINDLAY TOYOTA AND SCION		HENDERSON		NV	DEN	
Primary Model		Model Year	Production Date	Odometer	VIN	
Camry HV		2008	28-AUG-07	20436 mi	4T1BB46K68U [REDACTED]	
Condition Title						
Brake feel, Skid Control Computer						

Attachment 1: Parts Recovery Control Sheet

Orig Tracking
VIN



Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Doc No.

Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
T-STAR	[REDACTED]				

Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE Used Parts Value Each

Part #	Part Description	Qty.	Used Part Value Each
1	COMPUTER ASSY, SKID CONTROL	1	\$ 243.58
Comments:			
2			\$
Comments:			
3			\$
Comments:			
4			\$
Comments:			
5			\$
Comments:			
6			\$
Comments:			

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-092730018

DEALERSHIP PRODUCT REPORT



TQCN DOC# [REDACTED]	Affiliate TMS	Dept. QACHassis	Dealer Code 07009	Ref 80279381	Date 10/01/2009
Dealer Name NEWARK TOYOTAWORLD-SCION		Dealer City NEWARK	State DE	Region CAT	Source TECH
Primary Model Camry HV		Model Year 2007	Production Date 23-Apr-07	Odometer 31798 mi	VIN 4T1BB46KX7U [REDACTED]
Part # 1 4405030300	Part # 2	Part # 3	Parts Destination CQE	Parts Available Available upon request	Repair Date 9/30/2009
Condition Title ABS and VSC warning light came on and Increased effort in braking			Applicable DTC Code(s) C1246/205,C1364		

Condition Description

ABS and VSC warning light came on and Increased effort in braking. Problem was duplicated.

Diagnostic Steps:

- Test drove and was unable to duplicate code or FL W/C voltage and RR W/C voltage reaching 4.88 volts.
- Water tested over VSC Actuator, same codes and freeze frame data occurred.
- Inspected wire harness and connector to actuator but could not find any sign of water intrusion.

Probable Cause

Water intrusion into VSC Actuator assembly.

Repair Process

- Replace VSC Actuator test drive 30 miles with 3 key cycles.
- Water tested the wire harness, connector and Actuator with high pressure water 3 different times.
- Codes have not reset.



zRDMSObjectFile.zip

Freeze Frame Data

DEALERSHIP PRODUCT REPORT



TQCN DOC# [REDACTED]	Condition Title ABS and VSC warning light came on and Increased effort in braking			Date 10/01/2009
Primary Model Camry HV	Model Year 2007	Production Date 23-Apr-07	Odometer 31798 mi	VIN 4T1BB46KX7U [REDACTED]

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	[REDACTED]
		VIN	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		Doc No.	
Final Destination: CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to: Attn: Tel:	住所 : 宛先 : Tel:	

				VALUE FOR CUSTOMS USE
Part #	Part Description	Qty.	Used Part Value Each	
1	[REDACTED] ACTUATOR ASSY, BRAKE W/FLUID	1	\$	301.08
Comments:				
2			\$	
Comments:				
3			\$	
Comments:				

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-100820030

DEALERSHIP PRODUCT REPORT

TQCN DOC# [REDACTED]	Affiliate TMS	Dept. QACHassis	Dealer Code 36090	Ref A0834130	Date 03/24/2010
Dealer Name TOYOTA-SCION OF GLADSTONE		Dealer City GLADSTONE	State OR	Region PTL	Source TECH
Primary Model Camry HV		Model Year 2008	Production Date 30-OCT-07	Odometer 36363 mi	VIN 4T1BB46K28U [REDACTED]
Part # 1 8951047010	Part # 2	Part # 3	Parts Destination CQE	Parts Available Available upon request	Repair Date 3/23/2010
Condition Title ABS / VSC lights are on			Applicable DTC Code(s) C1247		

Condition Description

Customer states that the ABS / VSC lights are on and brake pedal feels odd.

Diagnostic Steps:

- Performed health check found DTC C1247, information code 179 stored in ECU
- Reviewed freeze frame data, and checked current stroke sensor 1 and stroke sensor 2 readings (see attached Techstream file)
 - Found them to be out of range
- Checked brake pedal height as per trouble tree, (ok)
- Checked circuit for signal to ECU (ok)
- After replacing stroke sensor DTC cleared and did not return

Probable Cause

Unknown

Repair Process

Replaced brake pedal stroke sensor, and removed additional brake fluid added by customer, to bring to proper level.

Techstream Freeze Frame Data



DEALERSHIP PRODUCT REPORT



TQCN DOC# [REDACTED]		Condition Title ABS / VSC lights are on			Date 03/24/2010
Primary Model Camry HV	Model Year 2008	Production Date 30-OCT-07	Odometer 36363 mi	VIN 4T1BB46K28U [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	[REDACTED]
		VIN	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		Doc No.	
Final Destination: CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to: Attn: Tel:	住所: 宛先: Tel:	

				VALUE FOR CUSTOMS USE
	Part # 1	Part Description	Qty.	Used Part Value Each
1	8951047010	SENSOR ASSY, BRAKE PEDAL STROKE	1	\$ 25.24
	Comments:			
	Part # 2	Part Description	Qty.	Used Part Value Each
2				\$
	Comments:			
	Part # 3	Part Description	Qty.	Used Part Value Each
3				\$
	Comments:			

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TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-102780031

DEALERSHIP PRODUCT REPORT

TQCN DOC# [REDACTED]	Affiliate TMS	Dept. QACHassis	Dealer Code 36007	Ref	Date
Dealer Name WHEELER TOYOTA-SCION		Dealer City GRANTS PASS		State OR	Region PTL
Primary Model Camry HV		Model Year 2008	Production Date 02-AUG-07	Odometer 29138 mi	VIN JTNBB46K383[REDACTED]
Part # 1 8951047010	Part # 2	Part # 3	Parts Destination CQE	Parts Available Available upon request	Repair Date 10/5/2010
Condition Title Brakes C1247/179			Applicable DTC Code(s) C1247/179		

Condition Description

Customer states the vehicles warning light is on and the brakes feel abnormal

Diagnostic Steps:

- performed health check to retrieve codes test as per repair manual

Probable Cause

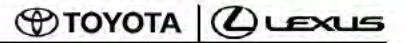
faulty brake pedal stroke sensor

Repair Process

replaced stroke sensor and recalibrated



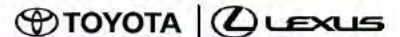
zRDMObjectFile.zip

DEalersHIP PRODUCT REPORT

TQCN DOC# TQCN_DPR-102780031		Condition Title Brakes C1247/179			Date
Primary Model Camry HV	Model Year 2008	Production Date 02-AUG-07	Odometer 29138 mi	VIN JTNBB46K383 [REDACTED]	

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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-102780031		Condition Title Brakes C1247/179			Date
Primary Model Camry HV	Model Year 2008	Production Date 02-AUG-07	Odometer 29138 mi	VIN JTNBB46K383	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
		VIN	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		Doc No.	
Final Destination: CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to: Attn: Tel:	住所 : 宛先 : Tel:	

				VALUE FOR CUSTOMS USE	
	Part # 1	Part Description	Qty.	Used Part Value Each	
1	8951047010	SENSOR ASSY, BRAKE PEDAL STROKE	1	\$	25.25
	Comments:				
2	Part # 2	Part Description	Qty.	Used Part Value Each	
	Comments:				
3	Part # 3	Part Description	Qty.	Used Part Value Each	
	Comments:				

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TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-110130067

TQCN DOC# [REDACTED]	Affiliate TMS	Dept. QACHassis	Dealer Code 02044	Ref A0622605	Date 01/19/2011
Dealer Name RIGHT TOYOTA		Dealer City SCOTTSDALE	State AZ	Region DEN	Source TECH
Primary Model Camry HV		Model Year 2007	Production Date 20-APR-06	Odometer 60559 mi	VIN JTNBB46K473 [REDACTED]
Part # 1 4722033100	Part # 2	Part # 3	Parts Destination CQE	Parts Available Available upon request	Repair Date 1/12/2011
Condition Title low brake pedal - fluid not transferring between chambers in reservoir			Applicable DTC Code(s)		

Condition Description

Customer complains of a low brake pedal.

Diagnostic Steps:

1. Found brake light was ON when driving the vehicle into the shop
2. Found brake fluid level at minimum mark only on abs actuator side
3. Other chambers in the reservoir were at the maximum mark.
4. NO DTCs were stored.
5. Brakes pads good and no leaks in brake system.
6. Shut vehicle off and reservoir equalized between chambers.
7. Road tested vehicle and NO issues with brake system were detected

Probable Cause

Suspect fluid not transferring between chambers in reservoir.

Repair Process

Replaced brake fluid reservoir and bled brake system.



DEALERSHIP PRODUCT REPORT



TQCN DOC#	Condition Title				Date
	low brake pedal - fluid not transferring between chambers in reservoir				01/19/2011
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	20-APR-06	60559 mi	JTNBB46K473	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
		VIN	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE
	Part # 1	Part Description	Qty.	Used Part Value Each
1	4722033100	RESERVOIR ASSY, MASTER CYLINDER	1	\$ 16.56
	Comments:			
2	Part # 2	Part Description	Qty.	Used Part Value Each
	Comments:			
3	Part # 3	Part Description	Qty.	Used Part Value Each
	Comments:			

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-110190024

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-110190024	Affiliate TMS	Dept. QACHassis	Dealer Code 46091	Ref 80278924	Date 01/24/2011
Dealer Name TOYOTA OF TRI-CITIES		Dealer City KENNEWICK		State WA	Region PTL
Primary Model Camry HV		Model Year 2007	Production Date 05-MAR-07	Odometer 72449 mi	VIN JTNBB46K073
Part # 1 4720733010	Part # 2	Part # 3	Parts Destination CQE	Parts Available No part available	Repair Date 1/5/2010
Condition Title Brakes C1247			Applicable DTC Code(s) C1247		

Condition Description

Brakes are very sensitive and seem to grab suddenly during all types of braking.

Diagnostic Steps:

- Checked wiring - OK
- Checked all connectors and components related to the braking and ABS systems
- Stroke sensor was replaced 11-09-2010, 24,000 miles ago.

Probable Cause

unknown

Repair Process

Replaced stroke sensor for second time to resolve this concern.

DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-110190024		Condition Title Brakes C1247			Date 01/24/2011
Primary Model Camry HV	Model Year 2007	Production Date 05-MAR-07	Odometer 72449 mi	VIN JTNBB46K073	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
		VIN	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		Doc No.	
Final Destination: CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to: Attn: Tel:	住所 : 宛先 : Tel:	

				VALUE FOR CUSTOMS USE
	Part # 1	Part Description	Qty.	Used Part Value Each
1	4720733010	CYLINDER SUB-ASSY, BRK STROKE SIMULATOR	1	\$ 30.29
	Comments:			
2	Part # 2	Part Description	Qty.	Used Part Value Each
	Comments:			
3	Part # 3	Part Description	Qty.	Used Part Value Each
	Comments:			

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-110310058

DEALERSHIP PRODUCT REPORT

TQCN DOC# TQCN_DPR-110310058		Affiliate TMS	Dept. QACHassis		Dealer Code 02036	Ref A2210369	Date 02/03/2011
Dealer Name CAMELBACK TOYOTA			Dealer City PHOENIX		State AZ	Region DEN	Source TECH
Primary Model Camry HV			Model Year 2007	Production Date 29-SEP-06	Odometer 52886 mi	VIN JTNBB46K373 [REDACTED]	
Part # 1 4405030300	Part # 2	Part # 3		Parts Destination CQE	Parts Available Available upon request	Repair Date 1/31/2011	
Condition Title ABS/TRAC lights on					Applicable DTC Code(s) C1391		

Condition Description

Customer states ABS/TRAC lights on.

Diagnostic Steps:


- 1) Checked for stored DTCs and found C1391 (Accumulator Leak Malfunction) stored in the ABS ECU.
- 2) Noticed ABS booster pump was running about every 8 seconds.
- 3) Check pressure level with Techstream and found pressure drop with no foot on the brake.
- 4) Snapshot attached below.

Probable Cause

Internal leak in ABS actuator caused code.

Repair Process

Replaced ABS actuator and bled system. Road test to verify repair.

 zRDMObjectFile.zip		
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DEALERSHIP PRODUCT REPORT



TQCN DOC# TQCN_DPR-110310058		Condition Title ABS/TRAC lights on			Date 02/03/2011	
Primary Model Camry HV		Model Year 2007	Production Date 29-SEP-06	Odometer 52886 mi	VIN JTNBB46K373027944	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
		VIN	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE
1	Part # 1 4405030300	Part Description ACTUATOR ASSY, BRAKE W/FLUID	Qty. 1	Used Part Value Each \$ 292.09
	Comments:			
2	Part # 2	Part Description	Qty.	Used Part Value Each \$
	Comments:			
3	Part # 3	Part Description	Qty.	Used Part Value Each \$
	Comments:			

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TOYOTA

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-110600043

DEALERSHIP PRODUCT REPORT

TQCN DOC# [REDACTED]	Affiliate TMS	Dept. QACHassis	Dealer Code 02016	Ref 80279381	Date 03/07/2011
Dealer Name BIG 2 TOY SCION/CHANDLER		Dealer City CHANDLER	State AZ	Region DEN	Source TECH
Primary Model Camry HV		Model Year 2007	Production Date 27-Jun-07	Odometer 74341 mi	VIN JTNBB46K773 [REDACTED]
Part # 1 4405030300	Part # 2	Part # 3	Parts Destination CQE	Parts Available Available upon request	Repair Date 3/1/2011
Condition Title C/S vsc, trac, brake lights came on and the vehicle is difficult to stop			Applicable DTC Code(s)		

Condition Description

Guest states vsc, trac, brake lights came on and the vehicle is difficult to stop.

Diagnostic Steps:




- 1) Performed vehicle health check - no dtc's stored.
- 2) Performed visual inspection of brakes.
- 3) Reviewed operational history data with T.A.S.
- 4) Verified accumulator pressure drops without brake operation.

Probable Cause

Unknown.

Repair Process


Replaced the abs actuator assembly.

		 <p>zRDMObjectFile3.zip</p>
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DEalersHIP PRODUCT REPORT



[REDACTED]		C/S vsc, trac, brake lights came on and the vehicle is difficult to stop			[REDACTED]
[REDACTED]		03/07/2011			[REDACTED]
Primary Model		Model Year	Production Date	Odometer	VIN
Camry HV		2007	27-Jun-07	74341 mi	JTNBB46K773 [REDACTED]

 zRDMObjectFile4.zip		
--	--	--

DEALERSHIP PRODUCT REPORT



TQCN DOC# [REDACTED]	Condition Title C/S vsc, trac, brake lights came on and the vehicle is difficult to stop			Date 03/07/2011
Primary Model Camry HV	Model Year 2007	Production Date 27-Jun-07	Odometer 74341 mi	VIN JTNBB46K773[REDACTED]

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	[REDACTED]
		VIN	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		Doc No.	
Final Destination: CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to: Attn: Tel:	住所 : 宛先 : Tel:	

				VALUE FOR CUSTOMS USE
Part #	Part Description	Qty.	Used Part Value Each	
1	[REDACTED] ACTUATOR ASSY, BRAKE W/FLUID	1	\$	292.09
Comments:				
2	[REDACTED]		\$	
Comments:				
3	[REDACTED]		\$	
Comments:				

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TOYOTA

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-110830019

DEALERSHIP PRODUCT REPORT



TQCN DOC# [REDACTED]	Affiliate TMS	Dept. QACHassis	Dealer Code 45074	Ref A1035787	Date 03/24/2011
Dealer Name MECHANICSVILLE TOYOTA		Dealer City MECHANICSVILLE	State VA	Region CAT	Source TECH
Primary Model Camry HV		Model Year 2007	Production Date 20-NOV-06	Odometer 48047 mi	VIN JTNBB46K973 [REDACTED]
Part # 1 4720133510	Part # 2 4727512020	Part # 3	Parts Destination CQE	Parts Available Available upon request	Repair Date 3/24/2011
Condition Title Abnormal break pedal feel - C1247			Applicable DTC Code(s) C1247		

Condition Description

Customer states brakes feel 'touchy' and soft at times, also has warning lights illuminated in the dash.

Diagnostic Steps:

- Test drove vehicle, noticed the brake pedal feels very soft on beginning stage of depression. Then it becomes very hard as brake pedal is further depressed to complete a stop
- Found c1247 stored in v.s.c. freeze frame, along with a 179 information code
- All voltages were within specified ranges with pedal travel
- Performed linear solenoid initialization, pedal feel returned to normal
- Inspected brakes, calipers, hoses and lines
- Then inspected behind brake master cylinder at pedal, inside the vehicle
- Found evidence of brake fluid leaking past the primary piston seal
- Pulled away the dust boot to examine more thoroughly
- Also noticed that it has a slight brake fluid stain on the cylinder housing

Probable Cause

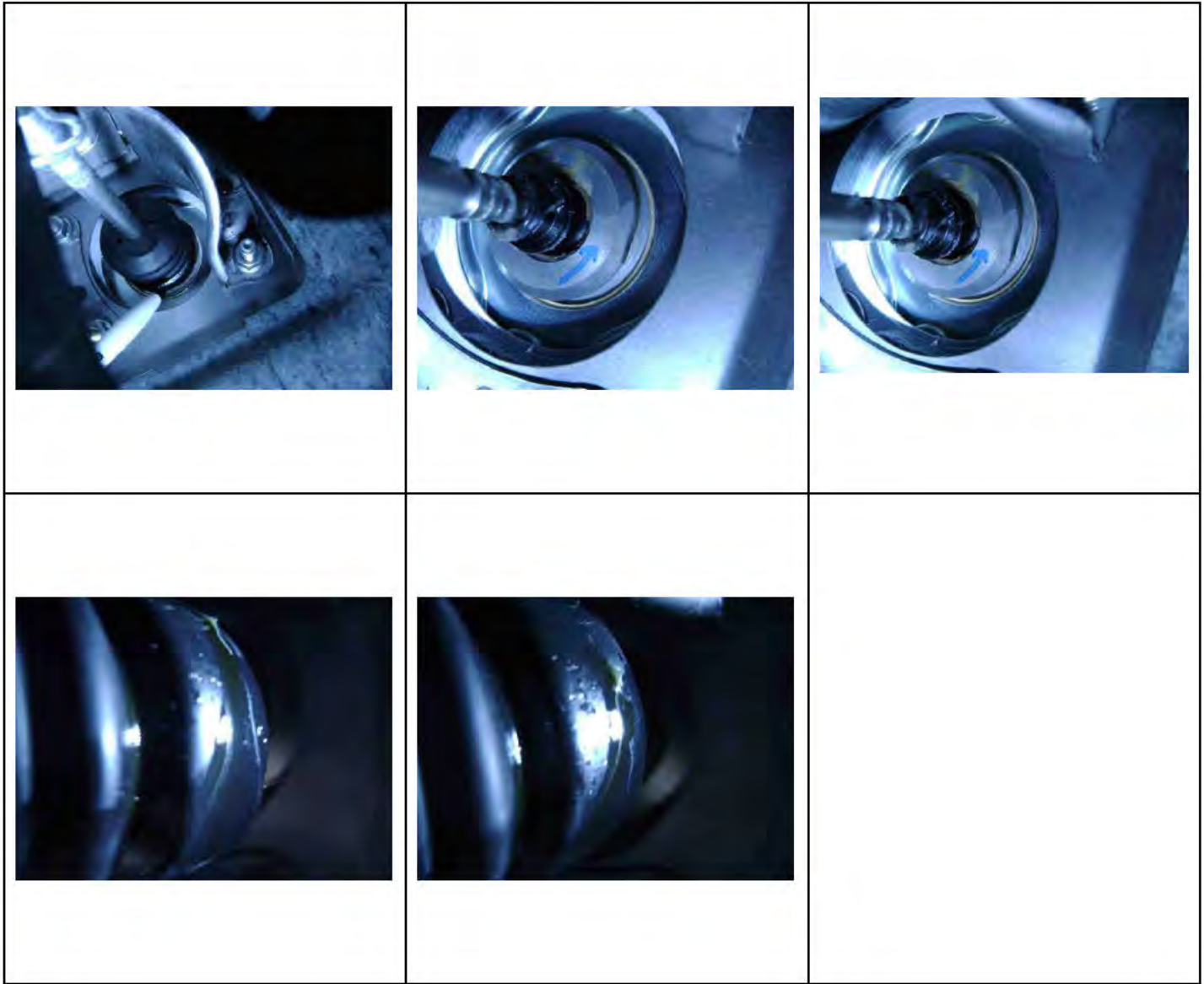
Unknown

Repair Process

Special ordered a new master cylinder for replacement.

DEalersHIP PRODUCT REPORT

TQCN DOC# [REDACTED]	Condition Title Abnormal break pedal feel - C1247			Date 03/24/2011
Primary Model Camry HV	Model Year 2007	Production Date 20-NOV-06	Odometer 48047 mi	VIN JTNBB46K973 [REDACTED]



DEALERSHIP PRODUCT REPORT



TQCN DOC#		Condition Title			Date
[REDACTED]		Abnormal break pedal feel - C1247			03/24/2011
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	20-NOV-06	48047 mi	JTNBB46K973 [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	[REDACTED]
		VIN	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE	
	Part # 1	Part Description	Qty.	Used Part Value Each	
1	4720133510	CYLINDER SUB-ASSY, BRAKE MASTER	2	\$	22.94
Comments:					
2	4727512020	GASKET, MASTER CYLINDER	1	\$	0.19
Comments:					
3	Part # 3	Part Description	Qty.	Used Part Value Each	
Comments:					

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TOYOTA

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-111240017

DEALERSHIP PRODUCT REPORT



TQCN DOC# [REDACTED]	Affiliate TMS	Dept. QACHassis	Dealer Code 04176	Ref B1291145	Date 05/09/2011
Dealer Name CONCORD TOYOTA		Dealer City CONCORD	State CA	Region SFR	Source TECH
Primary Model Camry HV		Model Year 2007	Production Date 13-JUL-07	Odometer 46185 mi	VIN 4T1BB46K07U [REDACTED]
Part # 1 4405030300	Part # 2	Part # 3	Parts Destination CQE	Parts Available Available upon request	Repair Date 5/4/2011
Condition Title C/S brake pedal pulsates, and the beep noise can be heard at times,			Applicable DTC Code(s) C1252,C1256		

Condition Description

- The customer stated the Brake, ABS, and VSC warning lamps were illuminated.
- The customer also stated the brake pedal pulsates, and the beep noise can be heard at times.

Diagnostic Steps:


- DTCs 1252 and C1256 were found in memory.
- The brake pedal and beep noise could not be verified during test drives.
- At times, a very loud knock noise was heard from the brake actuator assembly after the vehicle was put into READY OFF mode.

Probable Cause

Unknown.

Repair Process

The brake actuator assembly (44050-30300) was replaced to correct the condition.

 <p>zRDMObjectFile.zip</p>		
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DEALERSHIP PRODUCT REPORT



TQCN DOC#	Condition Title C/S brake pedal pulsates, and the beep noise can be heard at times,			Date 05/09/2011
Primary Model Camry HV	Model Year 2007	Production Date 13-JUL-07	Odometer 46185 mi	VIN 4T1BB46K07U

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	
		VIN	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :
	Tel:		Tel:

				VALUE FOR CUSTOMS USE	
1	Part # 1	Part Description	Qty.	Used Part Value Each	
	4405030300	ACTUATOR ASSY, BRAKE W/FLUID	1	\$	292.09
	Comments:		PRS Status	Requested	
2	Part # 2	Part Description	Qty.	Used Part Value Each	
				\$	
	Comments:		PRS Status		
3	Part # 3	Part Description	Qty.	Used Part Value Each	
				\$	
	Comments:		PRS Status:		

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-111360014

DEALERSHIP PRODUCT REPORT

TQCN DOC# [REDACTED]	Affiliate TMS	Dept. QACHassis	Dealer Code 02036	Ref B1434055	Date 05/23/2011
Dealer Name CAMELBACK TOYOTA		Dealer City PHOENIX	State AZ	Region DEN	Source TECH
Primary Model Camry HV		Model Year 2007	Production Date 23-Aug-06	Odometer 76336 mi	VIN JTNBB46K873 [REDACTED]
Part # 1 4405030300	Part # 2	Part # 3	Parts Destination CQE	Parts Available Available upon request	Repair Date 5/13/2011
Condition Title Brake actuator running			Applicable DTC Code(s)		

Condition Description

Squeak noise from the engine compartment when stepping on the brake, also occurs at engine idle with NO brake application. Noise is heard approximately every 15 seconds.

Diagnostic Steps:

- 1) Checked for stored DTCs - None.
- 2) Verified noise coming from the ABS actuator/booster assembly, cycling every 10 to 15 sec without foot on brake.
- 3) Monitored brake pressure and found pressure dropping while sitting causing cycling of the pump.
- 4) No external leakage of brake fluid and reservoir was full.
- 5) Attached is snapshot of the pressure dropping.

Probable Cause

Internal leakage of brake pressure in ABS actuator.

Repair Process

Replaced ABS actuator and bled system.



zRDMObjectFile.zip

DEALERSHIP PRODUCT REPORT



TQCN DOC# [REDACTED]	Condition Title Brake actuator running				Date 05/23/2011
Primary Model Camry HV	Model Year 2007	Production Date 23-Aug-06	Odometer 76336 mi	VIN JTNBB46K873 [REDACTED]	

Attachment 1: Parts Recovery Control Sheet		Orig Tracking	[REDACTED]
		VIN	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.		Doc No.	
Final Destination: CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to: Attn: Tel:	住所 : 宛先 : Tel:	

				VALUE FOR CUSTOMS USE	
1	Part # 1	Part Description	Qty.	Used Part Value Each	
	4405030300	ACTUATOR ASSY, BRAKE W/FLUID	1	\$	292.09
	Comments:		PRS Status	Requested	
2	Part # 2	Part Description	Qty.	Used Part Value Each	
				\$	
	Comments:		PRS Status		
3	Part # 3	Part Description	Qty.	Used Part Value Each	
				\$	
	Comments:		PRS Status:		

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-113180033

TQCN DOC#	Affiliate	Dept.	Dealer Code	Ref	Date
	TMS	QACHassis	19043	80278924	11/16/2011
Dealer Name	Dealer City		State	Region	Source
DARCARS TOYOTA	SILVER SPRING		MD	CAT	TECH
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	03-FEB-07	62031 mi	4T1BB46K67U	
Part # 1	Part # 2	Part # 3	Parts Destination	Parts Available	Repair Date
8954033390	8951047010		CQE	Available upon request	11/11/2011
Condition Title			Applicable DTC Code(s)		
Brake lights on, Braks not functioning correctly			C1247		

Condition Description

Customer states that the abs light returned on again since last visit. Brake system not functioning properly.

Diagnostic Steps:

Performed health check. Code 1247 present for stroke sensor. Test drove vehicle and brake operation is not functioning normal. Cleared codes and codes did not return. Brake operation now normal. Contacted TAS to advise of this issue. Customers 2nd repair attempt. Same code as last visit (Ro#515026, Mileage 57,469, Date: 06/03/2011). Last visit performed TAS case and was advised to clear code and test drive vehicle to check operation. Operation normal and no codes present.

Probable Cause

Advised by TAS to replace stroke sensor and skid control ecu.

Repair Process

Replaced stroke sensor and skid ecu. Tested operation of braking system.



DEALERSHIP PRODUCT REPORT



TQCN DOC#	Condition Title				Date
	Brake lights on, Braks not functioning correctly				11/16/2011
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	03-FEB-07	62031 mi	4T1BB46K67U	

Attachment 1: Parts Recovery Control Sheet			Orig Tracking	
			VIN	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.			Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only)		Deliver to:	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:	宛先 :	
		Tel:	Tel:	

				VALUE FOR CUSTOMS USE	
1	Part # 1	Part Description	Qty.	Used Part Value Each	
	8954033390	COMPUTER ASSY, SKID CONTROL	1	\$	263.81
Comments:			PRS Status	Requested	
2	Part # 2	Part Description	Qty.	Used Part Value Each	
	8951047010	SENSOR ASSY, BRAKE PEDAL STROKE	1	\$	26.17
Comments:			PRS Status	Requested	
3	Part # 3	Part Description	Qty.	Used Part Value Each	
				\$	
Comments:			PRS Status:		

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-113630024

DEALERSHIP PRODUCT REPORT



TQCN DOC#	Affiliate	Dept.	Dealer Code	Ref	Date
	TMS	QACHassis	04135	A0622605	01/05/2012
Dealer Name	Dealer City		State	Region	Source
I-10 TOYOTA	INDIO		CA	LOS	TECH
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	17-MAY-06	71707 mi	JTNBB46K273	
Part # 1	Part # 2	Part # 3	Parts Destination	Parts Available	Repair Date
4405030300	4722033101		CQE	Available upon request	12/29/2011
Condition Title			Applicable DTC Code(s)		
C/S the brakes don't work sometimes					

Condition Description
Customer states that the brakes don't work sometimes
Diagnostic Steps:
<ul style="list-style-type: none"> No brake assist Brake actuator cycles on and off constantly Opened a TAS case and was told to take a snap shot of ABS data list which indicated that actuator was losing pressure and reservoir screen was blocked
Probable Cause
Unknown
Repair Process
Replaced actuator and reservoir.

DEALERSHIP PRODUCT REPORT



TQCN DOC#	Condition Title				Date
	C/S the brakes don't work sometimes				01/05/2012
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	17-MAY-06	71707 mi	JTNBB46K273	

Attachment 1: Parts Recovery Control Sheet			Orig Tracking	
			VIN	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.			Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only)		Deliver to:	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:	宛先 :	
		Tel:	Tel:	

				VALUE FOR CUSTOMS USE	
1	Part # 1	Part Description	Qty.	Used Part Value Each	
	4405030300	ACTUATOR ASSY, BRAKE W/FLUID	1	\$	292.09
Comments:			PRS Status	Requested	
2	Part # 2	Part Description	Qty.	Used Part Value Each	
	4722033101	RESERVOIR ASSY, MASTER CYLINDER	1	\$	16.64
Comments:			PRS Status	Requested	
3	Part # 3	Part Description	Qty.	Used Part Value Each	
				\$	
Comments:			PRS Status:		

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-120300069

TQCN DOC#	Affiliate	Dept.	Dealer Code	Ref	Date
	TMS	QACHASSIS	04247	C0467096	02/15/2012
Dealer Name		Dealer City	State	Region	Source
TOYOTA OF ORANGE		ORANGE	CA	LOS	TECH
Primary Model		Model Year	Production Date	Odometer	VIN
Camry HV		2007	28-AUG-06	135489 mi	JTNBB46K473
Part # 1	Part # 2	Part # 3	Parts Destination	Parts Available	Repair Date
4405030300	4722033101		CQE	Available upon request	1/23/2012
Condition Title			Applicable DTC Code(s)		
C/S brake light comes on dash at times					

Condition Description

Customer states brake light comes on dash at times.

Diagnostic Steps:

- Technician performed health check and found no DTCs stored.
- Technician inspected brake fluid level, no abnormal level during original inspection.
- Technician performed brake inspection; brake pad front 9mm, rear pad 6mm, no fluid leaks found.
- During "ready on" technician noticed ABS actuator running every 10-12 seconds (no brake pressure applied).
- See picture (accumulator sensor pic) of data list.
- After sitting overnight, technician inspected brake fluid level and found difference in reservoir chamber levels, see picture.
- Technician opened TAS case # 120230582

Probable Cause

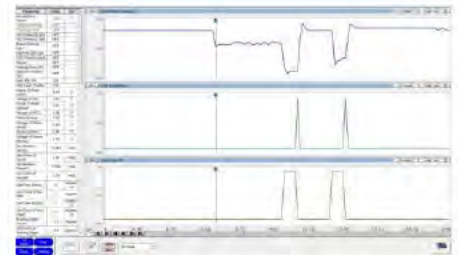
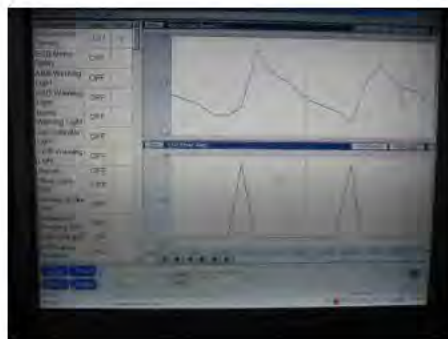
Internal ABS actuator malfunction (leak down), updated reservoir.

Repair Process

- Technician replaced ABS actuator assembly with reservoir.
- Technician captured a snapshot of no abnormal internal leak down after replacement, see attached TSE file.
- Technician test drove vehicle 10 miles, no malfunctions.



zRDMObjectFile.zip



DEalersHIP PRODUCT REPORT

TQCN DOC#	Condition Title				Date
	C/S brake light comes on dash at times				02/15/2012
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	28-AUG-06	135489 mi	JTNBB46K473	



DEALERSHIP PRODUCT REPORT



TQCN DOC#	Condition Title				Date
	C/S brake light comes on dash at times				02/15/2012
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	28-AUG-06	135489 mi	JTNBB46K473	

Attachment 1: Parts Recovery Control Sheet			Orig Tracking	
			VIN	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.			Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only)		Deliver to:	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:	宛先 :	
		Tel:	Tel:	

				VALUE FOR CUSTOMS USE	
1	Part # 1	Part Description	Qty.	Used Part Value Each	
	4405030300	ACTUATOR ASSY, BRAKE W/FLUID	1	\$	292.12
Comments:			PRS Status	Requested	
2	Part # 2	Part Description	Qty.	Used Part Value Each	
	4722033101	RESERVOIR ASSY, MASTER CYLINDER	1	\$	16.67
Comments:			PRS Status	Requested	
3	Part # 3	Part Description	Qty.	Used Part Value Each	
				\$	
Comments:			PRS Status:		

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TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-120680087

TQCN DOC#	Affiliate	Dept.	Dealer Code	Ref	Date
	SET	QACHassis	09159	C0467096	03/12/2012
Dealer Name	Dealer City		State	Region	Source
AL HENDRICKSON TOYOTA	COCONUT CREEK		FL	SET	TECH
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	26-JUL-06	50722 mi	JTNBB46K073	
Part # 1	Part # 2	Part # 3	Parts Destination	Parts Available	Repair Date
4405030300			CQE	Available upon request	3/6/2012
Condition Title			Applicable DTC Code(s)		
ABS actuator pump runs continuously					

Condition Description

ABS brake actuator at times runs continuously, while car is running or off.

Diagnostic Steps:

Checked for leaks at brake lines, bled brakes and pump still runs on its own.
No codes stored.

Probable Cause

Internal leak in actuator.

Repair Process

Replaced brake actuator assembly.

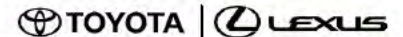


DEalersHIP PRODUCT REPORT

TQCN DOC#	Condition Title				Date
[REDACTED]	ABS actuator pump runs continuously				03/12/2012
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	26-JUL-06	50722 mi	JTNBB46K073 [REDACTED]	

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DEALERSHIP PRODUCT REPORT



TQCN DOC#	Condition Title				Date
	ABS actuator pump runs continuously				03/12/2012
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	26-JUL-06	50722 mi	JTNBB46K073	

Attachment 1: Parts Recovery Control Sheet			Orig Tracking	
			VIN	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.			Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only)		Deliver to:	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:	宛先 :	
		Tel:	Tel:	

				VALUE FOR CUSTOMS USE	
1	Part # 1	Part Description	Qty.	Used Part Value Each	
	4405030300	ACTUATOR ASSY, BRAKE W/FLUID	1	\$	292.12
Comments:			PRS Status	Requested	
2	Part # 2	Part Description	Qty.	Used Part Value Each	
Comments:			PRS Status		
3	Part # 3	Part Description	Qty.	Used Part Value Each	
Comments:			PRS Status:		

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-121030078

TQCN DOC#	Affiliate	Dept.	Dealer Code	Ref	Date
	SET	QACHassis	09196	80278731	04/17/2012
Dealer Name	Dealer City		State	Region	Source
AUTOWAY TOYOTA	PINELLAS PARK		FL	SET	TECH
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	10-Jul-06	70907 mi	JTNBB46K173	
Part # 1	Part # 2	Part # 3	Parts Destination	Parts Available	Repair Date
4405030300			CQE	Available upon request	4/11/2012
Condition Title			Applicable DTC Code(s)		
Brake actuator noise					

Condition Description

Very loud squawking type noise when brake pedal is pushed and held down happens all the time, Normal operation of brakes, just noise

Diagnostic Steps:

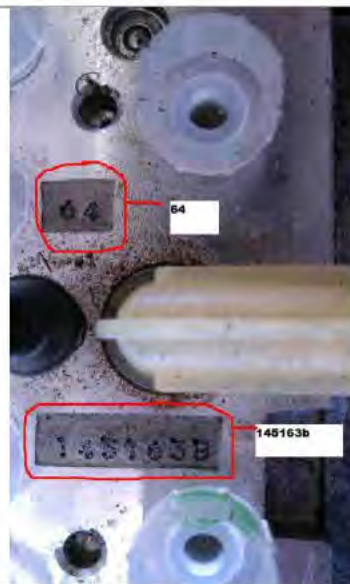
Check for codes none, bleed brake system with scan tool twice, check tsb's none found, check with stethoscope noise coming from abs actuator

Probable Cause

Unknown

Repair Process

Replace abs actuator assembly



DEALERSHIP PRODUCT REPORT



TQCN DOC#	Condition Title				Date
	Brake actuator noise				04/17/2012
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	10-Jul-06	70907 mi	JTNBB46K173	

Attachment 1: Parts Recovery Control Sheet			Orig Tracking	
			VIN	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.			Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only)		Deliver to:	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:	宛先 :	
		Tel:	Tel:	

				VALUE FOR CUSTOMS USE	
1	Part # 1	Part Description	Qty.	Used Part Value Each	
	4405030300	ACTUATOR ASSY, BRAKE W/FLUID	1	\$	292.12
Comments:			PRS Status	Requested	
2	Part # 2	Part Description	Qty.	Used Part Value Each	
Comments:			PRS Status		
3	Part # 3	Part Description	Qty.	Used Part Value Each	
Comments:			PRS Status:		

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-121280072

DEALERSHIP PRODUCT REPORT

TQCN DOC#	Affiliate	Dept.	Dealer Code	Ref	Date
	SET	QACHassis	09159	C0467096	05/10/2012
Dealer Name	Dealer City		State	Region	Source
AL HENDRICKSON TOYOTA	COCONUT CREEK		FL	SET	TECH
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	16-MAR-07	76377 mi	JTNBB46K473	
Part # 1	Part # 2	Part # 3	Parts Destination	Parts Available	Repair Date
4405030300			CQE	Available upon request	4/30/2012
Condition Title			Applicable DTC Code(s)		
ABS/brake actuator runs constantly					

Condition Description

ABS/brake actuator runs constantly with car on or off. no codes stored.

Diagnostic Steps:

Checked for leaks, bleed brake, still runs constantly.

Probable Cause

Internal leak

Repair Process

Replaced actuator.



DEALERSHIP PRODUCT REPORT



TQCN DOC#	Condition Title				Date
TQCN_DPR-121280072	ABS/brake actuator runs constantly				05/10/2012
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	16-MAR-07	76377 mi	JTNBB46K473 [REDACTED]	

Attachment 1: Parts Recovery Control Sheet			Orig Tracking	[REDACTED]
			VIN	[REDACTED]
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.			Doc No.	[REDACTED]
Final Destination:	CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :	
	Tel:		Tel:	

				VALUE FOR CUSTOMS USE	
1	Part # 1	Part Description	Qty.	Used Part Value Each	
	[REDACTED]	ACTUATOR ASSY, BRAKE W/FLUID	1	\$	292.12
	Comments:		PRS Status	Requested	
2	Part # 2	Part Description	Qty.	Used Part Value Each	
				\$	
	Comments:		PRS Status		
3	Part # 3	Part Description	Qty.	Used Part Value Each	
				\$	
	Comments:		PRS Status:		

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-123460033

DEALERSHIP PRODUCT REPORT



TQCN DOC#	Affiliate	Dept.	Dealer Code	Ref	Date
[REDACTED]	TMS	QACHassis	46003	D0045682	01/04/2013
Dealer Name		Dealer City	State	Region	Source
DOXON TOYOTA		AUBURN	WA	PTL	TECH
Primary Model		Model Year	Production Date	Odometer	VIN
Camry HV		2007	19-APR-06	136034 mi	JTNBB46K173 [REDACTED]
Part # 1	Part # 2	Part # 3	Parts Destination	Parts Available	Repair Date
8951047010			CQE	Available upon request	12/10/2012
Condition Title			Applicable DTC Code(s)		
Vehicle lunges when stopping DTC ON C1247/179			C1247/179		

<p>Condition Description</p> <p>Vehicle lunges when stopping. All of the dash lights came on.</p>
<p>Diagnostic Steps:</p> <ul style="list-style-type: none"> • Performed health check • Found DTC C1247/179 and performed diagnosis procedure for code. • Found TSB for VSC ECU. • Called tech assist, went over the diagnosis, and confirmed stroke sensor problem.
<p>Probable Cause</p> <p>Stroke sensor failure</p>
<p>Repair Process</p> <p>Replaced stroke sensor and performed calibration. This corrected the concern.</p>
Empty section for additional notes or details

DEalersHIP PRODUCT REPORT

TQCN DOC#	Condition Title			Date
[REDACTED]	Vehicle lunge when stopping DTC ON C1247/179			01/04/2013
Primary Model	Model Year	Production Date	Odometer	VIN
Camry HV	2007	19-APR-06	136034 mi	JTNBB46K173 [REDACTED]

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DEALERSHIP PRODUCT REPORT



TQCN DOC#	Condition Title				Date
	Vehicle lunges when stopping DTC ON C1247/179				01/04/2013
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	19-APR-06	136034 mi	JTNBB46K173	

Attachment 1: Parts Recovery Control Sheet			Orig Tracking	
			VIN	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.			Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only)		Deliver to:	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:	宛先 :	
		Tel:	Tel:	

				VALUE FOR CUSTOMS USE	
1	Part # 1	Part Description	Qty.	Used Part Value Each	
		SENSOR ASSY, BRAKE PEDAL STROKE	1	\$	26.18
Comments:			PRS Status	Requested	
2	Part # 2	Part Description	Qty.	Used Part Value Each	
Comments:			PRS Status		
3	Part # 3	Part Description	Qty.	Used Part Value Each	
Comments:			PRS Status:		

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TOYOTA

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-131280110

TQCN DOC#	Affiliate	Dept.	Dealer Code	Ref	Date
	SET	QACHassis	09076	A2210369	05/09/2013
Dealer Name		Dealer City	State	Region	Source
EARL STEWART TOYOTA OF		LAKE PARK	FL	SET	TECH
Primary Model		Model Year	Production Date	Odometer	VIN
Camry HV		2007	26-Oct-06	88837 mi	JTNBB46K873
Part # 1	Part # 2	Part # 3	Parts Destination	Parts Available	Repair Date
4405030660			CQE	Available upon request	5/8/2013
Condition Title			Applicable DTC Code(s)		
ABS and the VSC lights are on C1391			C1391		

Condition Description

1. Customer states that the ABS and the VSC lights are on.
2. The customer also hears noises with the brake pedal depressed.

Diagnostic Steps:

1. A Health Check was performed.
2. Code C1391, Abnormal Leak In Accumulator.
3. The vehicle was test driven and the ABS Pump could be heard operating every 8 seconds.
4. The frequent operation of the ABS Pump is typical when there is a leak in the accumulator.

Probable Cause

1. Internal failure of Accumulator.

Repair Process

1. The Brake Actuator Assembly was replaced.
2. The Brake system was bled using the Techstream.
3. The vehicle was test driven to verify proper operation of the brake system.
4. Cost of repairs: Actuator \$2499.90, Brake Fluid 3@ \$6.99 ea = 20.97, Labor \$488.40
5. Total cost of repairs = \$3,009.27 plus sales tax.



zRDMObjectFile.zip

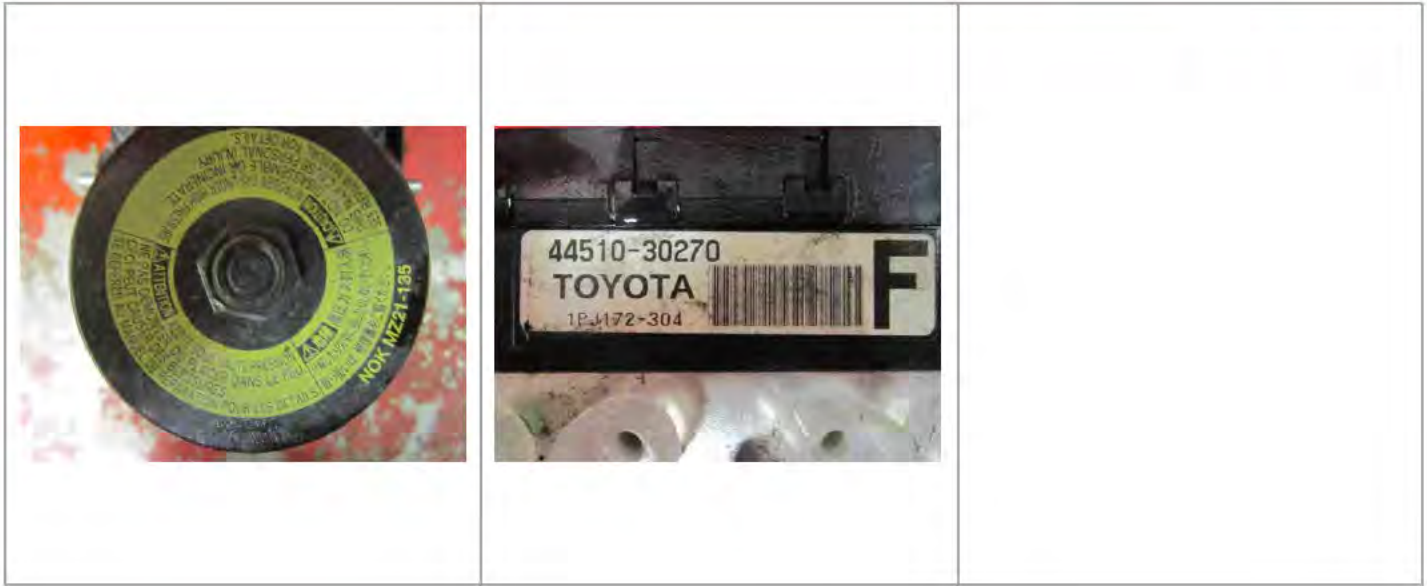


zRDMObjectFile2.zip



DEALERSHIP PRODUCT REPORT

TQCN DOC#	Condition Title				Date
TQCN_DPR-131280110	ABS and the VSC lights are on C1391				05/09/2013
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	26-Oct-06	88837 mi	JTNBB46K873 [REDACTED]	



DEALERSHIP PRODUCT REPORT



TQCN DOC#	Condition Title				Date
	ABS and the VSC lights are on C1391				05/09/2013
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	26-Oct-06	88837 mi	JTNBB46K873	

Attachment 1: Parts Recovery Control Sheet			Orig Tracking	
			VIN	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.			Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only)		Deliver to:	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:	宛先 :	
		Tel:	Tel:	

				VALUE FOR CUSTOMS USE	
1	Part # 1	Part Description	Qty.	Used Part Value Each	
	4405030660	ACTUATOR ASSY, BRAKE W/FLUID	1	\$	437.43
Comments:			PRS Status	Requested	
2	Part # 2	Part Description	Qty.	Used Part Value Each	
Comments:			PRS Status		
3	Part # 3	Part Description	Qty.	Used Part Value Each	
Comments:			PRS Status:		

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-131410056

TQCN DOC#	Affiliate	Dept.	Dealer Code	Ref	Date
	TMS	QACHassis	11001	D1499098	05/29/2013
Dealer Name	Dealer City		State	Region	Source
PETERSON TOYOTA	BOISE		ID	PTL	TECH
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	05-Mar-07	24503 mi	4T1BB46K87U	
Part # 1	Part # 2	Part # 3	Parts Destination	Parts Available	Repair Date
4405030660			CQE	Available upon request	5/16/2013
Condition Title			Applicable DTC Code(s)		
ABS/TRAC light come on C1246,B1421,B1424,C1364,C1365,P0A84			C1246,B1421,B1424,C1364,C1365,P0A84		

Condition Description

Customer states the vehicle ABS/TRAC light come on in the dash. The vehicle makes a solid beep noise every time the key is on and the brakes do not stop the vehicle very well during this issue.

Diagnostic Steps:

Found the vehicle came in for the same concern 03/11/2011. The codes are the similar. The freeze frame data can be viewed through a vehicle inquiry on the TIS website. During the visit in 2011 I cleared all codes and the vehicle has not had another issue until now. Verified the ABS pump is running for 5-10 seconds every 30 seconds. The accumulator will not hold pressure. Miscellaneous numbers on the assembly. 71, 081165B, 44510-30270, 1QA202-067

Probable Cause

The accumulator will not hold pressure. Internal failure of the ABS accumulator.

Repair Process

Replaced the ABS actuator assembly. The total customer pay cost: 3049.99



zRDMObjectFile.zip



DEALERSHIP PRODUCT REPORT



TQCN DOC#	Condition Title				Date
	ABS/TRAC light come on C1246,B1421,B1424,C1364,C1365,P0A84				05/29/2013
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	05-Mar-07	24503 mi	4T1BB46K87U	

Attachment 1: Parts Recovery Control Sheet			Orig Tracking	
			VIN	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.			Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only)		Deliver to:	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:	宛先 :	
		Tel:	Tel:	

				VALUE FOR CUSTOMS USE	
1	Part # 1	Part Description	Qty.	Used Part Value Each	
		ACTUATOR ASSY, BRAKE W/FLUID	1	\$	437.43
Comments:			PRS Status	Requested	
2	Part # 2	Part Description	Qty.	Used Part Value Each	
Comments:			PRS Status		
3	Part # 3	Part Description	Qty.	Used Part Value Each	
Comments:			PRS Status:		

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TOYOTA

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-132330018

DEALERSHIP PRODUCT REPORT

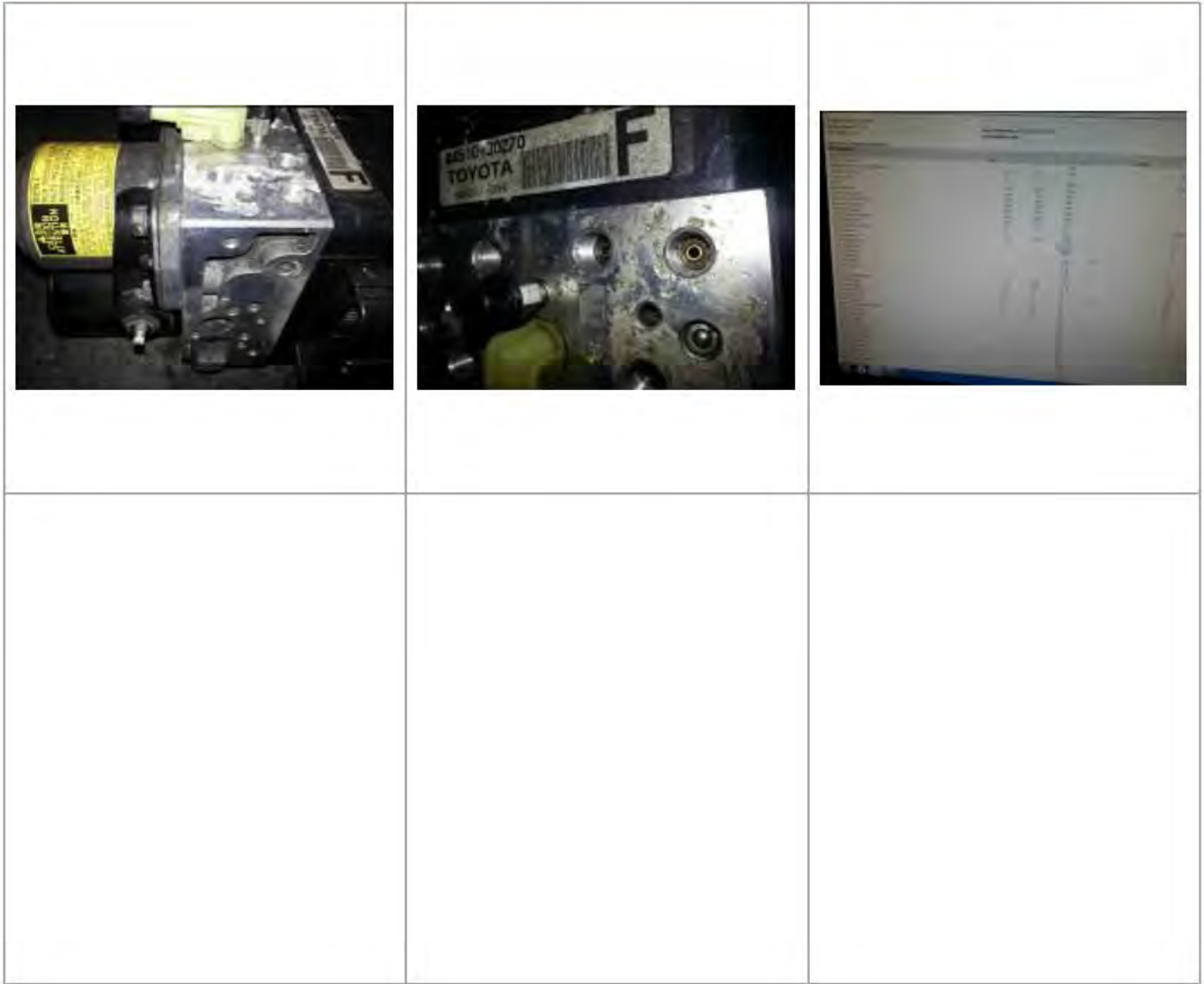


TQCN DOC#	Affiliate	Dept.	Dealer Code	Ref	Date
	TMS	QACHassis	19043	D2421487	08/30/2013
Dealer Name		Dealer City	State	Region	Source
DARCARS TOYOTA		SILVER SPRING	MD	CAT	TECH
Primary Model		Model Year	Production Date	Odometer	VIN
Camry HV		2008	03-JAN-08	82828 mi	4T1BB46K78U
Part # 1	Part # 2	Part # 3	Parts Destination	Parts Available	Repair Date
4405030660			CQE	Available upon request	7/11/2013
Condition Title			Applicable DTC Code(s)		
ABS and VSC lights on C1256			C1256		

<p>Condition Description</p> <p>Customer states that the abs and vsc lights on. Beeping noise present when starting vehicle</p>
<p>Diagnostic Steps:</p> <ul style="list-style-type: none"> Performed health check - C1256 Codes present Checked Freeze frame data. Accumulator sensor at 2.7 volts (spec per repair manual 3.3-4.7 volts) Voltage doesn't increase when Applying brakes. Tested internal circuit per repair manual. All reading within specs. Measure the resistance according to the value(s) in the table below. Standard resistance: 31 (BM1) - 1 (GND1) Always Below 10 ohms. 32 (BM2) - 1 (GND1) Always Below 10 ohms 31 (BM1) - 32 (BM2) Always Below 1 ohm 1 (GND1) - 2 (GND2) Always Below 1 ohms 31 (BM1) - 3 (MTT) Always 450 to 550 ohms 32 (BM2) - 3 (MTT) Always 450 to 550 ohms Repair manual states if all reading within specs to change skid ecu. I've done this before on another vehicle and still had malfunction codes for accumulator pressure.
<p>Probable Cause</p> <p>Unknown</p>
<p>Repair Process</p> <p>Replaced accumulator. Bleed braking system Verified repairs</p>

DEALERSHIP PRODUCT REPORT

TQCN DOC#	Condition Title				Date
TQCN_DPR-132330018	ABS and VSC lights on C1256				08/30/2013
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2008	03-JAN-08	82828 mi	4T1BB46K78U [REDACTED]	



DEALERSHIP PRODUCT REPORT



TQCN DOC#	Condition Title				Date
TQCN_DPR-132330018	ABS and VSC lights on C1256				08/30/2013
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2008	03-JAN-08	82828 mi	4T1BB46K78U [REDACTED]	

Attachment 1: Parts Recovery Control Sheet			Orig Tracking	[REDACTED]
			VIN	[REDACTED]
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.			Doc No.	[REDACTED]
Final Destination:	CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only)		Deliver to:	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:	宛先 :	
		Tel:	Tel:	

				VALUE FOR CUSTOMS USE	
1	Part # 1	Part Description	Qty.	Used Part Value Each	
	4405030660	ACTUATOR ASSY, BRAKE W/FLUID	1	\$	437.43
Comments:			PRS Status		
2	Part # 2	Part Description	Qty.	Used Part Value Each	
Comments:			PRS Status		
3	Part # 3	Part Description	Qty.	Used Part Value Each	
Comments:			PRS Status:		

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-132340115

TOCN DOC#	Affiliate	Dept.	Dealer Code	Ref	Date
[REDACTED]	SET	QACHassis	09202	C0806316	08/27/2013
Dealer Name		Dealer City	State	Region	Source
MIKE ERDMAN TOYOTA		MERRITT ISLAND	FL	SET	TECH
Primary Model		Model Year	Production Date	Odometer	VIN
Camry HV		2007	09-AUG-06	120963 mi	JTNBB46K773 [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] Date
4405030660			CQE	Available upon request	8/15/2013
Condition Title			Applicable DTC Code(s)		
Brake Actuator Noise - DTC C1345, C1368			C1345,C1368		

Condition Description

Vehicle has a noise when applying the brakes in engine compartment left side. Sounds like gas door being opened.

Diagnostic Steps:

Duplicated noise with customer. Called TAS to ask if they had anything on this. Was told to perform an air bleed on ABS system and zero down, also linear valve off set. After attempting this process the vehicle would not complete a linear valve off set. Talked to TAS again was ask to manual run ABS pump to bring up accumulator pressure. If not replace actuator assembly.

Probable Cause

Internal failure of ABS actuator.

Repair Process

Replaced actuator and performed air bleed. Operating normal and no noise at this time.



DEalersHIP PRODUCT REPORT

TQCN DOC#	Condition Title			Date
[REDACTED]	Brake Actuator Noise - DTC C1345, C1368			08/27/2013
Primary Model	Model Year	Production Date	Odometer	VIN
Camry HV	2007	09-AUG-06	120963 mi	JTNBB46K773 [REDACTED]

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DEALERSHIP PRODUCT REPORT



TQCN DOC#	Condition Title				Date
	Brake Actuator Noise - DTC C1345, C1368				08/27/2013
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	09-AUG-06	120963 mi	JTNBB46K773	

Attachment 1: Parts Recovery Control Sheet			Orig Tracking	
			VIN	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.			Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :	
	Tel:		Tel:	

				VALUE FOR CUSTOMS USE	
1	Part # 1	Part Description	Qty.	Used Part Value Each	
		ACTUATOR ASSY, BRAKE W/FLUID	1	\$	437.43
Comments:			PRS Status		
2	Part # 2	Part Description	Qty.	Used Part Value Each	
Comments:			PRS Status		
3	Part # 3	Part Description	Qty.	Used Part Value Each	
Comments:			PRS Status:		

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3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-132350095

TQCN DOC#	Affiliate	Dept.	Dealer Code	Ref	Date
	SET	QACHassis	09140	A2210369	08/27/2013
Dealer Name		Dealer City	State	Region	Source
TOYOTA OF VERO BEACH		VERO BEACH	FL	SET	TECH
Primary Model		Model Year	Production Date	Odometer	VIN
Camry HV		2007	05-JUL-06	95597 mi	JTNBB46K173
Part # 1	Part # 2	Part # 3	Parts Destination	Parts Available	Repair Date
4405030660			CQE	No part available	8/23/2013
Condition Title			Applicable DTC Code(s)		
Brake Actuator Noise - DTC C1391			C1391		

Condition Description

ABS light on code C1391 abnormal leak in accumulator

Diagnostic Steps:

Constant noise from ABS actuator

Probable Cause

undetermined

Repair Process

Recommended replacement of actuator; Customer declined repair at this time



DEalersHIP PRODUCT REPORT

TQCN DOC#	Condition Title				Date
██████████	Brake Actuator Noise - DTC C1391				08/27/2013
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	05-JUL-06	95597 mi	JTNBB46K173 ██████████	



DEALERSHIP PRODUCT REPORT



TQCN DOC#	Condition Title				Date
	Brake Actuator Noise - DTC C1391				08/27/2013
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	05-JUL-06	95597 mi	JTNBB46K173	

Attachment 1: Parts Recovery Control Sheet			Orig Tracking	
			VIN	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.			Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :	
	Tel:		Tel:	

				VALUE FOR CUSTOMS USE	
1	Part # 1	Part Description	Qty.	Used Part Value Each	
	4405030660	ACTUATOR ASSY, BRAKE W/FLUID	1	\$	437.43
	Comments:		PRS Status		
2	Part # 2	Part Description	Qty.	Used Part Value Each	
				\$	
	Comments:		PRS Status		
3	Part # 3	Part Description	Qty.	Used Part Value Each	
				\$	
	Comments:		PRS Status:		

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TOYOTA

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-132690059

TQCN DOC#	Affiliate	Dept.	Dealer Code	Ref	Date
	SET	QAChassis	10085	A2210369	09/27/2013
Dealer Name	Dealer City		State	Region	Source
JAY TOYOTA	COLUMBUS		GA	SET	TECH
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	26-MAY-06	100158 mi	JTNBB46K673	
Part # 1	Part # 2	Part # 3	Parts Destination	Parts Available	Repair Date
4405030660			CQE	Available upon request	9/25/2013
Condition Title			Applicable DTC Code(s)		
ABS actuator pump motor running - DTC C1391			C1391		

Condition Description

VSC light on and check VSC message on display. Customer also complained of unusual noise coming from passenger side under hood.

Diagnostic Steps:

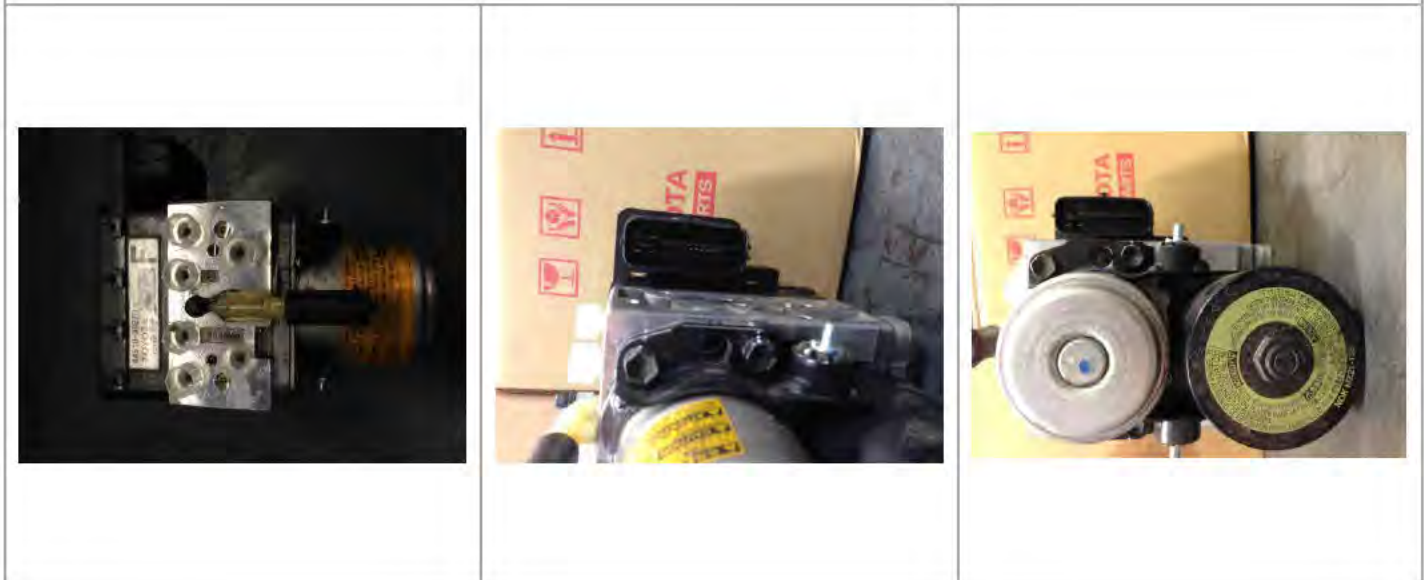
Found noise coming from ABS accumulator pump running often. Health check listed C1391 Accumulator Leak Malfunction. Checked for brake fluid leaks in system. No leaks were found. With scan tool checked accumulator pressure sensor and found value to be normal staying at around 3.7volts however accumulator pump is running about every 30 seconds for a duration of 12-15secs. Unknown fault with ABS brake actuator.

Probable Cause

Unknown internal fault with ABS brake actuator.

Repair Process

Replaced ABS brake actuator and bleed brake system. Clear DTC and test. No faults after repair.



DEALERSHIP PRODUCT REPORT

TQCN DOC#	Condition Title			Date
[REDACTED]	ABS actuator pump motor running - DTC C1391			09/27/2013
Primary Model	Model Year	Production Date	Odometer	VIN
Camry HV	2007	26-MAY-06	100158 mi	JTNBB46K673 [REDACTED]



DEALERSHIP PRODUCT REPORT



TQCN DOC#	Condition Title				Date
	ABS actuator pump motor running - DTC C1391				09/27/2013
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	26-MAY-06	100158 mi	JTNBB46K673	

Attachment 1: Parts Recovery Control Sheet			Orig Tracking	
			VIN	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.			Doc No.	
Final Destination:	CQE	SETR#:		CQE Eng:
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :	
	Tel:		Tel:	

				VALUE FOR CUSTOMS USE	
1	Part # 1	Part Description	Qty.	Used Part Value Each	
	4405030660	ACTUATOR ASSY, BRAKE W/FLUID	1	\$	437.43
Comments:			PRS Status	Requested	
2	Part # 2	Part Description	Qty.	Used Part Value Each	
				\$	
Comments:			PRS Status		
3	Part # 3	Part Description	Qty.	Used Part Value Each	
				\$	
Comments:			PRS Status:		

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TOYOTA

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-133430033

TQCN DOC#	Affiliate	Dept.	Dealer Code	Ref	Date
	SET	QACHassis	09178	A2210369	12/17/2013
Dealer Name		Dealer City	State	Region	Source
PARKS TOYOTA OF DELAND		DELAND STATION	FL	SET	TECH
Primary Model		Model Year	Production Date	Odometer	VIN
Camry HV		2007	04-AUG-06	65309 mi	JTNBB46K873
Part # 1	Part # 2	Part # 3	Parts Destination	Parts Available	Repair Date
4405030660			CQE	No part available	12/2/2013
Condition Title			Applicable DTC Code(s)		
Check engine and ABS/TRAC lights are on C1391			C1391		

Condition Description

Customer states check engine and ABS/TRAC lights are on.

Diagnostic Steps:

Connected scan tool and found code c1391. ABS accumulator pressure low. Inspected ABS pump and found pump was cycling every 30 seconds without brakes being applied. Check for brake system leaks and found none.

Probable Cause

Internal pressure leak in ABS/TRAC actuator.

Repair Process

Replaced ABS/TRAC actuator assembly.



zRDMObjectFile.zip



zRDMObjectFile2.zip



DEALERSHIP PRODUCT REPORT

TQCN DOC#	Condition Title				Date
TQCN_DPR-133430033	Check engine and ABS/TRAC lights are on C1391				12/17/2013
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	04-AUG-06	65309 mi	JTNBB46K873 [REDACTED]	

--	--	--

DEALERSHIP PRODUCT REPORT



TQCN DOC#	Condition Title				Date
TQCN_DPR-133430033	Check engine and ABS/TRAC lights are on C1391				12/17/2013
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	04-AUG-06	65309 mi	JTNBB46K873 [REDACTED]	

Attachment 1: Parts Recovery Control Sheet			Orig Tracking	[REDACTED]
			VIN	[REDACTED]
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.			Doc No.	[REDACTED]
Final Destination:	CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :	
	Tel:		Tel:	

				VALUE FOR CUSTOMS USE		
Part #	Part Description	Qty.		Used Part Value Each		
1	[REDACTED] ACTUATOR ASSY, BRAKE W/FLUID	1	\$	437.43		
Comments:		PRS Status				
2			\$			
Comments:		PRS Status				
3			\$			
Comments:		PRS Status:				

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_DPR-133650057

DEALERSHIP PRODUCT REPORT

TQCN DOC#	Affiliate	Dept.	Dealer Code	Ref	Date
	SET	QAHybrid	09205	A2210369	01/06/2014
Dealer Name		Dealer City	State	Region	Source
KEITH PIERSON TOYOTA		JACKSONVILLE	FL	SET	TECH
Primary Model		Model Year	Production Date	Odometer	VIN
Camry HV		2007	06-JUN-06	97215 mi	JTNBB46K073
Part # 1	Part # 2	Part # 3	Parts Destination	Parts Available	Repair Date
4405030660			CQE	No part available	12/31/2013
Condition Title			Applicable DTC Code(s)		
ABS Actuator Pump Runs Continuously - DTC C1391			C1391		

Condition Description

Customer states that the ABS warning light is on and the ABS pump runs constantly. Please check and advise.

Diagnostic Steps:

We verified the customers concern and inspected the ABS concern. We found a C1391 Abnormal leak in accumulator code stored in the ABS ECU. The ABS pump would cycle constantly.

Probable Cause

Unknown.

Repair Process

We priced out a new ABS unit assembly but the customer declined to repair at this time. The total cost to repair was \$2,799.00



zRDMObjectFile.zip



zRDMObjectFile2.zip



DEalersHIP PRODUCT REPORT

TQCN DOC#	Condition Title				Date
[REDACTED]	ABS Actuator Pump Runs Continuously - DTC C1391				01/06/2014
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	06-JUN-06	97215 mi	JTNBB46K073 [REDACTED]	



DEALERSHIP PRODUCT REPORT



TQCN DOC#	Condition Title				Date
	ABS Actuator Pump Runs Continuously - DTC C1391				01/06/2014
Primary Model	Model Year	Production Date	Odometer	VIN	
Camry HV	2007	06-JUN-06	97215 mi	JTNBB46K073	

Attachment 1: Parts Recovery Control Sheet			Orig Tracking	
			VIN	
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.			Doc No.	
Final Destination:	CQE	SETR#:	CQE Eng:	
Importer: (Applies to TMC Shipments Only)		Deliver to:	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan		Attn:	宛先 :	
		Tel:	Tel:	

				VALUE FOR CUSTOMS USE	
1	Part # 1	Part Description	Qty.	Used Part Value Each	
	4405030660	ACTUATOR ASSY, BRAKE W/FLUID	0	\$	437.43
Comments:			PRS Status		
2	Part # 2	Part Description	Qty.	Used Part Value Each	
Comments:			PRS Status		
3	Part # 3	Part Description	Qty.	Used Part Value Each	
Comments:			PRS Status:		

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TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-080820002

FIELD TECHNICAL REPORT

TQCN DOC#	Affiliate	Dept.	Source	Location	Ref	Date
	TMS	QAChassis	FTS	REG-CAT	80379515	03/25/2008
Problem Area	Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Base Vehicle	Camry HV	2007	2006-08-25	29997	JTNBB46K273	
Condition Title						
VSC light on, DTC 1364						

Do not type in **YELLOW** shaded fields – This data is auto-populated from the TQCN system:

Repair Date	Optional Ref.	Optional Approval
3/18/2008		

Condition Description

- Customer complaint: VSC light on
- DTC 1364 current: wheel cylinder pressure sensor malfunction

Diagnostic Steps:

- Verified customer complaint: VSC light on
- This is second attempt to repair DTC 1364
- Previous repair, tech replaced skid control ECU
- Technician performed diagnostic as per service manual
- (From tech notes on RO) When brake pedal was depressed both front wheel cylinder pressure sensor voltages increased, both rear sensors remained at .47 V

Probable Cause

- Unknown

Part # 1	Part # 2	Part # 3	Parts Disposition	Parts Shipping Destination
4405030300			Have part / will ship	CQE

Repair Process

- Replace ABS Actuator Assembly
- Bled brake system
- Cleared DTC and test drive
- Verified repair

 <p>2008.03.20 16:21</p> <p>ABS Actuator</p>	 <p>44510-30270 TOYOTA PH082-011</p> <p>2008.03.20 16:20</p> <p>44510-30270 TOYOTA F PH082-011</p>
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FIELD TECHNICAL REPORT

TQCN DOC#	Affiliate	Dept.	Source	Location	Ref	Date
	TMS	QAChassis	FTS	REG-CAT	80379515	03/25/2008
Problem Area	Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Base Vehicle	Camry HV	2007	2006-08-25	29997	JTNBB46K273	
Condition Title						
VSC light on, DTC 1364						



Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN

Doc No.

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE Used Parts Value
1	Part # 1: 4405030300	Part Description ACTUATOR ASSY, BRAKE W/FLUID		Qty. 1	Used Part Value Each \$ 275.66

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TOYOTA

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-080850023

TQCN DOC#	Affiliate	Dept.	Source	Location	Ref	Date
	TMS	QAChassis	PE	TMS	80278731	03/26/2008
Problem Area	Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Base Vehicle	Camry HV	2007	2006-12-12	15444	4T1BB46K57U	
Condition Title						
Brake Actuator Noise						

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date	Optional Ref.	Optional Approval
2/5/2008		

Condition Description

Customer hears a strange noise while driving from the brakes. Customer states the brakes feel sticky at times.

Diagnostic Steps:

Verified the noise is coming from the brake actuator assembly

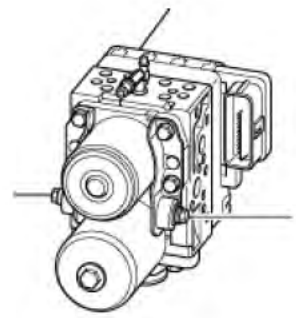
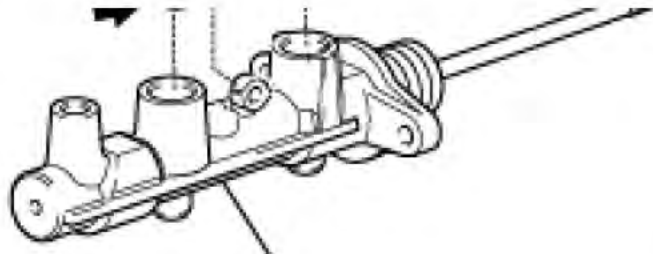
Probable Cause

Unknown probable cause

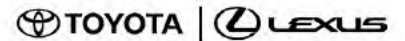
Part # 1	Part # 2	Part # 3	Parts Disposition	Parts Shipping Destination
4720133510	4405030300		Have part / will ship	CQE

Repair Process

Replaced the brake master cylinder sub assembly and the brake actuator assembly.

	<p>Brake Actuator Assembly</p>
	<p>Brake Master Cylinder Sub Assembly</p>

FIELD TECHNICAL REPORT



TQCN DOC#	Affiliate	Dept.	Source	Location	Ref	Date
	TMS	QAChassis	PE	TMS	80278731	03/26/2008
Problem Area	Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Base Vehicle	Camry HV	2007	2006-12-12	15444	4T1BB46K57U	
Condition Title						
Brake Actuator Noise						

Attachment 1: Parts Recovery Control Sheet

Orig Tracking
VIN
Doc No.



Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :		
	Tel:		Tel:		
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE Used Parts Value
1	Part # 1: 4720133510	Part Description CYLINDER SUB-ASSY, BRAKE MASTER	Qty. 1	Used Part Value Each \$ 21.38	
	Comments:				
2	Part # 2: 4405030300	Part Description ACTUATOR ASSY, BRAKE W/FLUID	Qty. 1	Used Part Value Each \$ 275.66	
	Comments:				

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TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-081560021

TQCN DOC#	Affiliate	Dept.	Source	Location	Ref	Date
	TMS	QAChassis	FTS	REG-CAT	80278924	06/05/2008
Problem Area	Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Base Vehicle	Camry HV	2007	2006-04-08	33254	JTNBB46K973	
Condition Title						
VSC Warning Light on/DTC C1247/Brake Stroke Sensor						

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date	Optional Ref.	Optional Approval
4/21/2008		

Condition Description

VSC Warning Light is on. DTC C1247/Brake Stroke Sensor Malfunction is stored.

Diagnostic Steps:

- Connected Techstream to vehicle.
- Found DTC C1247/Stroke Sensor Malfunction stored.



Probable Cause

Root cause unknown.

Part # 1	Part # 2	Part # 3	Parts Disposition	Parts Shipping Destination
8951047010			Part(s) Available	CQE

Repair Process

Stroke Sensor was replaced. Condition has not occurred since replacement.

 <p>89510-47010</p> <p>2008-08-04 13:41</p>	 <p>Parameter Value Unit</p> <p>Detailed Freeze DTC 178</p> <p>Elapsed Time after Freeze Trigger 0 msec</p> <p>Number of IG ON 5</p> <p>Elapsed Time 1795 sec</p> <p>Buzzer OFF</p> <p>Stop Light SW ON</p> <p>Parking Brake SW OFF</p> <p>Reverner Warning SW OFF</p> <p>Shift Lever Position DIM</p> <p>Operated System Non</p> <p>Master Cylinder Sensor 1.01 V</p> <p>M/C Sensor Grade 0 MPa/s</p> <p>Master Cylinder Sensor2 0.98 V</p> <p>Stroke Sensor 1.82 V</p> <p>Stroke Sensor2 1.88 V</p> <p>Accumulator Sensor 3.15 V</p> <p>Yaw Rate Sensor 0 degrees/s</p> <p>FR W/C Sensor 1.52 V</p> <p>FL W/C Sensor 1.52 V</p> <p>RR W/C Sensor 1.49 V</p> <p>RL W/C Sensor 1.48 V</p> <p>Lateral G 0.00 m/s2</p> <p>Forward and Rearward G -1.56 m/s2</p> <p>FR Wheel Speed 0 MPH</p> <p>FL Wheel Speed 0 MPH</p> <p>RR Wheel Speed 0 MPH</p> <p>RL Wheel Speed 0 MPH</p> <p>Vehicle Speed 0 MPH</p> <p>Accelerator Opening Angle % 0.0</p> <p>ECB Motor Relay OFF</p> <p>ECB Motor Relay2 OFF</p> <p>ECB Main Relay ON</p> <p>ECB Main Relay2 ON</p> <p>ECB Solenoid (SMC1) ON</p> <p>ECB Solenoid (SMC2) ON</p> <p>ECB Solenoid (SCS5) OFF</p> <p>Control Mode OFF</p> <p>2008-08-05 08:38</p>
<p>Photo of Brake Stroke Sensor</p>	<p>Freeze Frame Data (No Techstream File was available.)</p>

TQCN DOC#	Affiliate	Dept.	Source	Location	Ref	Date
	TMS	QAChassis	FTS	REG-CAT	80278924	06/05/2008
Problem Area	Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Base Vehicle	Camry HV	2007	2006-04-08	33254	JTNBB46K973	
Condition Title						
VSC Warning Light on/DTC C1247/Brake Stroke Sensor						

Attachment 1: Parts Recovery Control Sheet

Orig Tracking
VIN
Doc No.

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		
T-STAR					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE Used Parts Value
1	Part # 1: 8951047010	Part Description SENSOR ASSY, BRAKE PEDAL STROKE	Qty. 1	Used Part Value Each \$ 23.13	
	Comments:				
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$	
	Comments:				
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$	
	Comments:				
4	Part # 4:	Part Description	Qty.	Used Part Value Each \$	
	Comments:				
5	Part # 5:	Part Description	Qty.	Used Part Value Each \$	
	Comments:				
6	Part # 6:	Part Description	Qty.	Used Part Value Each \$	
	Comments:				
7	Part # 7:	Part Description	Qty.	Used Part Value Each \$	
	Comments:				

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TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-082380045

TQCN DOC#	Affiliate	Dept.	Source	Location	Ref	Date
	TMS	QAChassis	FTS	REG-CAT	80279659	08/26/2008
Problem Area	Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Base Vehicle	Camry HV	2008	2007-11-28	4717	4T1BB46K18U	
Condition Title						
ABS lamp on codes C1252, C1253, C1256						

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date	Optional Ref.	Optional Approval
8/13/2008		

Condition Description

The customer states that the ABS lamp is on and the brake pedal is low.

Diagnostic Steps:

Found codes C1252, C1253, and C1256 stored with a 140 sub code.
 Found that the ABS pump would cycle on and off at times. While testing the system once the pump was operating and the scan tool indicated that the relays were off.
 The first actuator was replaced for an external leak. After that replacement the ABS motor has stopped working after three weeks.

Probable Cause

Unknown

Part # 1	Part # 2	Part # 3	Parts Disposition	Parts Shipping Destination
4405030300	8826321010	8954033390	Part(s) Available	CQE

Repair Process

I advised the dealer to replace the skid ECU both relays and the ABS actuator.



Photo of the skid control ECU label



Photo of the label on the terminal end of the skid control ECU

FIELD TECHNICAL REPORT

TQCN DOC#	Affiliate	Dept.	Source	Location	Ref	Date
	TMS	QAChassis	FTS	REG-CAT	80279659	08/26/2008
Problem Area	Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Base Vehicle	Camry HV	2008	2007-11-28	4717	4T1BB46K18U	
Condition Title						
ABS lamp on codes C1252, C1253, C1256						



Attachment 1: Parts Recovery Control Sheet

Orig Tracking

VIN

Doc No.

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先:		
	Tel:		Tel:		

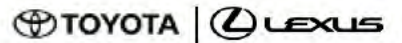
T-STAR

Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

FOR CUSTOMS USE Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4405030300	ACTUATOR ASSY, BRAKE W/FLUID	1	\$ 281.03
Comments:				
2	8826321010	RELAY, SKID CONTROL	2	\$ 7.92
Comments:				
3	8954033390	COMPUTER ASSY, SKID CONTROL	1	\$ 238.89
Comments:				
4	Part # 4:	Part Description	Qty.	Used Part Value Each

FIELD TECHNICAL REPORT



TQCN DOC# [REDACTED]	Affiliate TMS	Dept. QAChassis	Source FTS	Location REG-CAT	Ref 80279659	Date 08/26/2008
Problem Area Base Vehicle	Primary Model Camry HV	Model Year 2008	Production Date 2007-11-28	Odometer 4717	VIN (confirm 17 characters) 4T1BB46K18U [REDACTED]	
Condition Title ABS lamp on codes C1252, C1253, C1256						

					\$
	Comments:				
5	Part # 5:	Part Description	Qty.	Used Part Value Each	
				\$	
	Comments:				
6	Part # 6:	Part Description	Qty.	Used Part Value Each	
				\$	
	Comments:				
7	Part # 7:	Part Description	Qty.	Used Part Value Each	
				\$	
	Comments:				

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-082950041

FIELD TECHNICAL REPORT

TQCN DOC#	Affiliate	Dept.	Source	Location	Ref	Date
	TMS	QAChassis	FTS	REG-NY	82463484	10/27/2008
Problem Area	Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Base Vehicle	Camry HV	2007	2006-06-07	140344	JTNBB46K173	
Condition Title						
ABS actuator squawk chirp honk type noise						

Do not type in **YELLOW** shaded fields – This data is auto-populated from the TQCN system:

Repair Date	Optional Ref.	Optional Approval
10/16/2008		

Condition Description

Customer states: Squawk/ chirp type noise from the engine area when pushing and releasing the brake pedal.

Diagnostic Steps:

- Technician inspected and verified customer's concern of a squawk/chirp/honk type noise.
- Found noise coming from brake actuator assembly, also noticed a slight brake fluid seepage from brake actuator.
- Noise is similar to concern outlined in TSB BR008-07.
- Attempted to bleed ABS actuator, Results: noise still audible when pushing and releasing brake pedal.

Probable Cause

Unknown

Part # 1	Part # 2	Part # 3	Parts Disposition	Parts Shipping Destination
4405030300			Part(s) Available	CQE

Repair Process

Technician replaced brake actuator assembly.



Brake actuator assembly

PE311-026

Attachment 1: Parts Recovery Control Sheet

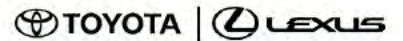
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Orig Tracking
VIN
Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room	Deliver to: Attn:	住所 : 宛先 :	

FIELD TECHNICAL REPORT



TQCN DOC#	Affiliate	Dept.	Source	Location	Ref	Date
	TMS	QAChassis	FTS	REG-NY	82463484	10/27/2008
Problem Area	Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Base Vehicle	Camry HV	2007	2006-06-07	140344	JTNBB46K17	
Condition Title						
ABS actuator squawk chirp honk type noise						

TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Tel:	Tel:
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T-STAR	
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Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

	Part #	Part Description	Qty.	Used Part Value Each
1	4405030300	ACTUATOR ASSY, BRAKE W/FLUID	1	\$ 281.03
	Comments:			
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	Comments:			
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	Comments:			
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	Comments:			
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	Comments:			
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	Comments:			
7	Part # 7:	Part Description	Qty.	Used Part Value Each
	Comments:			

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-082950044

FIELD TECHNICAL REPORT

TQCN DOC#	Affiliate	Dept.	Source	Location	Ref	Date
	TMS	QAChassis	FTS	REG-NY	80278900	10/27/2008
Problem Area	Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Base Vehicle	Camry HV	2008	2007-10-30	34099	4T1BB46K98U	
Condition Title						
ABS actuator squawk chirp honk noise						

Do not type in YELLOW shaded fields – This data is auto-populated from the TQCN system:

Repair Date	Optional Ref.	Optional Approval
10/14/2008		

Condition Description

Customer states: Squawk/ chirp type noise from the engine area when pushing and releasing the brake pedal.

Diagnostic Steps:

- Technician inspected and verified customer's concern of a squawk/chirp/honk type noise.
- Found noise coming from brake actuator assembly, also noticed a slight brake fluid seepage around brake actuator housing.
- Noise is similar to concern outlined in TSB BR008-07.
- Attempted to bleed ABS actuator, Results: noise still audible when pushing and releasing brake pedal.

Probable Cause

Unknown

Part # 1	Part # 2	Part # 3	Parts Disposition	Parts Shipping Destination
4405030300			Part(s) Available	CQE

Repair Process

Technician replaced brake actuator assembly.



Attachment 1: Parts Recovery Control Sheet

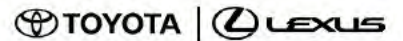
Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Orig Tracking
VIN
Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room	Deliver to: Attn:	住所 : 宛先 :	

FIELD TECHNICAL REPORT



TQCN DOC# [REDACTED]	Affiliate TMS	Dept. QACassis	Source FTS	Location REG-NY	Ref 80278900	Date 10/27/2008
Problem Area Base Vehicle	Primary Model Camry HV	Model Year 2008	Production Date 2007-10-30	Odometer 34099	VIN (confirm 17 characters) 4T1BB46K98U [REDACTED]	
Condition Title ABS actuator squawk chirp honk noise						

TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Tel:	Tel:
---	------	------

T-STAR [REDACTED]

Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer

				FOR CUSTOMS USE	Used Parts Value
1	Part # 1: 4405030300	Part Description ACTUATOR ASSY, BRAKE W/FLUID	Qty. 1	Used Part Value Each \$	281.03
	Comments:				
2	Part # 2:	Part Description	Qty.	Used Part Value Each \$	
	Comments:				
3	Part # 3:	Part Description	Qty.	Used Part Value Each \$	
	Comments:				
4	Part # 4:	Part Description	Qty.	Used Part Value Each \$	
	Comments:				
5	Part # 5:	Part Description	Qty.	Used Part Value Each \$	
	Comments:				
6	Part # 6:	Part Description	Qty.	Used Part Value Each \$	
	Comments:				
7	Part # 7:	Part Description	Qty.	Used Part Value Each \$	
	Comments:				

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-091410032

TQCN DOC#		Affiliate TMS		Dept. QACHASSIS		Ref 91426090	Date 05/22/2009
Primary Model Camry HV		Model Year 2007	Production Date 2006-06-21	Odometer 13975	VIN JTNBB46K273	Repair Date 5/19/2009	
Source FTS	Location REG-POR	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 8951047010	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available	
Condition Title Customer states that the VSC/TRAC lights are illuminated - Stroke Sensor C1247							

Condition Description

Customer states that the VSC/TRAC lights are illuminated.
Customer also states that the brake pedal feels non-responsive at times when the light is illuminated.

Diagnostic Steps

- Technician verified the concern.
 - Technician found C1247 - : Stroke Sensor Malfunction with info code 181
 - Technician notes that repair manual does not provide information for info code 181
- Technician contacted FTS for assistance
 - FTS advised tech to follow repair diagnosis for C1247
- Technician followed diagnosis
 - Step 2 indicates to inspect Data List data for normal condition reading
 - Technician notes that the Stroke Sensor 2 Datalist reading will drop to 3.4 V (Techstream File 1)
 - NG suggestion is to "Adjust Brake Pedal Stroke Sensor" (Figure 1)
 - No adjustment exists

Probable Cause

Unknown

Repair Process

Replacement of the "Brake Pedal Stroke Sensor Assembly" repaired the condition.

Figure 1

2. READ VALUE USING INTELLIGENT TESTER (BRAKE PEDAL STROKE SENSOR)

- (a) Connect the intelligent tester to the DLC3.
- (b) Turn the power switch on (IG).
- (c) Select the Data List mode on the intelligent tester.

ABS / VSC:

TESTER DISPLAY	MEASUREMENT ITEM/RANGE	NORMAL CONDITION
PEDAL STROKE	Stroke sensor / min.: 0 V, max.: 5 V	When brake pedal is released: 0.7 to 1.3 V
PEDAL STROKE 2	Stroke sensor 2 / min.: 0 V, max.: 5 V	When brake pedal is released: 3.7 to 4.3 V

- (d) Read the pedal stroke sensor voltage value on the intelligent tester screen.

OK:
The normal condition value is displayed on the intelligent tester.

NG ▶ **ADJUST BRAKE PEDAL STROKE SENSOR**

Techstream File 1



2007_Camry
HV_2AZ-FXE_JTNBB4

TQCN DOC#		Condition Title			Date
[REDACTED]		Customer states that the VSC/TRAC lights are illuminated -			05/22/2009
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-21	13975	JTNBB46K27 [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先 :	
	Tel:	Tel:	
	T-STAR [REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	8951047010	SENSOR ASSY, BRAKE PEDAL STROKE	1	\$ 25.25
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-100610043

TQCN DOC#		Affiliate	Dept.	Ref	Date
[REDACTED]		GST	QACHASSIS	A0622605	03/03/2010
Primary Model	Model Year	Production Date	Odometer	VIN	Repair Date
Camry HV	2007	2006-08-26	82343	JTNBB46K373 [REDACTED]	3/2/2010
Source	Location	Problem Area	Parts Destination	DTC	
FTS	REG-GST	Base Vehicle	CQE	C1202	
Part # 1	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code	
N/A					
Condition Title					
Brake, ABS, VSC, MWL and Brake Warning lights "ON" DTC C1202 - Increased braking effort required					

Condition Description

Customer states she was driving and the VSC warning light came on and the pedal got "rock hard". Customer states she was unable to stop the vehicle, so she put it in neutral and drove it into an empty lot where it rolled to a stop.

Diagnostic Steps

- Dealer checked the vehicle for DTCs and it had no current, pending or history DTCs.
 - They drove the vehicle and checked braking operation and could duplicate no problems.
 - The dealer did find out that the rear inner brake pads are excessively worn. FTS inspection was requested.
 - When initially inspected by the FTS, the brake fluid level was adequate, closer to the "max" mark than the "min" mark (approx 13-14mm above the "low fluid level" in the master cylinder), and the ABS actuator and master cylinder had no obvious signs of leakage.
 - There were no warning lights on once the vehicle was "READY" ON and a health check with the Techstream and found no DTCs.
- While saving the Techstream file, an audible beep was emitted by the vehicle, and the Brake, ABS, VSC, MWL and Brake Warning lights came "ON".
 - At this time, another check of the ABS ECU revealed a C1202 brake fluid level low DTC.
 - The DTC did not set freeze frame data, however.
 - The master cylinder fluid reservoir, when inspected, was found to now be below the minimum mark.
 - Photographs were taken, and the data saved.
 - At this point the FTS made a quick phone call and during this time the warning lights went out, the brake fluid level returned to normal and the DTC vanished.
- The FTS attempted to duplicate again with no success.
 - The brake fluid level warning switch was then disconnected by the FTS to test the customer's claim of loss of braking force. It was confirmed that when the C1202 is current, brake assist is not available and the ABS is deactivated.
 - Braking is possible, but requires increased pedal effort.
- FTS inspected the brake pads and found that the left rear inner brake pad had 0.82mm of pad material left at the bottom and 2.3mm of material left on the top.
 - The outer pad had 5.86mm of pad material left at the bottom and 5.69mm left at the top.

Probable Cause

Suspect ABS actuator is not fully charging accumulator for some reason. On the occasions that it does, the fluid level goes below minimum.

Repair Process

No repair has been performed yet. Under investigation.



Combination meter during event

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake, ABS, VSC, MWL and Brake Warning lights "ON"			03/03/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-08-26	82343	JTNBB46K373 [REDACTED]	



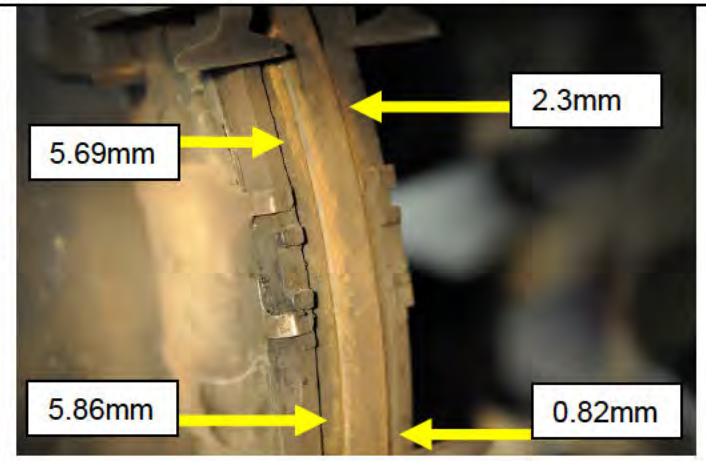
Fluid level before event (I/G OFF)



Fluid level during event (READY ON)



Fluid Level after event (READY ON)



Drivers side rear brake pads



ABS Actuator parts label
 44510-30270
 TOYOTA
 PH072-021

TQCN DOC#		Condition Title			Date
[Redacted]		Brake, ABS, VSC, MWL and Brake Warning lights "ON"			03/03/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-08-26	82343	JTNBB46K373 [Redacted]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先 :	
	Tel:	Tel:	
	T-STAR [Redacted]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

PE14-001

TOYOTA

3/26/2014

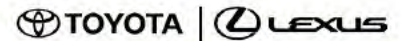
ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-101090056

FIELD TECHNICAL REPORT



TQCN DOC#		Affiliate TMS		Dept. QChassis		Ref A1106448	Date 04/20/2010
Primary Model Camry HV		Model Year 2008	Production Date 2007-11-20	Odometer 21308	VIN 4T1BB46K48U	Repair Date 4/8/2010	
Source FTS	Location REG-KAN	Problem Area Base Vehicle		Parts Destination CQE	DTC C1256,C1364		
Part # 1 4405030300	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available	
Condition Title VSC warning light illuminated, customer feels brake are dragging							

Condition Description

Customer states that the VSC light is illuminated.
When driving the vehicle, the brakes feel as if they are applied.

Diagnostic Steps

Technician inspected the vehicle and found that the left rear brake appeared to be applied.

Technician found the following DTC's stored in the VSC system:

- C1256 Accumulator Low Pressure
- C1364 Master Cylinder Pressure Sensor Malfunction

The technician cleared the DTC's and as soon as this was done, the left rear brake appeared to release.

Probable Cause

Failure of the ABS Actuator

Repair Process

Technician replaced the ABS Actuator.

TQCN DOC#		Condition Title			Date
[REDACTED]		VSC warning light illuminated, customer feels brake are			04/20/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-11-20	21308	4T1BB46K48U [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先 :	
	Tel:	Tel:	
T-STAR	[REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4405030300	ACTUATOR ASSY, BRAKE W/FLUID	1	\$ 301.18
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-101230021

TQCN DOC#		Affiliate TMS		Dept. QACassis		Ref A0622605	Date 05/03/2010
Primary Model Camry HV		Model Year 2007	Production Date 2006-11-20	Odometer 67052	VIN JTNBB46K473	Repair Date 4/30/2010	
Source PE	Location TMS-PQSS	Problem Area Base Vehicle		Parts Destination CQE	DTC C1202		
Part # 1 4722033100	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Brake fluid level light on - C1202							

Condition Description

Customer states: the Brake/ABS/VSC warning light came on.

Diagnostic Steps

Vehicle was in previously (early April) with same complaint but the condition was not duplicated.

2nd time in: Dealership check for codes and found C1202 (brake fluid level low) stored.
Based on MIL-I request, technician stopped work and called TAS for further instructions.

Go & See was conducted on 4/30/2010.

- The vehicle was parked outside for several days before Go & See team arrived at dealership
- When vehicle was first pulled into the shop, the brake fluid level was OK (near full)
- With the vehicle stationary in the stall & key in the OFF position, the ABS actuator pump can be heard operating intermittently for a few seconds at a time
- Every time the pump activated, the brake fluid level in the reservoir would go down about 1.5 mm in the "main" chamber and go up in the second chamber. Techstream shows that the accumulator pressure was not holding. The accumulator pressure would start at 3.61V and drop to 3.31V in about a minute, at which time the pump would come on to bring the accumulator pressure back up to 3.61V
- The level eventually reached below the MIN mark. The Brake light and the ABS lights came on and C1202 was stored in the ABS/VSC computer

Probable Cause

Suspect that two conditions combined results in this condition.

- 1) Actuator accumulator is not holding pressure (internal issue)
- 2) The reservoir is not self-leveling the two chambers (possible fluid contamination causing filter blockage)

Repair Process

The following parts were replaced and recovered.

No.	Parts name	Parts Number	Qty
1	Reservoir sub-assy, brake master cylinder	47220-33100	1
2	Tube, Reservoir, No.1	47234-33010	1
3	Tube, Reservoir, No.1	47234-33020	1
4	Tube, Brake Master Cylinder Reservoir, No.2	47235-33010	1
5	Tube, Brake Master Cylinder Reservoir, No.2	47235-33020	1
6	Tube, Reservoir	47238-33010	1
7	Clip (For brake master cylinder reservoir tube No.2)	96135-51300	4
8	Clip (For reservoir tube No.1)	96135-51300	4
9	Hose, Brake actuator	44571-33090	1
10	-(Std part)	96137-41501	2
11	Actuator Assy, Brake	44050-30300	1
12	CYLINDER SUB-ASSY, BRAKE	47201-33510	1
13	CYLINDER SUB-ASSY, BRAKE STROKE SIMULATOR	47207-33010	1
14	TUBE, BRAKE STROKE SIMULATOR	44255-33050	1

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake fluid level light on - C1202			05/03/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-11-20	67052	JTNBB46K473 [REDACTED]	



Incident vehicle's VIN plate



Incident vehicle is shop stall



Incident vehicle engine bay

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake fluid level light on - C1202			05/03/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-11-20	67052	JTNBB46K473 [REDACTED]	



Fluid levels with vehicle not moving in the shop stall

As the pump cycles, the fluid level goes down

About 2mm difference between the two chambers



About 4mm difference between the two chambers



About 6mm difference between the two chambers

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake fluid level light on - C1202			05/03/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-11-20	67052	JTNBB46K473 [REDACTED]	



Fluid Level is below MIN line



As seen from to top of the reservoir, the LH chamber is completely FULL



Brake & ABS lights are on

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake fluid level light on - C1202			05/03/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-11-20	67052	JTNBB46K473 [REDACTED]	



Using a Bore-scope, the filter between the two chambers was examined from the "empty" side.

The filter appears to be in good condition.



Using a Bore-scope, the fluid condition was examined from the "empty" side.

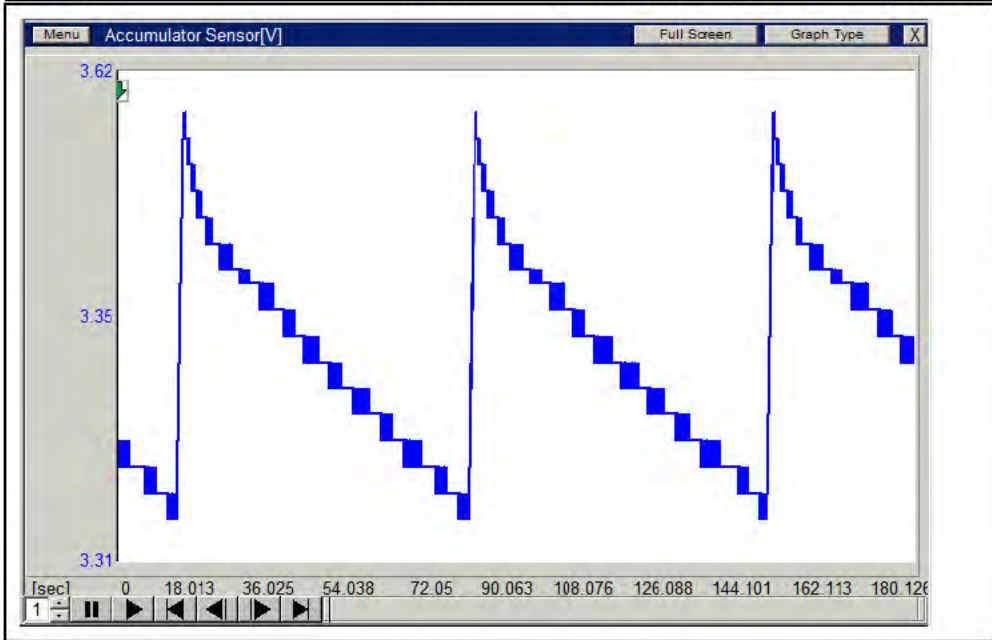
The fluid appears to have a "white" clouding substance floating in it.



Using a Bore-scope, the fluid condition was examined from the "empty" side.

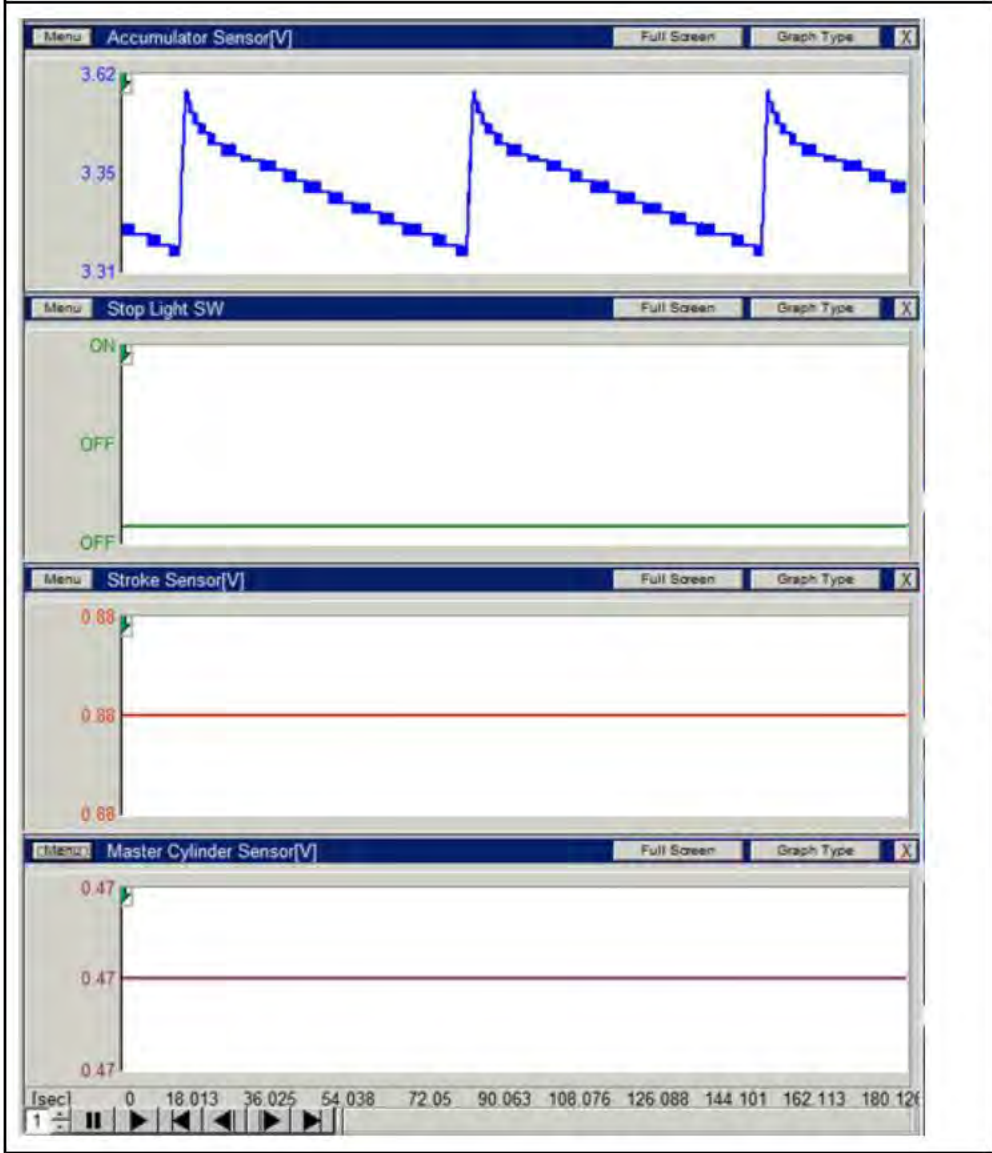
The fluid appears to have a "white" clouding substance floating in it.

TQCN DOC#		Condition Title Brake fluid level light on - C1202			Date 05/03/2010
Primary Model Camry HV	Model Year 2007	Production Date 2006-11-20	Odometer 67052	VIN (confirm 17 characters) JTNBB46K473	



Techstream data showing the Accumulator pressure gradually dropping from 3.61V to 3.31V in about one minute.

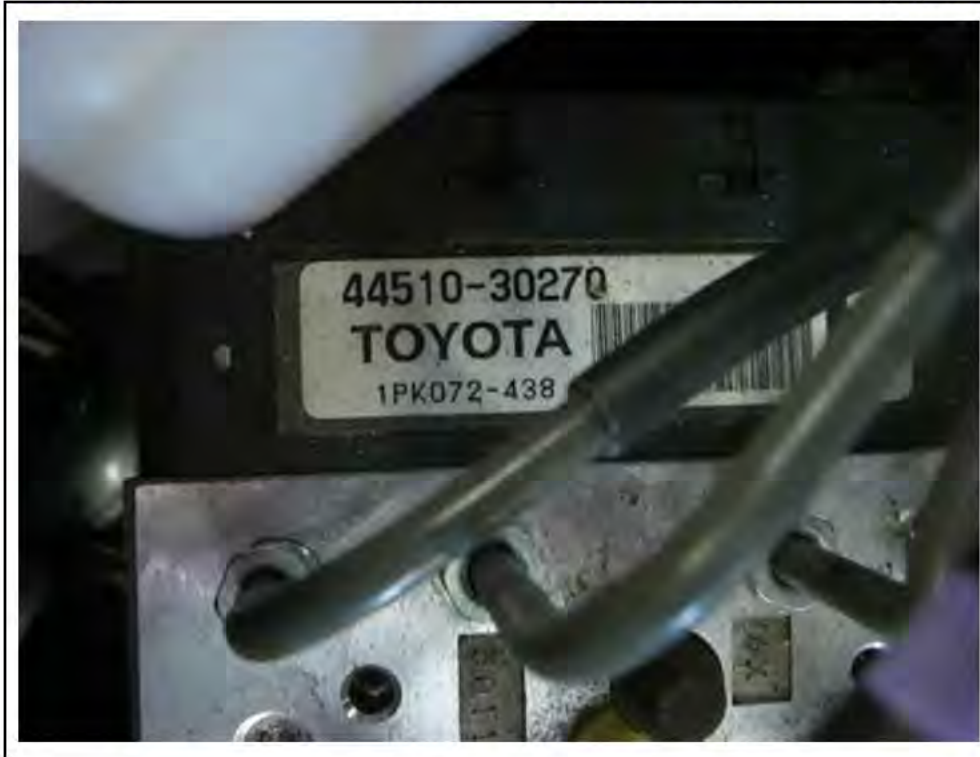
This "snapshot" is 3 minutes long.



Techstream data showing the Accumulator pressure gradually dropping from 3.61V to 3.31V in about one minute.

This graph shows that the brake switch is OFF, the stroke sensor/master cylinder sensor are steady, indicating that the brake pedal is NOT depressed at any time during the recording.

TQCN DOC#		Condition Title Brake fluid level light on - C1202			Date 05/03/2010
Primary Model Camry HV	Model Year 2007	Production Date 2006-11-20	Odometer 67052	VIN (confirm 17 characters) JTNBB46K473	



ABS Actuator parts label
44510-30270
TOYOTA
PH072-021

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Orig Tracking
VIN
Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only) Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Deliver to] Attn] Tel:]	住所:] 宛先:] Tel:]	
T-STAR			
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4722033100	RESERVOIR ASSY, MASTER CYLINDER	1	\$ 16.09
	Serial No. / Date Code	Comments:		

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-101790192

TQCN DOC#		Affiliate TMS		Dept. QACHASSIS		Ref 80278924	Date 06/28/2010
Primary Model Camry HV		Model Year 2007	Production Date 2007-02-09	Odometer 56942	VIN 4T1BB46K47U	Repair Date 5/26/2010	
Source FTS	Location REG-DEN	Problem Area Base Vehicle		Parts Destination CQE	DTC C1247		
Part # 1 8951047010	Part # 1 Serial/Date Code			Part # 2	Part # 2 Serial/Date Code		Parts Available Part(s) Available
Condition Title Warning Lights On - C1247							

Condition Description

Customer states there are several warning lights on and brakes are extra sensitive.

Diagnostic Steps

- Technician verified the customer's complaint
- Technician scanned vehicle and found code C1247

Probable Cause

Unknown.

Repair Process

Replaced stroke sensor Assy.



2007_Camry HV_2A7.FXE_4T1BB46K47U010368_5-18-2010 81914 AM.TSE

DTC C1247 freeze frame data

TQCN DOC#		Condition Title Warning Lights On - C1247			Date 06/28/2010
Primary Model Camry HV	Model Year 2007	Production Date 2007-02-09	Odometer 56942	VIN (confirm 17 characters) 4T1BB46K47U	

Orig
Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先 :	
	Tel:	Tel:	
T-STAR			
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	8951047010	SENSOR ASSY, BRAKE PEDAL STROKE	1	\$ 25.24
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-101820395

TQCN DOC#		Affiliate TMS		Dept. QACHASSIS		Ref A0622605	Date 07/02/2010
Primary Model Camry HV		Model Year 2007	Production Date 2007-05-29	Odometer 46836	VIN 4T1BB46K47U	Repair Date 7/1/2010	
Source FTS	Location REG-LA	Problem Area Base Vehicle		Parts Destination CQE	DTC C1202		
Part # 1 4720133510	Part # 1 Serial/Date Code			Part # 2 4720733010	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title C1202 - Brake fluid leak							

Condition Description

Customer states that the Master Warning light, Brake light, VSC lights are ON and information display says to Check VSC system.

Diagnostic Steps

- Technician visually inspected the brake fluid level in the reservoir and it was found to be low
- Technician found DTC C1202 (Master Reservoir Level Low) as a current code
- Visual inspection of the brake mastery cylinder area shows signs of brake fluid accumulation. Area very damp
- No other leaks were found on the vehicle
- Technician states that the brake pads were not significantly worn
- Repair history shows that in the past customer stated brake pedal felt soft

Probable Cause

Brake fluid leak / seepage.

Repair Process

Technician will replace the Master Cylinder and the Stoke simulator.
Currently waiting on parts.



ABOVE / BELOW: Brake master cylinder fluid accumulation.



ABOVE: Brake master cylinder fluid accumulation.
BELOW: : Stroke simulator area fluid accumulation.



TQCN DOC#		Condition Title			Date
[REDACTED]		C1202 - Brake fluid leak			07/02/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2007-05-29	46836	4T1BB46K47U [REDACTED]	

BELOW: Brake fluid level in the reservoir in the as found condition.



TQCN DOC#		Condition Title			Date
[REDACTED]		C1202 - Brake fluid leak			07/02/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2007-05-29	46836	4T1BB46K47U [REDACTED]	

BELOW: Inside of the vehicle looking from the brake pedal area up towards the back of the mastery cylinder area, some accumulation was seen on the boot as shown below:



BELOW: Cowl was removed for inspection of the brake master cylinder and stroke simulator.

BELOW: Brake fluid level as is condition



BELOW: DTC information.

Health Check Results

System	Monitor Status	DTC	Curr	Pend	Hist	Perm	SB	Calibration	Update
Hybrid Control	-							89983301400	Yes
								898843301300	No
								898843302300	No
								33380200	Yes
Engine and ECT	Com								
ABS/VSC/TRAC	-	C1202	X				No	-	
Air Conditioner	-	B1421	X		X		No	-	
		B1424	X		X		No	-	
Main Body	-	B2281			X		No	-	
Cruise Control	-							-	
Tire Pressure Monitor	-							-	
EMPS	-							-	
Occupant Detection	-							-	
SRS Airbag	-							-	
Combination Meter	-							-	
Smart Key	-							-	
Sliding Roof	-							-	

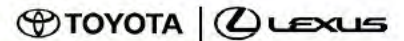
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C:\Documents and Settings\diazj1\Desk

C:\Documents and Settings\diazj1\Desk

FIELD TECHNICAL REPORT



TQCN DOC#		Condition Title C1202 - Brake fluid leak			Date 07/02/2010
Primary Model Camry HV	Model Year 2007	Production Date 2007-05-29	Odometer 46836	VIN (confirm 17 characters) 4T1BB46K47U	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先 :	
	Tel:	Tel:	
T-STAR			
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4720133510	CYLINDER SUB-ASSY, BRAKE MASTER	1	\$ 22.93
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	4720733010	CYLINDER SUB-ASSY, BRK STROKE SIMULATOR	1	\$ 30.26
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-102770125

TQCN DOC#		Affiliate		Dept.		Ref	Date
[REDACTED]		TMS		QAC		81436842	10/06/2010
Primary Model		Model Year	Production Date	Odometer	VIN	Repair Date	
Camry HV		2007	2006-06-20	41896	JTNBB46K173 [REDACTED]	9/13/2010	
Source	Location	Problem Area		Parts Destination	DTC		
FTS	REG-TMS	Base Vehicle		CQE			
Part # 1	Part # 1 Serial/Date Code			Part # 2	Part # 2 Serial/Date Code		Parts Available
N/A							No Part(s) Available
Condition Title							
Post Collision Brake Inspection							

Condition Description

Customer stated on August 10, 2010 about 7:00 AM she was driving in stop-and-go traffic on a freeway on-ramp; traffic began to speed up then car in front of customer stopped suddenly; she applied the brakes but she said the car didn't seem to want to stop; she hit the car in front of her.

Diagnostic Steps

Engine compartment:

No evidence of damage, debris or mis-routing or missing components or tampering. Normal undamaged appearance of under hood components

All fluid covers and caps in place secure: Yes No

Brake Fluid level: 10 mm below "Max"

Brake Fluid Color: Yellow

Master cylinder cap bellows extended? Yes No

Power Steering: Electric or Hydraulic

All master cylinder lines and ABS valve body controller lines were fully seated with no leakage or contact or tamper evidence.

Throttle body, induction and associated connectors secure and in place with correct routing.

Inverter cooler was low on coolant

Brake system / Brake pedal

Pedal distortion or damage: Yes No

Park brake held in "Drive"; vehicle began to move when accelerator pedal was fully depressed.

Park brake lamp; off with brake off; illuminated with brake applied; off with brake release.

Brake pedal height measurements:

Pedal at rest, engine running: 100 mm

Pedal depressed, engine running: 70 mm

Hold pedal down for 30 seconds: firm hold, no additional drop.

Tire/Wheel Condition:

Wear pattern: No abnormal tire wear.

Wheel fasteners torque specification: 76 ft. lbs

Wheel fastener torque as found 80 + ft. lbs

Wheel nut fasteners reassembly torque verified and documented @ 76 ft. lbs

				AVG. TREAD	DOT
	TIRE BRAND	TIRE SIZE	PRESSURE PSI	DEPTH In mm	NUMBERS
LF	Goodyear	P215/60R16	53	6	5109
LR	Goodyear	P215/60R16	51	6	0110
RR	Goodyear	P215/60R16	49	7	5009
RF	Goodyear	P215/60R16	48	6	0110

TQCN DOC#		Condition Title				Date
[REDACTED]		Post Collision Brake Inspection				10/06/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)		
Camry HV	2007	2006-06-20	41896	JTNBB46K173 [REDACTED]		

Brake System: 4 Wheel Disk Disk/Drum

Brake pad material in table below

	LF Inner	LF Outer	LR Inner	LR Outer	RR Inner	RR Outer	RF Inner	RF Outer
Thickness in MM	10	9	9	10	9	9	10	10
Thickness in MM	LF Inner	LF Outer	LR Forward	LR Rearward	RR Forward	RR Rearward	RF Inner	RF Outer

Brake pad/rotor/shoe/drum condition

Pads secure in caliper with no evidence of excessive heat. Rotor free to rotate with pad contact. Rotors had no evidence of excessive overheat, hot spot discoloration, corrosion, grooving. There was no warp pulsation felt at pedal apply during drive evaluation. There was no evidence of current fluid leakage or evidence of past fluid residue at any point on the brake system components.

Driving Evaluation Conducted: Yes No

Road surface: Asphalt and concrete
Weather: Dry and sunny

Panic brake apply @ 40 mph; conducted 3 events.

Brake performance evaluation

Results; firm brake pedal, with full power assist functional, full vehicle slowing and controlled stopping response; ABS initialization response-normal audible noise; normal brake pedal responsive feel and positive anti-locking operation vehicle response and stopping action; During all brake applies including full ABS activation events steering control was maintained during full R and L maneuvers with resulting normal vehicle responses per steering input by the inspector.

Steering evaluation

The assist was fully functional during all service bay and road test maneuvers. The steering wheel was fully unrestricted in a full range of right-to-left movement. During all normal driving and ABS brake apply events the vehicle was able to maintain full intentional steering input and predictable response at all times.



2007_Camry HV_2AZ-FXE_JTNBB46K173012682_9-13-2010 111034 AM.TSE

Probable Cause

Unknown

Repair Process

Non brake related repair:

The inverter cooler was low on coolant; causing a POA93 DTC; technician added coolant; cleared code; code did not return

TQCN DOC#		Condition Title			Date
[REDACTED]		Post Collision Brake Inspection			10/06/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-20	41896	JTNBB46K17[REDACTED]	



TQCN DOC# [REDACTED]		Condition Title [REDACTED] Collision Brake Inspection			Date 10/06/2010
Primary Model Camry HV	Model Year 2007	Production Date 2006-06-20	Odometer 41896	VIN (confirm 17 characters) JTNBB46K173 [REDACTED]	



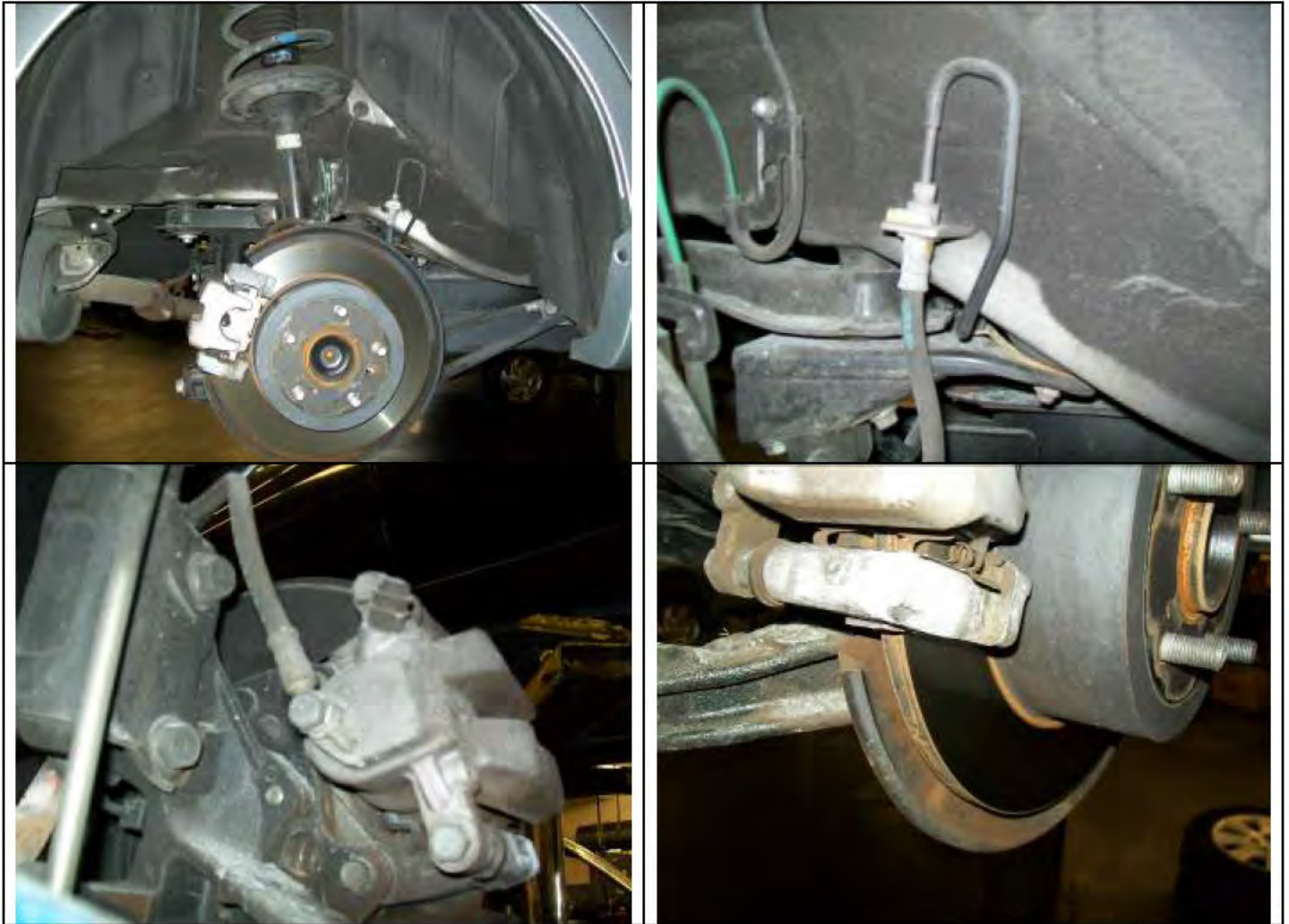
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Primary Model Camry HV	Model Year 2007	Production Date 2006-06-20	Odometer 41896	VIN (confirm 17 characters) JTNBB46K173 [REDACTED]	

RF



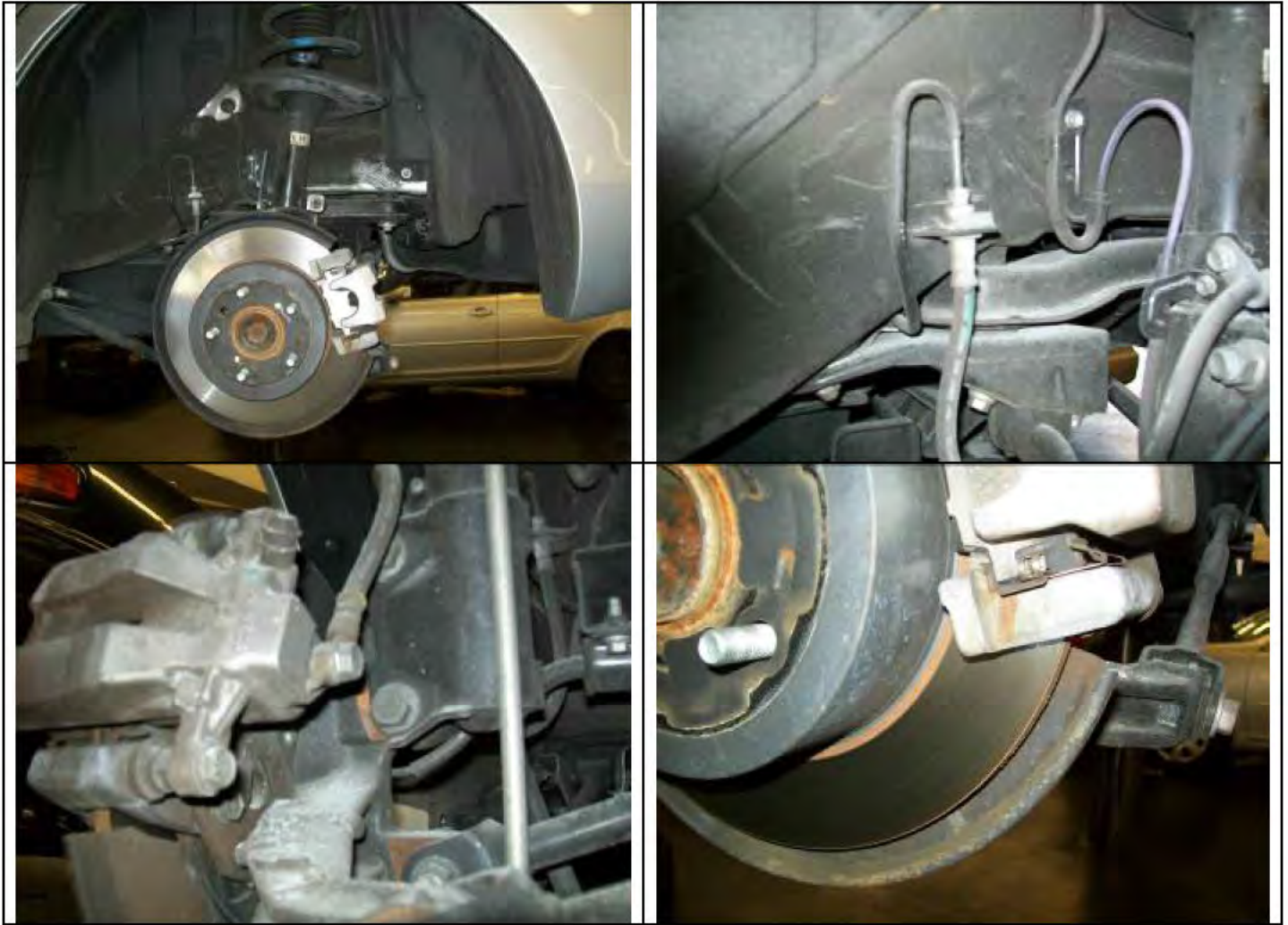
TQCN DOC# [REDACTED]		Condition Title Post Collision Brake Inspection			Date 10/06/2010
Primary Model Camry HV	Model Year 2007	Production Date 2006-06-20	Odometer 41896	VIN (confirm 17 characters) JTNBB46K173 [REDACTED]	

RR



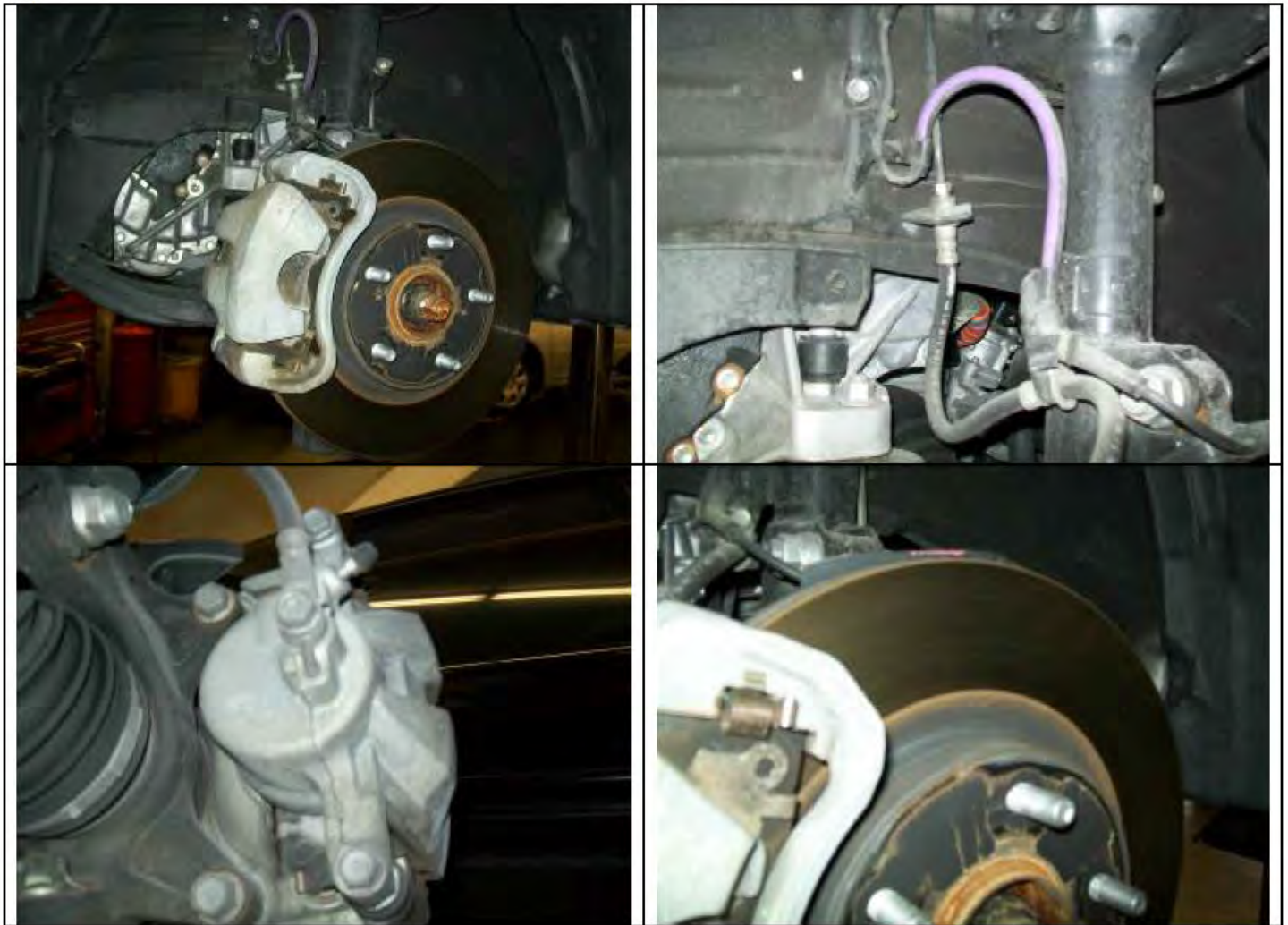
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Primary Model Camry HV	Model Year 2007	Production Date 2006-06-20	Odometer 41896	VIN (confirm 17 characters) JTNBB46K173 [REDACTED]	

LR



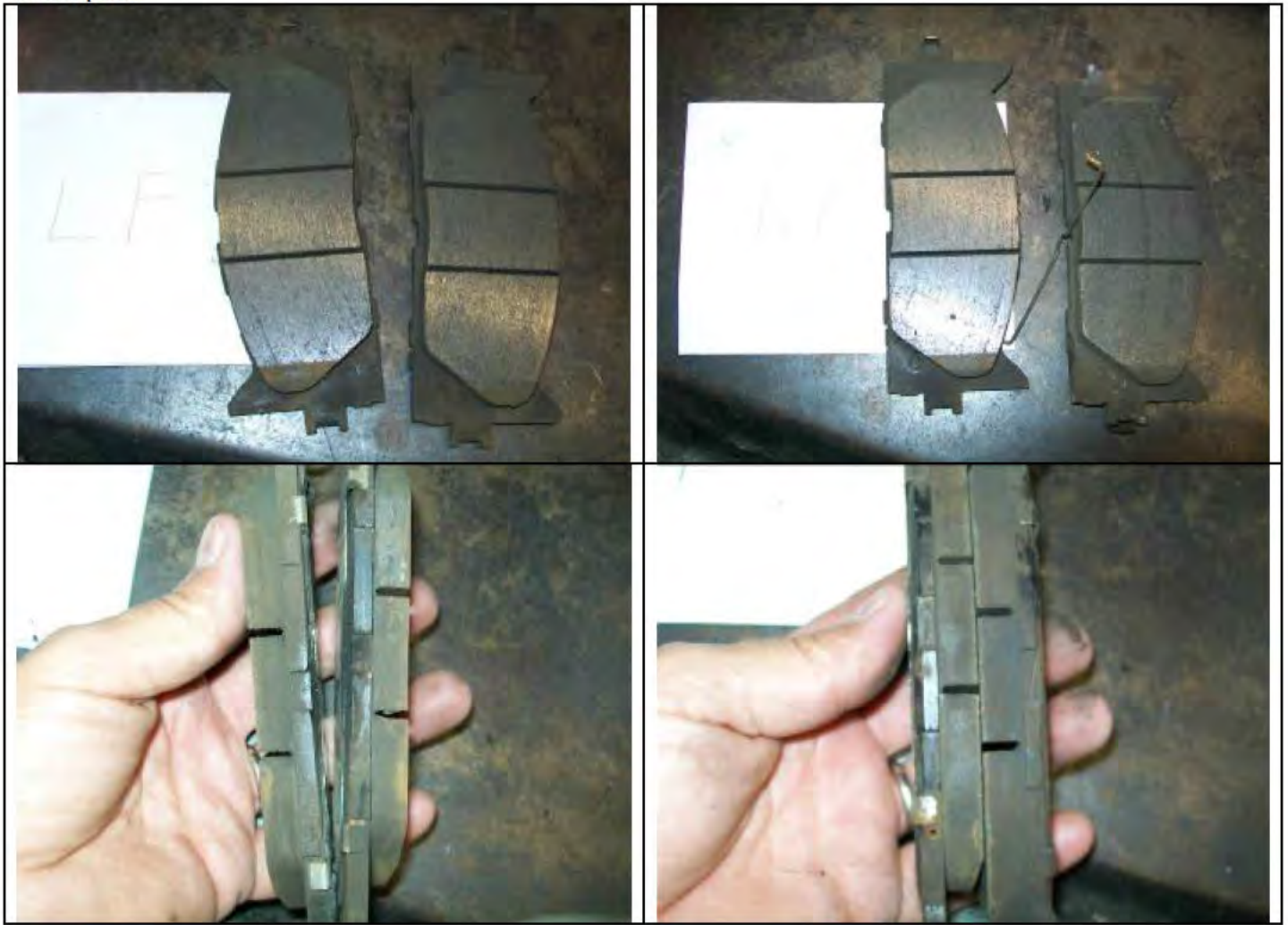
[REDACTED]		Post Collision Brake Inspection			10/06/2010
Primary Model Camry HV	Model Year 2007	Production Date 2006-06-20	Odometer 41896	VIN (confirm 17 characters) JTNBB46K173 [REDACTED]	

LF



TQCN DOC# [REDACTED]		Condition Title Post Collision Brake Inspection			Date 10/06/2010
Primary Model Camry HV	Model Year 2007	Production Date 2006-06-20	Odometer 41896	VIN (confirm 17 characters) JTNBB46K173 [REDACTED]	

Front pads



TQCN DOC#		Condition Title			Date
[REDACTED]		Post Collision Brake Inspection			10/06/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-20	41896	JTNBB46K173 [REDACTED]	

Rear pads



TQCN DOC#		Condition Title			Date
[REDACTED]		Post Collision Brake Inspection			10/06/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-20	41896	JTNBB46K173 [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先 :	
	Tel:	Tel:	
T-STAR	[REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

PE14-001

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3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-102940164

TQCN DOC#		Affiliate TMS		Dept. QAChassis		Ref A2947755	Date 10/21/2010
Primary Model Camry HV		Model Year 2007	Production Date 2006-10-30	Odometer 25845	VIN JTNBB46K773		Repair Date 10/8/2010
Source PE	Location TMS-PQSS		Problem Area Base Vehicle	Parts Destination CQE	DTC C1202		
Part # 1 NA	Part # 1 Serial/Date Code			Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Brake/ABS/VSC lights are on (C1202 - Low Fluid Level) - Brake Leak at 4-way junction							

Condition Description

“Brake,” ABS, VSC lights are on.
Code C1202 (Low Brake Fluid Level) is stored in ABS ECU.
The brake pedal is hard to press (lack of brake assist).

Diagnostic Steps

Go & See was conducted on this vehicle by TMS QA-Chassis, CQE-LA & GST FPE.

- Visually inspected for leaks & found a leak from the 4-way junction mounted to the dash panel behind the steering rack (see pictures below)
- The two brake tubes coming into the 4-way junction from the passenger side are wet with brake fluid
- The nuts for the brake tubes at the 4-way junction do not appear to have been touched
- There is no previous repair history that involves this 4-way junction
- The area below the junction is wet with brake fluid (paint is peeling from the front anti-sway bar – see picture below)

Probable Cause

unknown

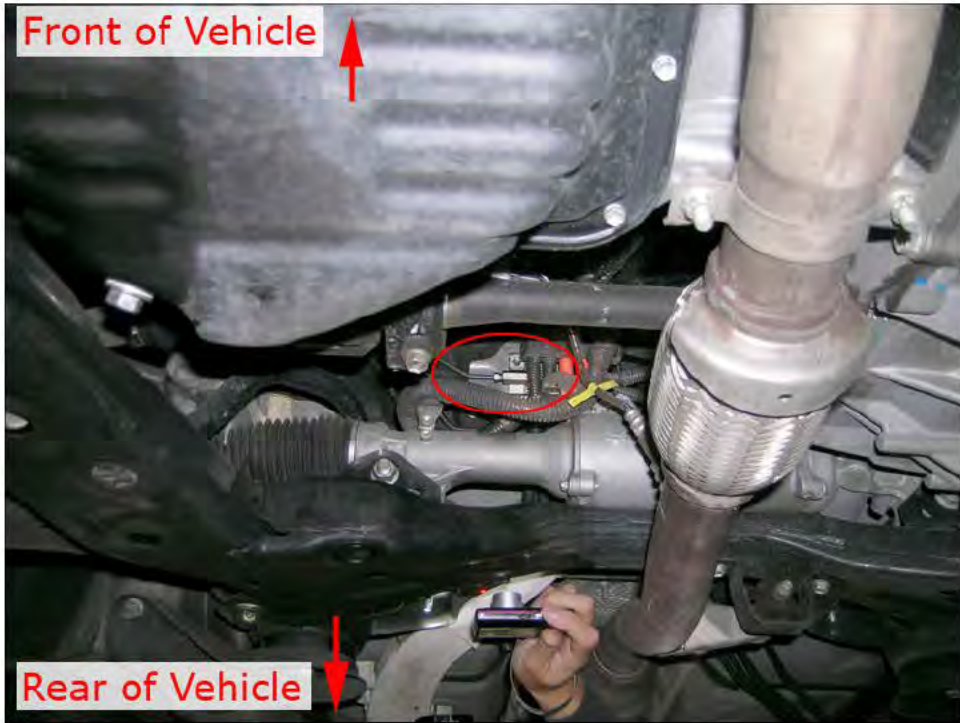
Repair Process

- Note: Due to other brake related investigation on this vehicle, the 4-way junction was not disassembled at the time of Go & See (to allow other investigation to continue)
- Dealership will inspect the flares on the tubes for damage and if damage is found, they will either repair or replace the brake tube
 - Dealership will replace the 4-way junction (part needs to be ordered)
 - Replaced part(s) will be collected after repairs are completed

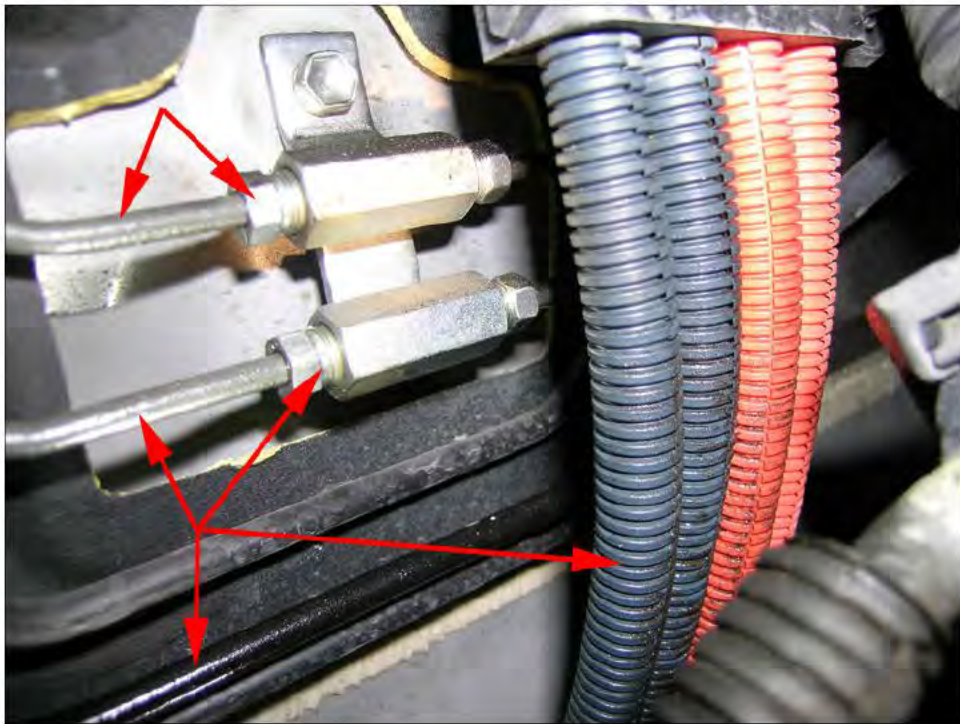


Brake Fluid Level is Low, causing the C1202 code

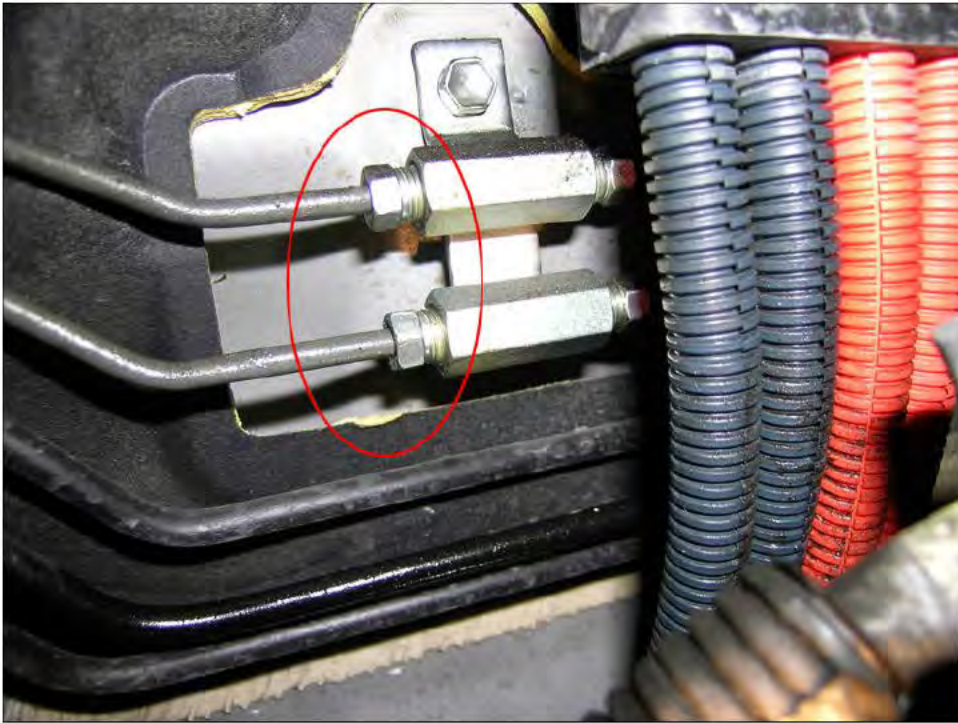
TQCN DOC#		Condition Title			Date
[REDACTED]		Brake/ABS/VSC lights are on (C1202 - Low Fluid Level) -			10/21/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-10-30	25845	JTNBB46K773 [REDACTED]	



View from Below the Vehicle.
Showing the general location of the 4-way brake tube junction (behind and above the steering rack)



TQCN DOC#		Condition Title			Date
[REDACTED]		Brake/ABS/VSC lights are on (C1202 - Low Fluid Level) -			10/21/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-10-30	25845	JTNBB46K773 [REDACTED]	



Another view of the 4-way junction showing the wet connections.

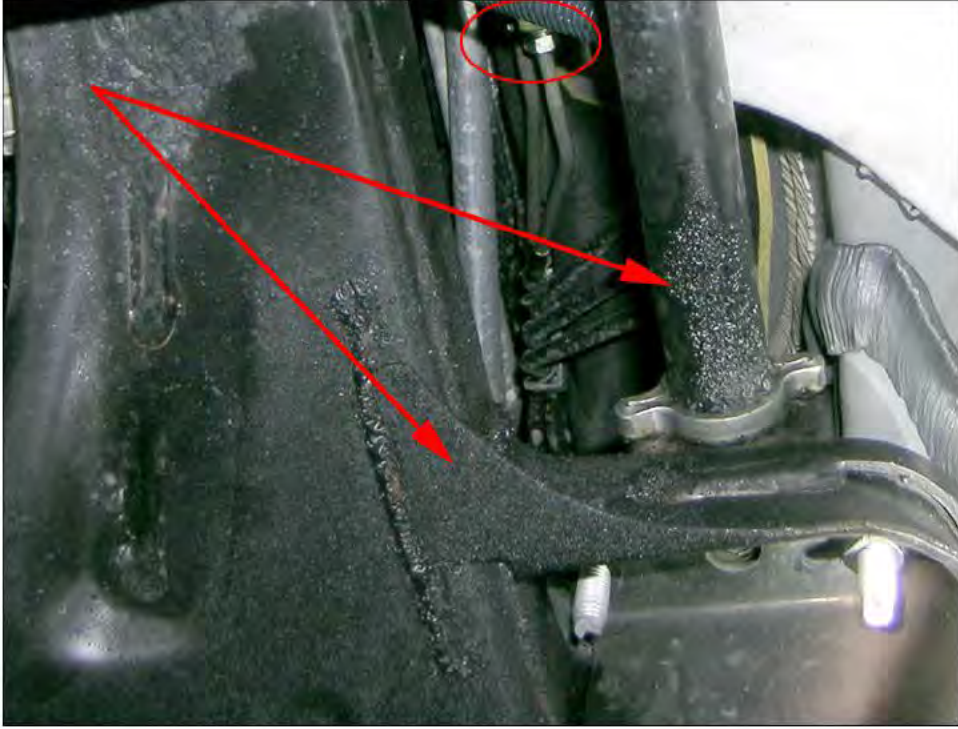
Visually, it's not clear which of the two connections are leaking.



Looking up at the leaking location from below the vehicle.

The red circle in the picture indicates the general area that is wet with brake fluid.

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake/ABS/VSC lights are on (C1202 - Low Fluid Level) -			10/21/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-10-30	25845	JTNBB46K773 [REDACTED]	



Close-Up picture of the Front Sway bar area showing the paint peeling/wrinkling due to damage from the brake fluid leak.

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake/ABS/VSC lights are on (C1202 - Low Fluid Level) -			10/21/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-10-30	25845	JTNBB46K773 [REDACTED]	

Orig Tracking

VIN

Doc No.

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Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先 :	
	Tel:	Tel:	
	T-STAR [REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	NA	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

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3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-102940221

TQCN DOC#		Affiliate TMS		Dept. QAChassis		Ref A0622605	Date 10/22/2010
Primary Model Camry HV		Model Year 2008	Production Date 2007-08-08	Odometer 64349	VIN 4T1BB46K48U	Repair Date 10/19/2010	
Source PE	Location TMS-PQSS		Problem Area Base Vehicle	Parts Destination CQE	DTC C1202		
Part # 1 NA	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title "Brake," ABS, VSC lights are on - Code C1202 (Low Brake Fluid Level) is stored in ABS ECU							

Condition Description

"Brake," ABS, VSC lights are on.
Code C1202 (Low Brake Fluid Level) is stored in ABS ECU.
The brake pedal is hard to press (lack of brake assist).

The condition is intermittent and difficult to duplicate.
Customer lives on a dirt road, thus the engine compartment is very dirty (see picture below).

Diagnostic Steps

Go & See was conducted on this vehicle by TMS QA-Chassis, CQE-LA & GST FPE (Fort Smith, Arkansas).

- Dealership previously duplicated the problem condition. The fluid level on one chamber of the brake reservoir was observed to be full whereas the other chamber was low, causing code C1202 to set
- The problem condition was not occurring at the time of Go & See
- Attempted to duplicate the problem condition by: 1) test driving 2) pressing the brake repeatedly with the vehicle in park (to repeatedly cause the accumulator pump to activate and move fluid) – condition was not duplicated
- The Accumulator pressure was steady (does not have gradual leak down) and the pump did not cycle by itself
- Brake calipers/pads/rotors were examined and found to be in good condition
- The brake fluid reservoir showed a green substance attached to the inside of the reservoir, including the filter between the two main chambers
- The top of the brake reservoir was cut open to better observe the internal metal mesh filter and the fluid (using a bore scope)

Probable Cause

Unknown. The fluid level difference, between the two chambers of the brake reservoir, appears to be caused by the substance build-up on the internal metal mesh filter causing it to clog.

Repair Process

- Samples of the green substance was collected
- Brake fluid sample was collected
- The brake reservoir was also Collected (parts/fluid will be sent to TMC for further analysis)
- A new brake reservoir was installed to repair the vehicle



Brake fluid level uneven condition as duplicated by the dealership, before the Go & See activity (pictures were taken by dealership)

TQCN DOC#		Condition Title			Date
[REDACTED]		"Brake," ABS, VSC lights are on - Code C1202 (Low Brake			10/22/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-08-08	64349	4T1BB46K48U [REDACTED]	



Incident vehicle – Overview Picture



VIN Plate

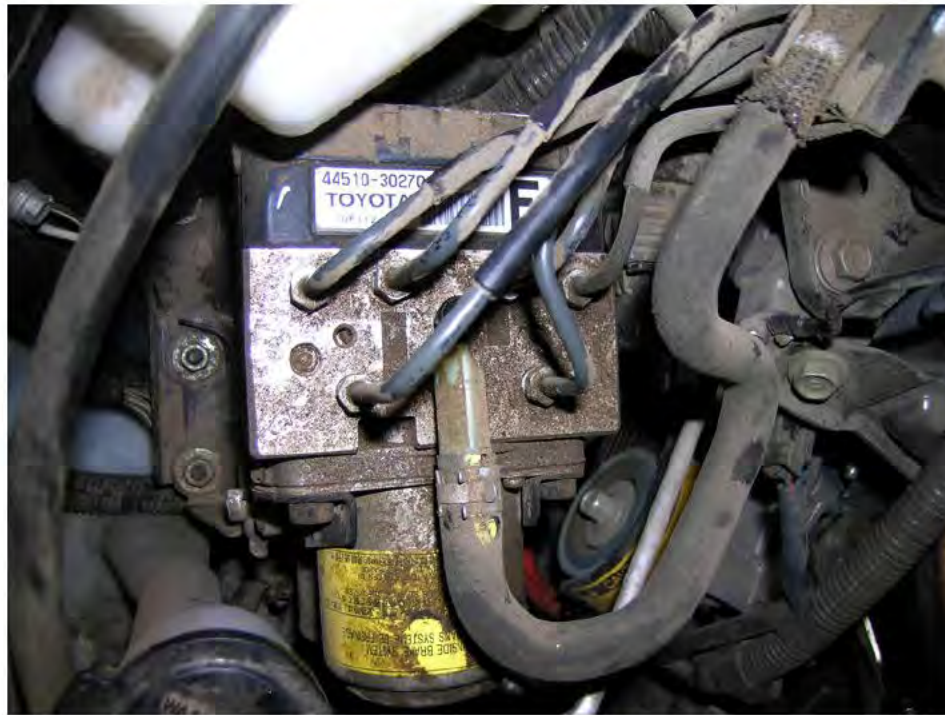


RH side brake chamber is dark with deposits on the inside of the reservoir

Brake Reservoir is discolored (especially on the side of the reservoir that the sensor is in) by the green deposits on the inside surface

The fluid level is even between the two chambers.

TQCN DOC#		Condition Title			Date
[REDACTED]		"Brake," ABS, VSC lights are on - Code C1202 (Low Brake)			10/22/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-08-08	64349	4T1BB46K48U [REDACTED]	



Overview picture of Actuator (no leaks).

Part # 44510-30270

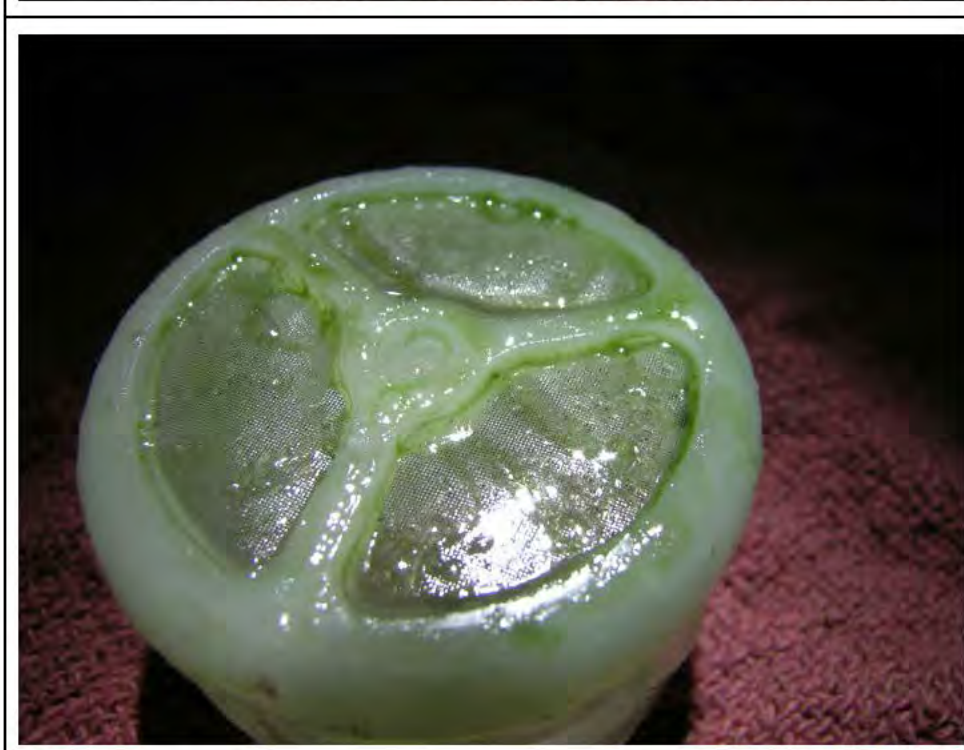


Green substance deposited on the inner surfaces of the brake reservoir

TQCN DOC#		Condition Title			Date
[REDACTED]		"Brake," ABS, VSC lights are on - Code C1202 (Low Brake			10/22/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-08-08	64349	4T1BB46K48U [REDACTED]	



Bottom side of the brake reservoir fill hole filter showing the green substance deposited on the surface



Close-Up pictures of bottom side of the brake reservoir fill hole filter

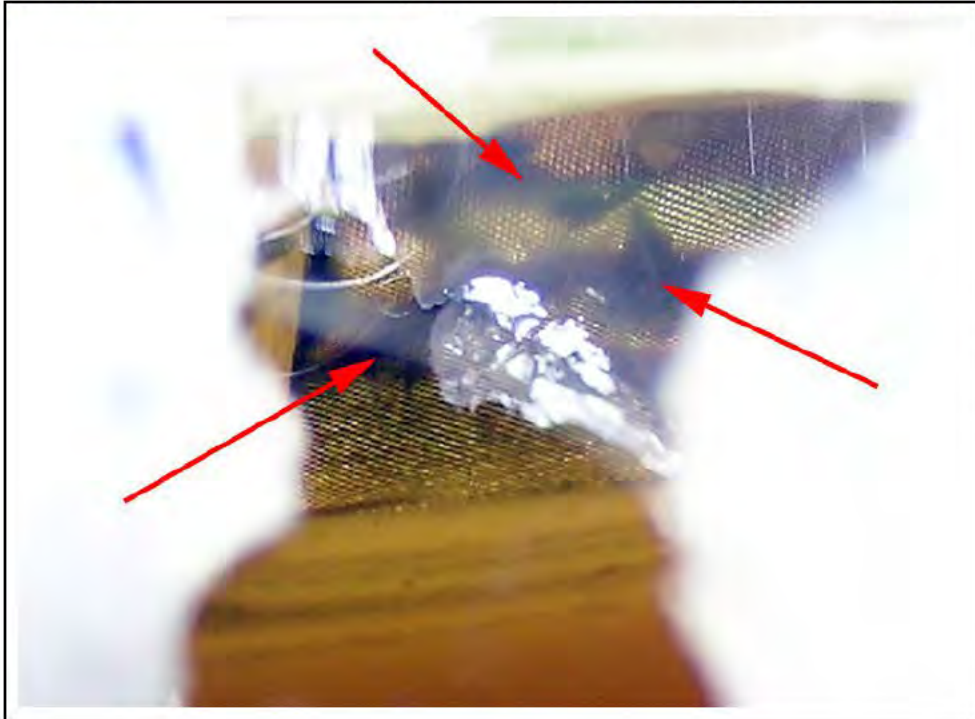
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[REDACTED]		"Brake," ABS, VSC lights are on - Code C1202 (Low Brake		10/22/2010	
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-08-08	64349	4T1BB46K48U [REDACTED]	



Holes were cut on the top of the reservoir to better see the metal filter and to be able to insert a bore-scope to take a closer look



TQCN DOC#		Condition Title			Date
[REDACTED]		"Brake," ABS, VSC lights are on - Code C1202 (Low Brake			10/22/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-08-08	64349	4T1BB46K48U [REDACTED]	



Looking through one of the cut holes, green substance deposits on the metal mesh filter can be seen



Sample of the green substance was scraped from the inside of the reservoir.

This sample is about 5mm in diameter

TQCN DOC#		Condition Title			Date
[REDACTED]		"Brake," ABS, VSC lights are on - Code C1202 (Low Brake			10/22/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-08-08	64349	4T1BB46K48U [REDACTED]	



Close-Up picture of the green substance collected



The reservoir was replaced with a new part and was filled with new brake fluid

TQCN DOC#		Condition Title			Date
[Redacted]		"Brake," ABS, VSC lights are on - Code C1202 (Low Brake			10/22/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-08-08	64349	4T1BB46K48U [Redacted]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先 :	
	Tel:	Tel:	
	T-STAR [Redacted]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	NA	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

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TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-102950089

TQCN DOC#		Affiliate TMS		Dept. QAChassis		Ref A0622605	Date 10/22/2010
Primary Model Camry HV		Model Year 2007	Production Date 2006-10-30	Odometer 25845	VIN JTNBB46K773	Repair Date 10/20/2010	
Source PE	Location TMS-PQSS	Problem Area Base Vehicle		Parts Destination CQE	DTC C1202		
Part # 1 NA	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title "Brake," ABS, VSC lights are on - Code C1202 (Low Brake Fluid Level) is stored in ABS ECU							

Condition Description

"Brake," ABS, VSC lights are on.
Code C1202 (Low Brake Fluid Level) is stored in ABS ECU.
The brake pedal is hard to press (lack of brake assist).

Diagnostic Steps

Go & See was conducted on this vehicle by TMS QA-Chassis, CQE-LA & GST FPE (Fort Smith, Arkansas).

- The brake fluid level was found to be low, causing the warning lights to come on and code C1202 to set
- The level difference between the two chambers, as seen in the picture below, is due to internal baffling on the LH side of the reservoir that does not allow the fluid to go lower
- Visually inspected for leaks & found a leak from the 4-way junction mounted to the dash panel behind the steering rack
- The top of the brake reservoir was cut open to better observe the internal metal mesh filter and the fluid (using a bore scope)
- **The brake fluid reservoir showed a white substance floating in the brake fluid**
- The metal mesh filter did not appear to have accumulation of the white substance, THUS, clogging of the filter does not appear to be an issue on this vehicle
- Attempted to duplicate the metal mesh filter clogging condition by pressing the brake repeatedly with the vehicle in park (to repeatedly cause the accumulator pump to activate and move fluid) – condition was not duplicated
- The Accumulator pressure was steady (does not have gradual leak down) and the pump did not cycle by itself
- Brake calipers/pads/rotors were examined and found to be in good condition

A 2009 Camry HV (4T1BB46K89U) with 29,324 miles was also checked to compare the brake fluid (to check for white material in the fluid). NO white substance was found.

Probable Cause

The brake fluid leak is the root cause of the C1202 code, NOT clogging of the brake reservoir's internal metal mesh filter.

Repair Process

- Brake fluid sample was collected
- The brake reservoir was also Collected (parts/fluid will be sent to TMC for further analysis)

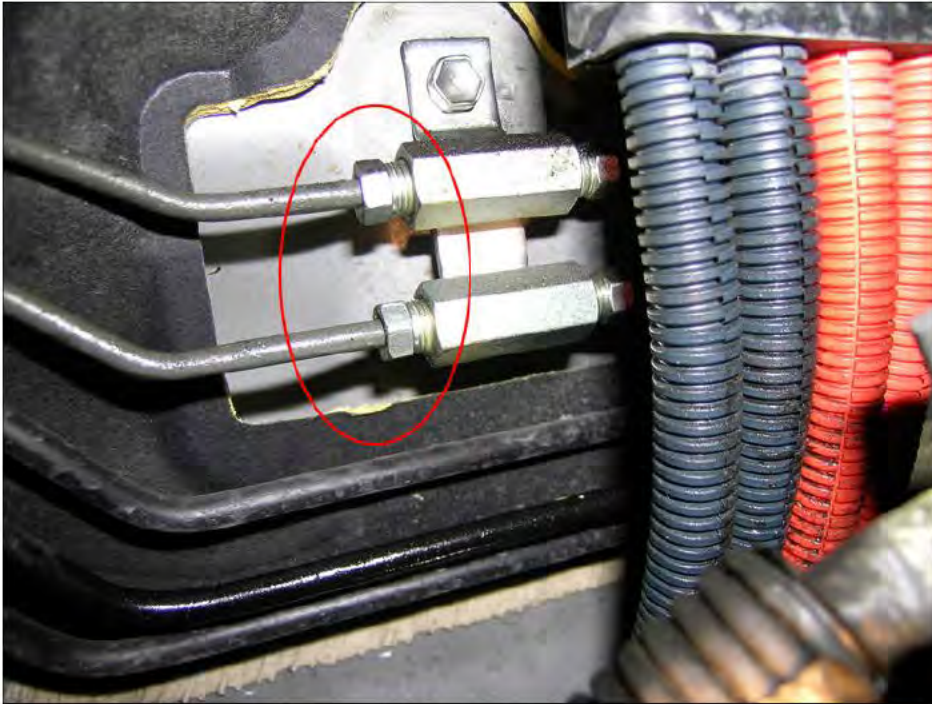
A new brake reservoir was installed and the dealership will repair the fluid leak at the 4-way junction (related parts will be collected once the repair is complete).



Brake Fluid Level is Low, causing the C1202 code

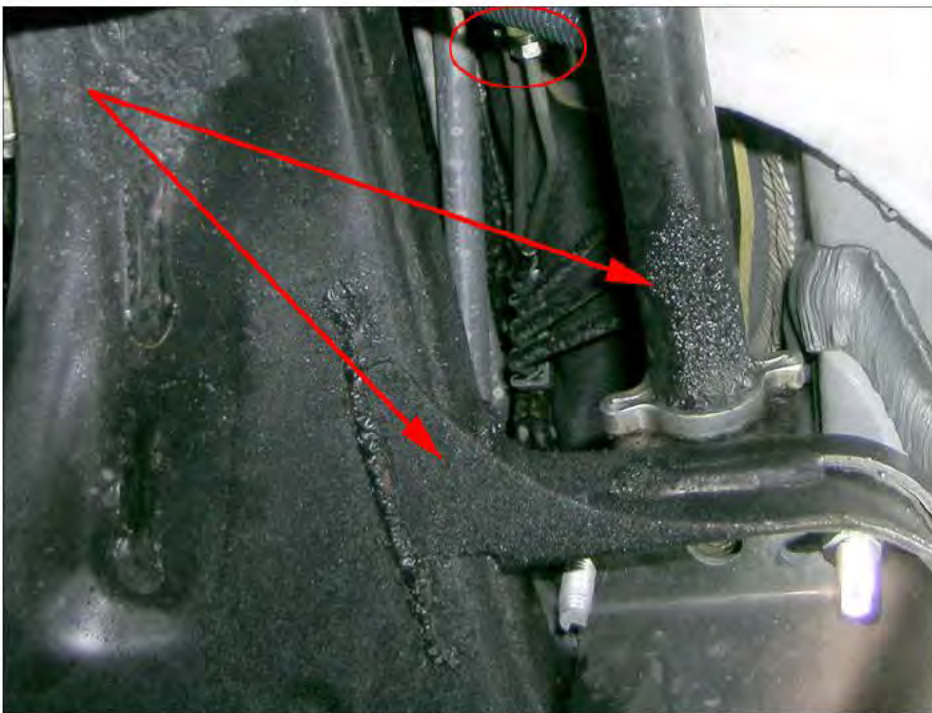
The level difference between the two chambers is due to internal baffling on the LH side of the reservoir that does not allow the fluid to go lower.

TQCN DOC#		Condition Title			Date
[REDACTED]		"Brake," ABS, VSC lights are on - Code C1202 (Low Brake			10/22/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-10-30	25845	JTNBB46K773 [REDACTED]	



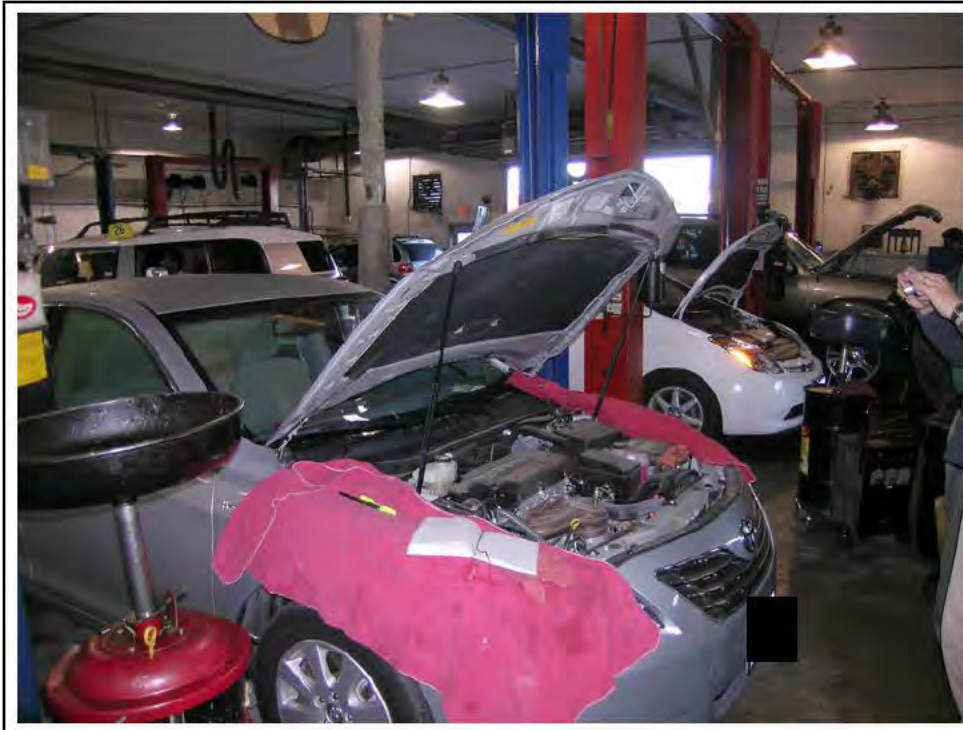
Another view of the 4-way junction showing the wet connections.

Visually, it's not clear which of the two connections are leaking.



Close-Up picture of the Front Sway bar area showing the paint peeling/wrinkling due to damage from the brake fluid leak.

TQCN DOC# TQCN_FTR-102950089		Condition Title "Brake," ABS, VSC lights are on - Code C1202 (Low Brake			Date 10/22/2010
Primary Model Camry HV	Model Year 2007	Production Date 2006-10-30	Odometer 25845	VIN (confirm 17 characters) JTNBB46K773 [REDACTED]	



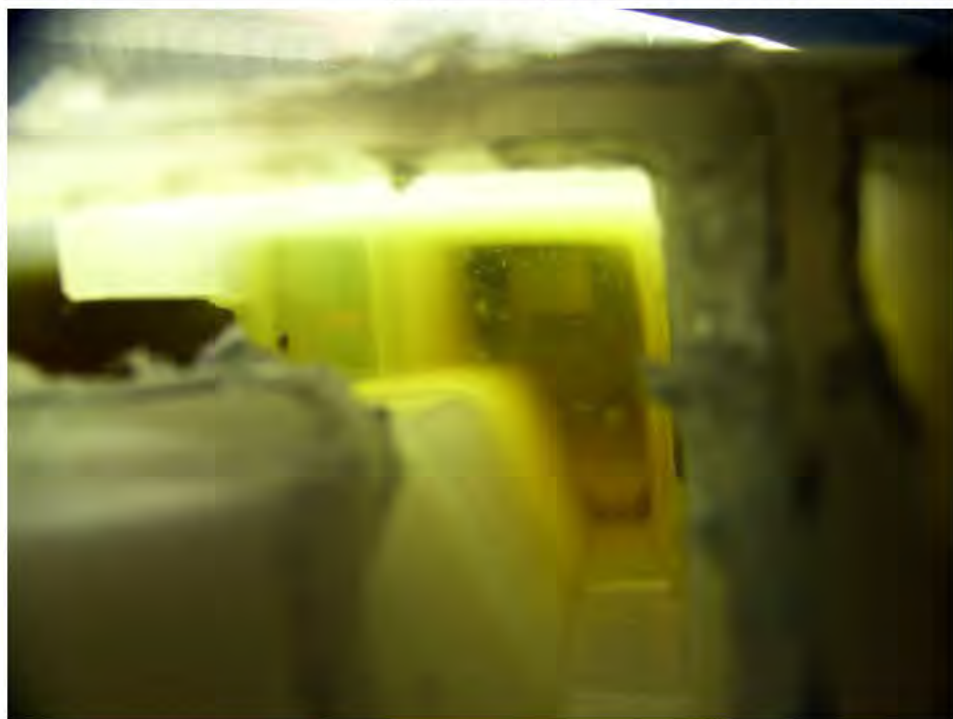
Incident Vehicle



Holes were cut in the top of the brake reservoir to gain direct access to the internal metal mesh filter.

A borescope was used to get internal view of the fluid and the metal mesh filter.

TQCN DOC#		Condition Title			Date
[REDACTED]		"Brake," ABS, VSC lights are on - Code C1202 (Low Brake			10/22/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-10-30	25845	JTNBB46K773 [REDACTED]	



White gel-like material found floating in the brake fluid.

This picture is looking through a hole cut out in the top of the brake reservoir



Another picture of the white gel-like material found floating in the brake fluid.

NOTE: the metal mesh filter can be seen in the RH side of the picture.

The metal mesh filter did not show accumulation of the white material

TQCN DOC#		Condition Title			Date
[REDACTED]		"Brake," ABS, VSC lights are on - Code C1202 (Low Brake			10/22/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-10-30	25845	JTNBB46K773 [REDACTED]	



After investigation, a NEW reservoir was installed and new brake fluid was added



A 2009 Camry HV (4T1BB46K89U [REDACTED]) with 29,324 miles was also checked to compare the brake fluid, using the borescope (to check for white material in the fluid).

NO white substance was found in the brake fluid.

TQCN DOC#		Condition Title			Date
[REDACTED]		"Brake," ABS, VSC lights are on - Code C1202 (Low Brake			10/22/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-10-30	25845	JTNBB46K77 [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先 :	
	Tel:	Tel:	
T-STAR	[REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	NA	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

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TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-103150049

TQCN DOC#		Affiliate	Dept.		Ref	Date
[REDACTED]		SET	QAChassis		A0834130	11/27/2010
Primary Model	Model Year	Production Date	Odometer	VIN	Repair Date	
Camry HV	2008	2007-11-09	26958	4T1BB46K08U [REDACTED]	10/18/2010	
Source	Location	Problem Area	Parts Destination	DTC		
FTS	REG-SET	Base Vehicle	CQE	C1247		
Part # 1	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available
8951047010			5510633140			Part(s) Available
Condition Title						
ABS/VSC Lights ON and Brake Pedal Performance -- C1247 (Stroke Sensor)						

Condition Description

- Customer states brakes were inoperative.
- Customer states MIL on.
- 3 time customer has experienced this condition with MIL on.

Diagnostic Steps

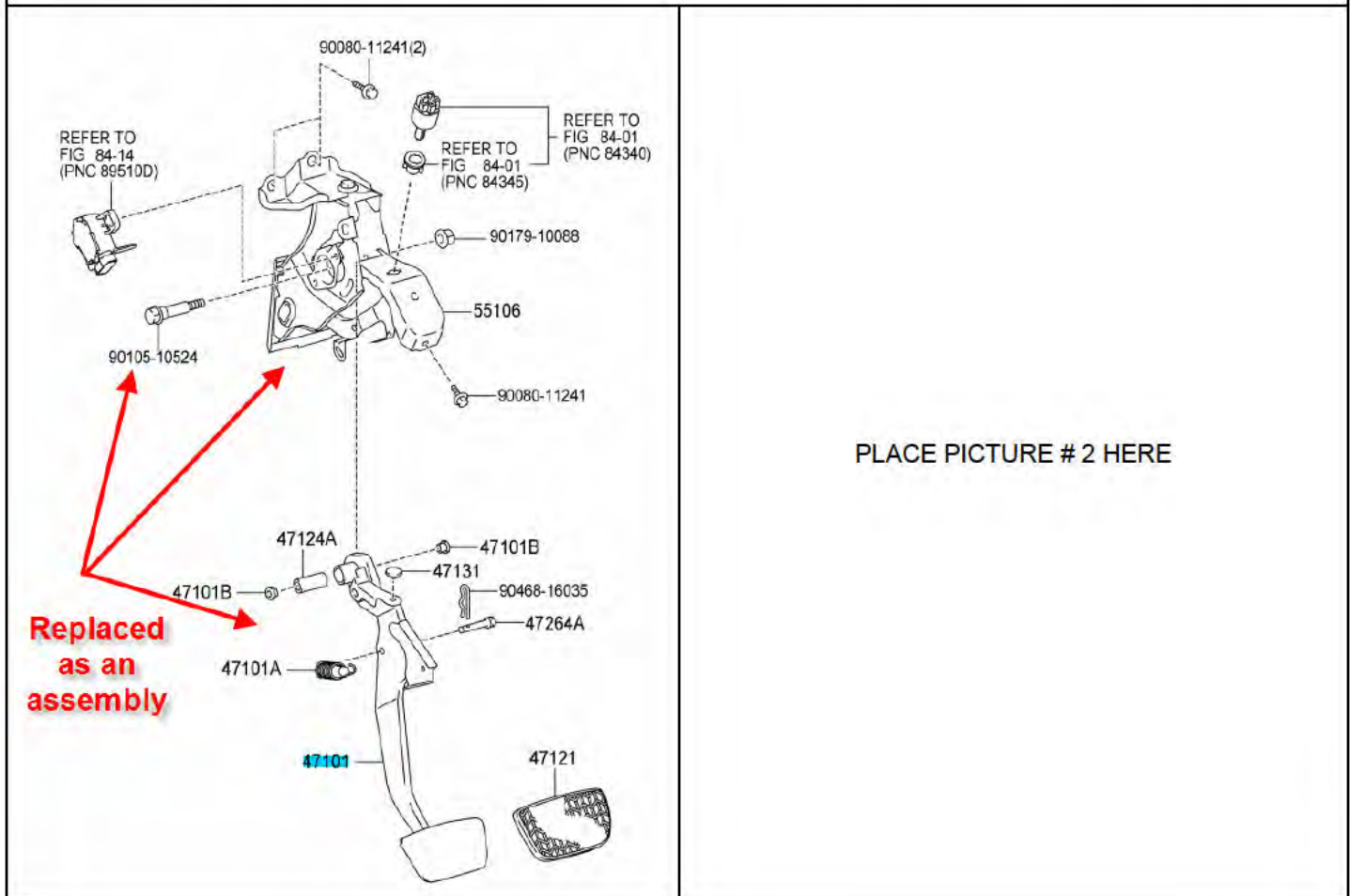
- Performed Health Check and found code C1247 "Stroke Sensor Malfunction".
- Code was cleared and vehicle was test driven.
- Code did not return and brakes operated as designed.
- Troubleshooting was performed per the repair manual and defects were found.

Probable Cause

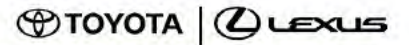
- Unknown

Repair Process

- Replaced the stroke sensor, brake pedal, brake pedal bracket and all other involved components as an assembly.



FIELD TECHNICAL REPORT



TQCN DOC# [REDACTED]		Condition Title ABS/VSC Lights ON and Brake Pedal Performance --			Date 11/27/2010
Primary Model Camry HV	Model Year 2008	Production Date 2007-11-09	Odometer 26958	VIN (confirm 17 characters) 4T1BB46K08U [REDACTED]	
PLACE CAPTION # 1 HERE			PLACE CAPTION # 2 HERE		

TQCN DOC#		Condition Title			Date
[REDACTED]		ABS/VSC Lights ON and Brake Pedal Performance --			11/27/2010
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-11-09	26958	4T1BB46K08U [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先 :	
	Tel:	Tel:	
	T-STAR [REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	8951047010	SENSOR ASSY, BRAKE PEDAL STROKE	1	\$ 25.25
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	5510633140	SUPPORT SUB-ASSY, BRAKE PEDAL	1	\$ 19.84
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	4710133140	PEDAL SUB-ASSY, BRAKE	1	\$ 9.84
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

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3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-110420172

TQCN DOC# T		Affiliate TMS		Dept. QACHASSIS		Ref 82463484	Date 02/14/2011
Primary Model Camry HV		Model Year 2007	Production Date 2006-11-24	Odometer 71607	VIN JTNBB46K273		Repair Date 2/8/2011
Source FTS	Location REG-CAT		Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4405030300		Part # 1 Serial/Date Code		Part # 2		Part # 2 Serial/Date Code	
Parts Available No Part(s) Available							
Condition Title honk noise at times when the brake pedal is released							

Condition Description

Customer states there is a distinct honk noise at times when the brake pedal is released.

Diagnostic Steps

Confirmed condition.
Traced noise to actuator assembly.
Performed full hydraulic bleed procedure using Techstream.

Probable Cause

Internal component vibration.

Repair Process

Actuator replacement was recommended.
Customer declined repair.



Vehicle ID



Actuator ID

TQCN DOC#		Condition Title			Date
[REDACTED]		honk noise at times when the brake pedal is released			02/14/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-11-24	71607	JTNBB46K273 [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先 :	
	Tel:	Tel:	
	T-STAR [REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4405030300	ACTUATOR ASSY, BRAKE W/FLUID	1	\$ 292.09
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

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3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-110900093

TQCN DOC#		Affiliate TMS		Dept. QAC Chassis		Ref A0622605	Date 03/31/2011
Primary Model Camry HV		Model Year 2007	Production Date 2006-05-18	Odometer 66953	VIN JTNBB46K673	Repair Date 3/21/2010	
Source FTS	Location REG-DEN	Problem Area Base Vehicle		Parts Destination CQE	DTC C1202		
Part # 1 4722033101	Part # 1 Serial/Date Code		Part # 2 4405030300	Part # 2 Serial/Date Code		Parts Available Part(s) Available	
Condition Title C1202, Hard brake pedal 2007 Camry HV							

Condition Description

Customer states seeing warning lights on dash, brake pedal hard.

Diagnostic Steps

- Retrieved code C1202 with techstream.
- Visual inspection revealed uneven fluid level in brake fluid reservoir.
- Technician called TAS, and a Go-and-See was initiated.

Probable Cause

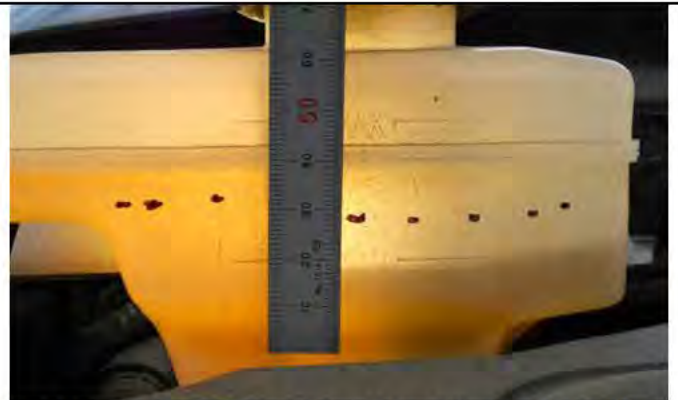
Unknown at this time.

Repair Process

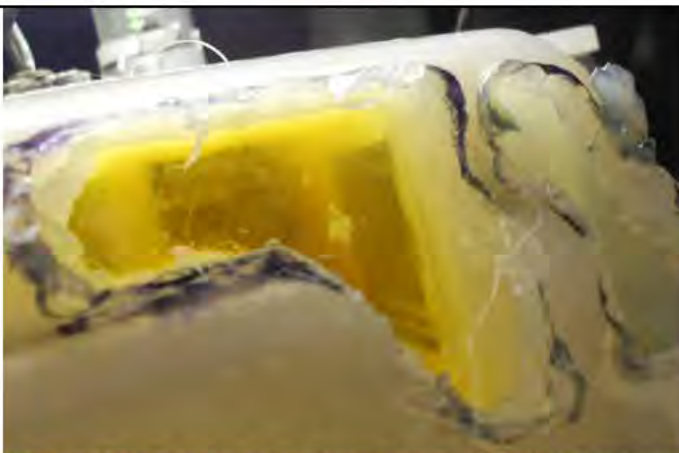
FTS assisted go-and-see team in retrieving brake fluid reservoir, master cylinder, brake fluid tubes between reservoir and master, and ABS actuator. Technician to install new components and verify proper operation.



Fluid level initially.



Fluid level after approx. 30 minutes sitting in shop. Note high level on left side.



View of fluid after cutting reservoir open with soldering iron.



2nd view of fluid. Note cloudy appearance of fluid.

TQCN DOC#		Condition Title			Date
[REDACTED]		C1202, Hard brake pedal 2007 Camry HV			03/31/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-05-18	66953	JTNBB46K673 [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先 :	
	Tel:	Tel:	
	T-STAR [REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4722033101	RESERVOIR ASSY, MASTER CYLINDER	1	\$ 16.56
	Serial No. / Date Code	PRS Status	Comments:	
		Requested		
2	Part # 2:	Part Description	Qty.	Used Part Value Each
	4405030300	ACTUATOR ASSY, BRAKE W/FLUID	1	\$ 292.09
	Serial No. / Date Code	PRS Status	Comments:	
		Requested		
3	Part # 3:	Part Description	Qty.	Used Part Value Each
	4720733010	CYLINDER SUB-ASSY, BRK STROKE SIMULATOR	1	\$ 30.29
	Serial No. / Date Code	PRS Status	Comments:	
		Requested		
4	Part # 4:	Part Description	Qty.	Used Part Value Each
	4425533050	TUBE, CYLINDER	1	\$ 1.31
	Serial No. / Date Code	PRS Status	Comments:	
		Requested		
5	Part # 5:	Part Description	Qty.	Used Part Value Each
	4723433010	HOSE, RESERVOIR, NO.1	1	\$ 0.43
	Serial No. / Date Code	PRS Status	Comments:	
		Requested		
6	Part # 6:	Part Description	Qty.	Used Part Value Each
	4723533010	HOSE, RESERVOIR, NO.2	1	\$ 0.74
	Serial No. / Date Code	PRS Status	Comments:	
		Requested		
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	

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3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-110940070

FIELD TECHNICAL REPORT



TQCN DOC#		Affiliate SET		Dept. QAChassis		Ref A1106383	Date 04/04/2011
Primary Model Camry HV		Model Year 2008	Production Date 2007-11-08	Odometer 55835	VIN 4T1BB46K58U	Repair Date 3/29/2011	
Source FTS	Location REG-SET	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title HV Camry brakes failed 3 times before last repair							

1. Condition Description

- Customer claims the brakes failed 3 times prior to last repair on 11-19-10. Dealer replaced stroke sensor and brake switch. Previous repair mileage 49,504. For a code c1247
- No issues with brakes since last repair.

* Please document the weather, road & road-surface condition at the time of customer complaint condition

2. Repair Description

- No repairs performed vehicle is operating as designed.
- Test drove vehicle 37 miles vehicle is operating as designed

3. Vehicle Inspection

Techstream Data	
Are any Warning Lights ON? (list any)	NO
Bulb Check Result	Operating as designed
Perform Health-Check: DTC (list any & attach "TSE" file in the box to the right)	No codes
Freeze Frame Data (attach "TSE" file in the box to the right)	No FFD
Additional Observations	

Tire Condition				
Tire Brand / Model Name-Code (if more than one, please indicate)	Goodyear Eagle GT			
	Left Front	Right Front	Left Rear	Right Rear
Tire Size	245/40/z18	245/40/z18	245/40/z18	245/40/z18
DOT #	PJ2PJ61R5010	PJ2PJ61R4910	PJ2PJ61R5010	PJ2PJ61R5010
Pressure (psi)	41	44	42	42
Tread Depth (32 nd of an inch)	9	9	9	9
Wear Condition (even, inside, etc.)	even	even	even	even
Additional Observations				

TQCN DOC#		Condition Title			Date
[REDACTED]		HV Camry brakes failed 3 times before last repair			04/04/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-11-08	55835	4T1BB46K58U [REDACTED]	

Warning Light & Tire - Pictures





Picture of Instrument Cluster (showing Warning Light Condition and vehicle mileage)



Picture of Tire Tread Condition



TQCN DOC#		Condition Title			Date
[REDACTED]		HV Camry brakes failed 3 times before last repair			04/04/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-11-08	55835	4T1BB46K58U [REDACTED]	

Picture of Tire Side-Wall (brand/Name)	Left Front	Right Front
		
	Left Rear	Right Rear
		

Aftermarket Parts	
Are there any aftermarket parts installed on the vehicle? (list items) Observations?	Wheels and tires

TQCN DOC#		Condition Title			Date
[REDACTED]		HV Camry brakes failed 3 times before last repair			04/04/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-11-08	55835	4T1BB46K58U [REDACTED]	

Picture(s) of aftermarket items

* if applicable




TQCN DOC#		Condition Title			Date
[REDACTED]		HV Camry brakes failed 3 times before last repair			04/04/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-11-08	55835	4T1BB46K58U [REDACTED]	

Brake Light Check

Are the brake lights functioning normally? (exterior stop lights & CHMSL)	Operating as designed
---	-----------------------

ABS (Static)

ABS Actuator Visual Inspection. Any Leaks?	No leaks
--	----------



Picture(s) of ABS Actuator	
----------------------------	---

Disc Brake Condition (at the wheels)

Check for Leaks	Left Front	Right Front	Left Rear	Right Rear
Caliper	No leaks	No leaks	No leaks	No leaks
Hoses & Pipes	No leaks	No leaks	No leaks	No leaks
Condition/Measurements	Left Front	Right Front	Left Rear	Right Rear
Pad Thickness (mm)	10	10	8	8
Pad Condition (OK, Glazed, etc.)	ok	ok	ok	ok
Caliper Slide Pins (stuck?)	ok	ok	ok	ok
Wheel Speed Sensor & Wiring Condition	ok	ok	ok	ok
Rotor Condition (OK, Overheating, Deep Grooves, etc.)	ok	ok	ok	ok
Rotor Measurements (only if needed; thickness/run-out)				
Additional Observations				

TQCN DOC#		Condition Title			Date
[REDACTED]		HV Camry brakes failed 3 times before last repair			04/04/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-11-08	55835	4T1BB46K58U [REDACTED]	

Rear Drum Brakes (if equipped)				
Check for Leaks	Left Front	Right Front	Left Rear	Right Rear
Slave Cylinder				
Hoses & Pipes				
Condition/Measurements	Left Front	Right Front	Left Rear	Right Rear
Shoe Thickness (Front) - mm				
Shoe Thickness (Rear) - mm				
Shoe Condition (OK, Glazed, etc.)				
Parking Brake Condition				
Wheel Speed Sensor & Wiring Condition				
Drum Condition (OK, Overheating, Deep Grooves, etc.)				
Drum Measurements (only if needed)				
Additional Observations				

Pictures of Brake Components (at the wheel)		
	Left Front	Right Front
<p>Caliper (Overview)</p> <p>* if equipped with drum rear, picture of slave cylinder</p>		
	Left Rear	Right Rear

TQCN DOC#		Condition Title			Date
[REDACTED]		HV Camry brakes failed 3 times before last repair			04/04/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-11-08	55835	4T1BB46K58U [REDACTED]	



<p>Rotor Overview</p> <p>* if equipped with drum rear, picture of drum</p>	Left Front	Right Front
	Left Rear	Right Rear

Wheel Speed	Left Front	Right Front
--------------------	-------------------	--------------------

TQCN DOC#		Condition Title			Date
[REDACTED]		HV Camry brakes failed 3 times before last repair			04/04/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-11-08	55835	4T1BB46K58U [REDACTED]	

Sensor Overview







Left Rear



Right Rear



TQCN DOC#		Condition Title			Date
[REDACTED]		HV Camry brakes failed 3 times before last repair			04/04/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-11-08	55835	4T1BB46K58U [REDACTED]	

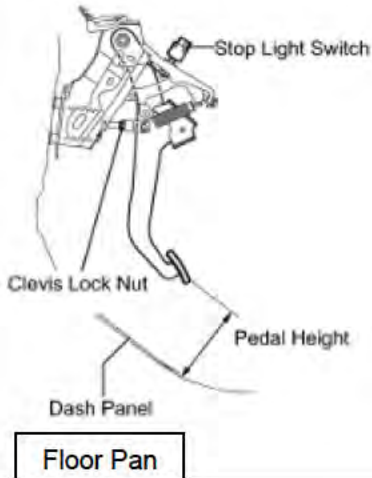
<p>Pads (in-place) Overview</p> <p>* if equipped with Drum rear, picture of shoes</p>	Left Front	Right Front
		
	Left Rear	Right Rear
		

Brake Pedal	
Pedal Height:	Measurement:120

TQCN DOC#		Condition Title			Date
[REDACTED]		HV Camry brakes failed 3 times before last repair			04/04/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-11-08	55835	4T1BB46K58U [REDACTED]	

*** Pull the carpet back and measure to the dash panel**

Picture:



Pedal Free Play:


Measurement: 2mm

*** Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.**



Pedal Reserve:

Measurement: 76mm

TQCN DOC#		Condition Title			Date
[REDACTED]		HV Camry brakes failed 3 times before last repair			04/04/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-11-08	55835	4T1BB46K58U [REDACTED]	
<p>HINT: Measure the distance at the same point used for the brake pedal height inspection.</p> <p>(a) Release the parking brake pedal or parking brake lever.</p> <p>(b) With the engine running, depress the brake pedal and measure the pedal reserve distance.</p> <p>Pedal reserve distance from the dash panel at 500 N (51 kgf, 112 lbf)</p>			<p>Picture:</p>		
<p>Any Obstructions in the Brake Pedal Area?</p> <p>* Picture of Clevis Area, if applicable</p>			<p>Yes/No: no</p>		
					
<p>Additional Observations</p>			<p>Picture:</p>		

Master Cylinder, Reservoir & Lines	
Check for Leaks (Master Cylinder, Reservoir & Lines)	none
Reservoir Fluid Level	none
Brake Fluid Condition (Color, Contamination, etc.)	clean

TQCN DOC#		Condition Title			Date
[REDACTED]		HV Camry brakes failed 3 times before last repair			04/04/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-11-08	55835	4T1BB46K58U [REDACTED]	



Dynamic Inspection of Brakes	
	Test Result

FIELD TECHNICAL REPORT



TQCN DOC#		Condition Title			Date
[REDACTED]		HV Camry brakes failed 3 times before last repair			04/04/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-11-08	55835	4T1BB46K58U [REDACTED]	
Confirm ABS Operation		Operating as designed			
Slow Speed Stop		Operating as designed			
Highway Speed Stop		Operating as designed			
Stall Test (AT only) - Brake Hold (Forward & Reverse)		Brakes hold vehicle			
Vacuum System (engine off) # of pedal applications to deplete vacuum		na			
Brake Override Function (if equipped)		Operating as designed			
Additional Observations					
Additional Pictures (add rows below as needed)					

TQCN DOC#		Condition Title			Date
[REDACTED]		HV Camry brakes failed 3 times before last repair			04/04/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-11-08	55835	4T1BB46K58[REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to: []	住所: []	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn: []	宛先: []	
	Tel: []	Tel: []	
	T-STAR [REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code	PRS Status	Comments:	
		Not Requested		
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	

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TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-111890221

TQCN DOC#		Affiliate		Dept.		Ref		Date	
[REDACTED]		TMS		QACHassis		A3578819		07/11/2011	
Primary Model		Model Year		Production Date		Odometer		VIN	
Camry HV		2007		2006-06-01		53,708		JTNBB46K773 [REDACTED]	
Source		Location		Problem Area		Parts Destination		DTC	
FTS		REG-TMS		Base Vehicle		CQE			
Part # 1		Part # 1 Serial/Date Code			Part # 2		Part # 2 Serial/Date Code		Parts Available
N/A									No Part(s) Available
Condition Title									
Brake Inspection									

1. Condition Description

Customer stated that on a snowy day while approaching an intersection, applied brakes became inoperative, no feedback from ABS system, no control of vehicle, went through intersection and hit by another vehicle. Received a ticket because of accident by NY State Police.


Snowy day, road very slippery, had not been plowed yet.

* Please document the weather, road & road-surface condition at the time of customer complaint condition

2. Repair Description

No repairs, vehicle declared a total loss by Utica Mutual Insurance Co. No concerns noted in limited static inspection

3. Vehicle Inspection

Techstream Data	
Are any Warning Lights ON? (list any)	No
Bulb Check Result	Operating as designed
Perform Health-Check:	Current DTCs: B1421,B1424, C0205, C1259, & C1310 & History
DTC (list any & attach "TSE" file in the box to the right)	DTCs: B1612 & B1617.  [REDACTED]
Freeze Frame Data (attach "TSE" file in the box to the right)	None
Additional Observations	None, Vehicle in Salvage Yard

Tire Condition				
Tire Brand / Model Name-Code (if more than one, please indicate)	TOYO			
	Left Front	Right Front	Left Rear	Right Rear
Tire Size	215/60R16	215/60R16	215/60R16	215/60R16
DOT #	73FI	73FI	CXFI	73FI
Pressure (psi)	30 PSI	30 PSI	30 PSI	30 PSI
Tread Depth (32 nd of an inch)	8	8	9	8
Wear Condition (even, inside, etc.)	Even	Even	Even	Even
Additional Observations	Rounded on Inner & Outer edges			

TQCN DOC# [REDACTED]		Condition Title Brake Inspection			Date 07/11/2011
Primary Model Camry HV	Model Year 2007	Production Date 2006-06-01	Odometer 53,708	VIN (confirm 17 characters) JTNBB46K77 [REDACTED]	

Warning Light & Tire - Pictures



Picture of Instrument Cluster (showing Warning Light Condition and vehicle mileage)



Picture of Tire Tread Condition




TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			07/11/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-01	53,708	JTNBB46K773 [REDACTED]	

Picture of Tire Side-Wall (brand/Name)	Left Front	Right Front
		
	Left Rear	Right Rear
		

Aftermarket Parts	
Are there any aftermarket parts installed on the vehicle? (list items) Observations?	None
Picture(s) of aftermarket items * if applicable	

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			07/11/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-01	53,708	JTNBB46K773 [REDACTED]	





Brake Light Check	
Are the brake lights functioning normally? (exterior stop lights & CHMSL)	Yes

ABS (Static)	
ABS Actuator Visual Inspection. Any Leaks?	No leaks observed
Picture(s) of ABS Actuator	









Disc Brake Condition (at the wheels)				
Check for Leaks	Left Front	Right Front	Left Rear	Right Rear
Caliper	None	None	None	None
Hoses & Pipes	None	None	None	None
Condition/Measurements	Left Front	Right Front	Left Rear	Right Rear
Pad Thickness (mm)	10	10	3	6
Pad Condition (OK, Glazed, etc.)	OK	OK	OK	OK
Caliper Slide Pins (stuck?)	No	No	No	No
Wheel Speed Sensor & Wiring Condition	No	No	No	No
Rotor Condition (OK, Overheating, Deep Grooves, etc.)	Heavy Rust	Heavy Rust	Heavy Rust	Heavy Rust
Rotor Measurements (only if needed; thickness/run-out)	-	-	-	-
Additional Observations				

TQCN DOC# T [REDACTED]		Condition Title Brake Inspection			Date 07/11/2011
Primary Model Camry HV	Model Year 2007	Production Date 2006-06-01	Odometer 53,708	VIN (confirm 17 characters) JTNBB46K773 [REDACTED]	

Rear Drum Brakes (if equipped)				
Check for Leaks	Left Front	Right Front	Left Rear	Right Rear
Slave Cylinder				
Hoses & Pipes				
Condition/Measurements	Left Front	Right Front	Left Rear	Right Rear
Shoe Thickness (Front) - mm				
Shoe Thickness (Rear) - mm				
Shoe Condition (OK, Glazed, etc.)				
Parking Brake Condition				
Wheel Speed Sensor & Wiring Condition				
Drum Condition (OK, Overheating, Deep Grooves, etc.)				
Drum Measurements (only if needed)				
Additional Observations				

Pictures of Brake Components (at the wheel)		
	Left Front	Right Front
Caliper (Overview) * if equipped with drum rear, picture of slave cylinder		
	Left Rear	Right Rear
		





TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			07/11/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-01	53,708	JTNBB46K773 [REDACTED]	

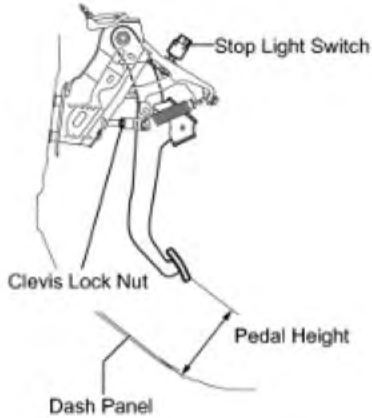

<p>Rotor Overview</p> <p>* if equipped with drum rear, picture of drum</p>	Left Front		Right Front	
	Left Rear		Right Rear	
	Left Rear		Right Rear	
	Left Rear		Right Rear	

TQCN DOC# [REDACTED]		Condition Title Brake Inspection			Date 07/11/2011
Primary Model Camry HV	Model Year 2007	Production Date 2006-06-01	Odometer 53,708	VIN (confirm 17 characters) JTNBB46K77 [REDACTED]	





TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			07/11/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-01	53,708	JTNBB46K773 [REDACTED]	



<p>Pads (in-place) Overview</p> <p>* if equipped with Drum rear, picture of shoes</p>	Left Front	Right Front
		
	Left Rear	Right Rear
		

Brake Pedal	
<p>Pedal Height:</p> <p>* Pull the carpet back and measure to the dash panel</p> 	<p>Measurement: 115 mm</p>  <p>Picture;</p>


TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			07/11/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-01	53,708	JTNBB46K773 [REDACTED]	

<p>Pedal Free Play:</p> <p>* Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.</p> 	<p>Measurement: 80 mm</p> 
<p>Pedal Reserve:</p> <p>HINT: Measure the distance at the same point used for the brake pedal height inspection.</p> <p>(a) Release the parking brake pedal or parking brake lever.</p> <p>(b) With the engine running, depress the brake pedal and measure the pedal reserve distance.</p> <p>Pedal reserve distance from the dash panel at 500 N (51 kgf, 112 lbf)</p>	<p>Measurement:</p> <p>Picture:</p>
<p>Any Obstructions in the Brake Pedal Area?</p> <p>* Picture of Clevis Area, if applicable</p>	<p>Yes/No: No</p> <p>Picture:</p>
<p>Additional Observations</p>	

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			07/11/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-01	53,708	JTNBB46K77 [REDACTED]	

Master Cylinder, Reservoir & Lines	
Check for Leaks (Master Cylinder, Reservoir & Lines)	None
Reservoir Fluid Level	4 mm below MAX line
Brake Fluid Condition (Color, Contamination, etc.)	OK
Picture of Master Cylinder	
Picture of Reservoir	
Picture of Bottom of Brake Reservoir Cap	

TQCN DOC# [REDACTED]		Condition Title Brake Inspection			Date 07/11/2011
Primary Model Camry HV	Model Year 2007	Production Date 2006-06-01	Odometer 53,708	VIN (confirm 17 characters) JTNBB46K773 [REDACTED]	

Dynamic Inspection of Brakes	
	Test Result
Confirm ABS Operation	Unable to Road Test, as vehicle is in Salvage Yard in non-driveable condition
Slow Speed Stop	
Highway Speed Stop	
Stall Test (AT only) - Brake Hold (Forward & Reverse)	Hybrid – Engine won't run
Vacuum System (engine off) # of pedal applications to deplete vacuum	
Brake Override Function (if equipped)	
Additional Observations	
Additional Pictures (add rows below as needed)	

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			07/11/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-01	53,708	JTNBB46K773 [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先 :	
	Tel:	Tel:	
	T-STAR [REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code	PRS Status	Comments:	
		Not Requested		
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	

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TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-112570203

TQCN DOC#		Affiliate SET	Dept. QACHassis		Ref 80278731	Date 09/16/2011
Primary Model Camry HV	Model Year 2007	Production Date 2006-07-10	Odometer 63828	VIN JTNBB46K673	Repair Date 9/14/2011	
Source FTS	Location REG-SET	Problem Area Base Vehicle	Parts Destination CQE	DTC		
Part # 1 4405030300	Part # 1 Serial/Date Code N/A		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available
Condition Title Noise From Brake Actuator With Brake Applied						

Condition Description

Customer concern is brake ABS actuator makes a buzzing noise every 4-5 seconds and master cylinder makes grunting sound every 2-3 seconds while brake pedal is depressed.

Diagnostic Steps

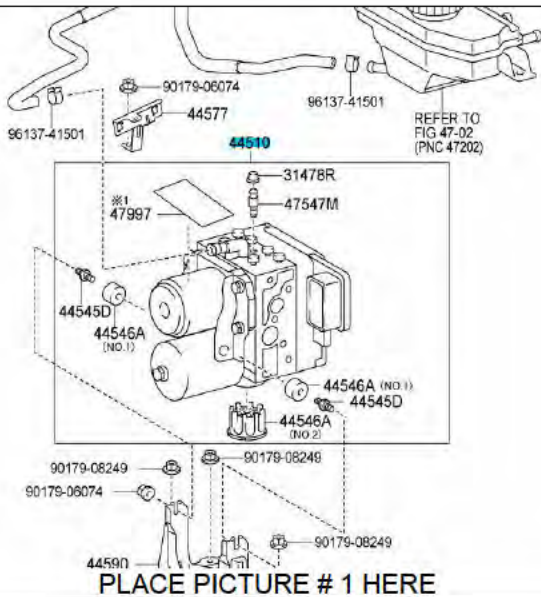
Isolate to ABS actuator running while brake pedal is applied and vehicle is stopped.

Probable Cause

Unknown – Suspect that accumulator is not holding pressure in reserve causing pump to run when brake is applied.

Repair Process

Replace ABS actuator and bleed system.



PLACE PICTURE # 1 HERE

PLACE PICTURE # 2 HERE

PLACE CAPTION # 1 HERE

PLACE CAPTION # 2 HERE

TQCN DOC#		Condition Title			Date
[REDACTED]		Noise From Brake Actuator With Brake Applied			09/16/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-07-10	63828	JTNBB46K673 [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先 :	
	Tel:	Tel:	
	T-STAR [REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

Part #	Part Description	Qty.	Used Part Value Each
1	4405030300 Serial No. / Date Code: N/A	1	\$ 292.09
	Part Description: ACTUATOR ASSY, BRAKE W/FLUID		
	PRR Status	Comments:	
2			\$
	Serial No. / Date Code	PRR Status	Comments:
3			\$
	Serial No. / Date Code	PRR Status	Comments:
4			\$
	Serial No. / Date Code	PRR Status	Comments:
5			\$
	Serial No. / Date Code	PRR Status	Comments:
6			\$
	Serial No. / Date Code	PRR Status	Comments:
7			\$
	Serial No. / Date Code	PRR Status	Comments:

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TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-112940196

FIELD TECHNICAL REPORT

TQCN DOC#		Affiliate	Dept.		Ref	Date
[REDACTED]		TMS	QAChassis		93387279	10/26/2011
Primary Model	Model Year	Production Date	Odometer	VIN	Repair Date	
Camry HV	2008	2007-10-12	32131	4T1BB46K88L [REDACTED]	10/17/2011	
Source	Location	Problem Area	Parts Destination	DTC		
FTS	REG-TMS	Base Vehicle	CQE			
Part # 1	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available
N/A						No Part(s) Available
Condition Title						
Brake Inspection						

1. Condition Description





Driver states he was approaching intersection on a dry city street at approximately 35-40 mph. Driver states vehicle in front of his vehicle stopped abruptly for a traffic signal light. Driver states he applied hard pressure to firm brake pedal but vehicle did not stop in time to avoid collision, impacting rear area of vehicle to Driver's front. Driver stated during interview, that "vehicle felt like he was driving too fast". Driver states he did not feel or hear any noise from vehicle immediately before impact ie; brake pedal pulsation, grinding or squealing noise. Driver does not have estimation of speed at impact.

* Please document the weather, road & road-surface condition at the time of customer complaint condition

2. Repair Description

No concerns noted. No repairs requested.

3. Vehicle Inspection

Techstream Data	
Are any Warning Lights ON? (list any)	None
Bulb Check Result	Operating as designed
Perform Health-Check: DTC (list any & attach "TSE" file in the box to the right)	 All Data.TSE  Driving Test.TSE  HealthCheck.TSE  Primary Snapshot.TSE
Freeze Frame Data (attach "TSE" file in the box to the right)	See above
Additional Observations	None

Tire Condition				
Tire Brand / Model Name-Code (if more than one, please indicate)	Left and right front: Michelin Energy Right rear: Michelin Primary Left rear: Futura 2000			
	Left Front	Right Front	Left Rear	Right Rear
Tire Size	215x60R16	215x60R16	215x60R16	215x60R16
DOT #	HN49JUAX320 g	HN49JUAX320 g	RMX8XAC3710	JB7X0611
Pressure (psi)	30	29	30	30
Tread Depth (MM)	6	6	7	7
Wear Condition (even, inside, etc.)	EVEN	EVEN	EVEN	EVEN
Additional Observations	None			

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			10/26/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-10-12	32131	4T1BB46K88U [REDACTED]	




Warning Light & Tire - Pictures

Picture of Instrument Cluster (showing Warning Light Condition and vehicle mileage)




Picture of Tire Tread Condition



TQCN DOC#		Condition Title Brake Inspection			Date 10/26/2011
Primary Model Camry HV		Model Year 2008	Production Date 2007-10-12	Odometer 32131	VIN (confirm 17 characters) 4T1BB46K88U
Picture of Tire Side-Wall (brand/Name)	Left Front		Right Front		
					
	Left Rear		Right Rear		
					





Aftermarket Parts	
Are there any aftermarket parts installed on the vehicle? (list items) Observations?	No aftermarket parts
Picture(s) of aftermarket items * if applicable	n/a

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			10/26/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-10-12	32131	4T1BB46K88U [REDACTED]	
Brake Light Check					
Are the brake lights functioning normally? (exterior stop lights & CHMSL)			Operating as designed		

ABS (Static)	
ABS Actuator Visual Inspection. Any Leaks?	No leaks detected
Picture(s) of ABS Actuator	

Disc Brake Condition (at the wheels)				
Check for Leaks	Left Front	Right Front	Left Rear	Right Rear
Caliper	NONE	NONE	NONE	NONE
Hoses & Pipes	NONE	NONE	NONE	NONE
Condition/Measurements	Left Front	Right Front	Left Rear	Right Rear
Pad Thickness (mm)	9	9	6	6
Pad Condition (OK, Glazed, etc.)	OK	OK	OK	OK
Caliper Slide Pins (stuck?)	NO	NO	NO	NO
Wheel Speed Sensor & Wiring Condition	OK	OK	OK	OK
Rotor Condition (OK, Overheating, Deep Grooves, etc.)	OK	OK	OK	OK
Rotor Measurements (only if needed; thickness/run-out)	27.9	27.9	9.9	9.8
Additional Observations	NONE			

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			10/26/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-10-12	32131	4T1BB46K88L [REDACTED]	
Rear Drum Brakes (if equipped)					
Check for Leaks	Left Front	Right Front	Left Rear	Right Rear	
Slave Cylinder			N/A	N/A	
Hoses & Pipes			N/A	N/A	
Condition/Measurements	Left Front	Right Front	Left Rear	Right Rear	
Shoe Thickness (Front) - mm			N/A	N/A	
Shoe Thickness (Rear) - mm			N/A	N/A	
Shoe Condition (OK, Glazed, etc.)			N/A	N/A	
Parking Brake Condition			OK	OK	
Wheel Speed Sensor & Wiring Condition			N/A	N/A	
Drum Condition (OK, Overheating, Deep Grooves, etc.)			N/A	N/A	
Drum Measurements (only if needed)			N/A	N/A	
Additional Observations	NONE				

Pictures of Brake Components (at the wheel)		
	Left Front	Right Front
Caliper (Overview) * if equipped with drum rear, picture of slave cylinder		
	Left Rear	Right Rear
		
Rotor Overview	Left Front	Right Front

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			10/26/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-10-12	32131	4T1BB46K88U [REDACTED]	

* if equipped with drum rear, picture of drum



Left Rear



Right Rear



Left Front



Right Front

Wheel Speed Sensor Overview







Left Rear

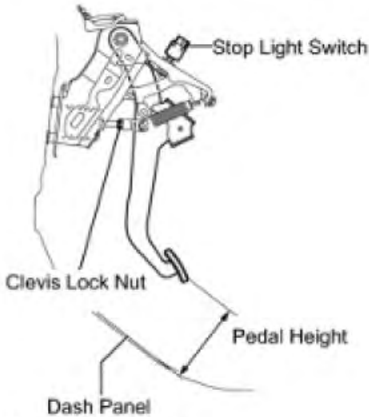







Right Rear



TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			10/26/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-10-12	32131	4T1BB46K88U [REDACTED]	

Pads (in-place) Overview * if equipped with Drum rear, picture of shoes	Left Front	Right Front
		
	Left Rear	Right Rear
		

Brake Pedal	
Pedal Height: * Pull the carpet back and measure to the dash panel	Measurement: 100 MM Picture:
	

TQCN DOC#		Condition Title Brake Inspection			Date 10/26/2011
Primary Model Camry HV	Model Year 2008	Production Date 2007-10-12	Odometer 32131	VIN (confirm 17 characters) 4T1BB46K88U	
<p>Pedal Free Play:</p> <p>* Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.</p> 		<p>Measurement: 15 MM (100-85 MM)</p> 			
<p>Pedal Reserve:</p> <p>HINT: Measure the distance at the same point used for the brake pedal height inspection.</p> <p>(a) Release the parking brake pedal or parking brake lever.</p> <p>(b) With the engine running, depress the brake pedal and measure the pedal reserve distance.</p> <p>Pedal reserve distance from the dash panel at 500 N (51 kgf, 112 lbf)</p>		<p>Measurement: 75 MM</p> <p>Picture:</p> 			
<p>Any Obstructions in the Brake Pedal Area?</p> <p>* Picture of Clevis Area, if applicable</p>		<p>Yes/No: NO</p> <p>Picture:</p> 			
Additional Observations		NONE			

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			10/26/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-10-12	32131	4T1BB46K88U [REDACTED]	

Master Cylinder, Reservoir & Lines

Check for Leaks (Master Cylinder, Reservoir & Lines)	NONE
Reservoir Fluid Level	16 MM BELOW MAX LINE
Brake Fluid Condition (Color, Contamination, etc.)	OK

Picture of Master Cylinder



Picture of Reservoir



TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			10/26/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-10-12	32131	4T1BB46K88U [REDACTED]	

Picture of Bottom of Brake Reservoir Cap



Dynamic Inspection of Brakes	
	Test Result
Confirm ABS Operation	OK
Slow Speed Stop	OK
Highway Speed Stop	OK
Stall Test (AT only) - Brake Hold (Forward & Reverse)	OK
Vacuum System (engine off) # of pedal applications to deplete vacuum	3
Brake Override Function (if equipped)	N/A
Additional Observations	NONE

[REDACTED]		Brake Inspection			10/26/2011	
Primary Model Camry HV	Model Year 2008	Production Date 2007-10-12	Odometer 32131	VIN (confirm 17 characters) 4T1BB46K88U [REDACTED]		

Additional Pictures
(add rows below as needed)



TQCN DOC#		Condition Title			Date
[REDACTED]		[REDACTED] Inspection			10/26/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-10-12	32131	4T1BB46K88U [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:	住所:	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:	宛先:	
	Tel:	Tel:	
	T-STAR		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-113010133

TQCN DOC#		Affiliate TMS		Dept. QACHASSIS		Ref A0622605	Date 10/31/2011
Primary Model Camry HV		Model Year 2007	Production Date 2006-06-08	Odometer 61637	VIN JTNBB46K973		Repair Date 10/21/2011
Source FPE	Location TMS-PQSS		Problem Area Base Vehicle	Parts Destination CQE	DTC C1202		
Part # 1 4722033101	Part # 1 Serial/Date Code			Part # 2	Part # 2 Serial/Date Code		Parts Available Manual Part Return
Condition Title VSC MIL ON - DTC C1202							

Condition Description

- Customer states, intermittently, the VSC Warning Lamp illuminates while driving
- Customer states there is abnormal noise from the brake system when brake pedal is depressed during initial driving after a cold soak or when brake pedal is depressed multiple times

Diagnostic Steps

- Dealer inspected vehicle and test drove 73 miles:
 - No duplication of VSC MIL ON condition during test drive but abnormal brake system noise was heard
- Dealer brought vehicle into the shop to inspect the brake system:
 - Brake fluid level was even in both sides of the split reservoir upon initial inspection
 - Brake fluid in reservoir exhibited an unknown floating white cloud substance when the brake pedal was depressed and released
 - Found the abnormal noise was coming from the brake system when the brake pedal was depressed 3-4 times, brake fluid would cycle in the reservoir
 - Dealer noticed that each time the fluid cycled, the level on each side of the split reservoir would change and become uneven (Brake system cycling as accumulator pressure drops to 3.30 V – Refer to Techstream Snap Shots)
- After approximately 20 brake pedal depressions with KEY ON IGN OFF, the VSC MIL came ON
 - Dealer inspected and found DTC C1202 stored
 - Brake fluid reservoir now exhibited one side of the split reservoir full and one side low

Probable Cause

Unknown

Repair Process

Replaced the brake master cylinder reservoir assembly and performed a brake system bleed to repair the vehicle.



Condition of Brake Fluid in the Reservoir when DTC C1202 set



2007_Camry
HV_2AZ-FXE_JTN

Techstream Freeze Frame Data and Snap Shots of Accumulator V

TQCN DOC#		Condition Title			Date
[REDACTED]		VSC MIL ON - DTC C1202			10/31/2011
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-08	61637	JTNBB46K973 [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先 :	
	Tel:	Tel:	
	T-STAR [REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

	Part # 1:	Part Description	Qty.	Used Part Value Each
1	4722033101	RESERVOIR ASSY, MASTER CYLINDER	1	\$ 16.64
	Serial No. / Date Code	PRS Status	Comments:	
		Manual Part Return		
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	

PE14-001

TOYOTA

3/26/2014

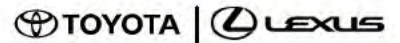
ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-120200119

FIELD TECHNICAL REPORT – INCIDENT INSPECTION



TQCN DOC#		Affiliate		Dept.		Ref	Date
[REDACTED]		TMS		QACHASSIS		93387279	01/26/2012
Primary Model		Model Year	Production Date	Odometer	VIN	Repair Date	
Camry HV		2008	2007-08-10	45,523	4T1BB46K98U [REDACTED]	1/13/2012	
Source	Location	Problem Area		Parts Destination	DTC		
FTS	REG-TMS	Base Vehicle		CQE			
Part # 1	Part # 1 Serial/Date Code			Part # 2	Part # 2 Serial/Date Code		Parts Available
N/A							No Part(s) Available
Condition Title							
Incident Inspection - Brake + UA							






1. Condition Description / Incident Details

Incident Date:	1/04/2012	Incident Time:	10:00	<input checked="" type="checkbox"/> AM	<input type="checkbox"/> PM
<p>The owner/driver in phone interview provided following description of the incident:</p> <p>Turning right into a parking slot in a parking structure driver applied brakes to bring vehicle to a stop but vehicle would not stop and kept on moving consequently hitting a wall of the parking structure and a vehicle parked parallel in the next slot. Owner stated she was pressing on the brake pedal, but brakes would not stop the vehicle.</p> <p>Estimated speed before impact about 10-15 MPH (not sure). Vehicle fully warmed up. Owner alleges INOP brakes and possible UA (accelerator pedal). No previous experience with UA (unwanted) or any brake system issues. Prior to the incident, the vehicle was running fine, with no alarms on instrument panel. Airbags did not deploy. Road conditions (parking lot) dry.</p>					
Incident Location:					
Chicago downtown parking structure – no specific address provided (available).					
Incident Description Provided By:	<input checked="" type="checkbox"/> Owner/Driver:				
	<input type="checkbox"/> Driver				
	<input type="checkbox"/> Other:				
Injuries?	<input checked="" type="checkbox"/> No	Driver's husband stated that his wife suffered a headache but no medical attention was required.			
	<input type="checkbox"/> Yes*				
Police Report Provided?	<input checked="" type="checkbox"/> No	Agency: Number: Accident report not filed.			
	<input type="checkbox"/> Yes*				

TQCN DOC# [REDACTED]		Condition Title Incident Inspection - Brake + UA			Date 01/26/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-08-10	Odometer 45,523	VIN (confirm 17 characters) 4T1BB46K98U [REDACTED]	

2. Vehicle Identification & Condition (NOTE: If no impact, document overall vehicle condition.)

Incident/Impact Area Pictures

		
		
		<p>Primary damage is to RF bumper. Secondary damage to LF fender. Hood is misaligned and not possible to close shut – owner was to be advised by dealer about hood not closing properly. No suspension damage observed.</p>
<p>Blank</p>		<p>Blank</p>

TQCN DOC# [REDACTED]		Condition Title Incident Inspection - Brake + UA			Date 01/26/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-08-10	Odometer 45,523	VIN (confirm 17 characters) 4T1BB46K98U [REDACTED]	



TQCN DOC# [REDACTED]		Condition Title Incident Inspection - Brake + UA			Date 01/26/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-08-10	Odometer 45,523	VIN (confirm 17 characters) 4T1BB46K98U [REDACTED]	

3. Inspection Summary


Inspection Date	1/13/2012	
Inspection Location	Bredemann Toyota, 1301 W Dempster St., Park Ridge, IL 60068 Tel: 847-698-3700	
Was the vehicle repaired prior to the inspection?	<input type="checkbox"/> Yes Partial repair <input type="checkbox"/> Yes Complete repair <input checked="" type="checkbox"/> No	
Were part(s) recovered from the vehicle?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	
Event Data Recorder Collection.	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> Not Completed* * Please Explain <input type="checkbox"/> N/A* * Please Explain	
Techstream Health Check Perform a Store All Health Check, retrieve DTCs for all systems and create TS file.	<input checked="" type="checkbox"/> Completed DTCs recovered	DTCs Recovered: A/C – B1421 and B1424 (C) Sliding Roof – B 2344 (H)
	<input type="checkbox"/> Completed No DTCs <input type="checkbox"/> Not Completed* * Please Explain	
Were the inspection results communicated to the customer / owner or any of their representatives?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	
	Date communicated: 1/13/2012 After inspection, no specific details were communicated. Message was left with owner’s son that the inspection is completed and that the inspector was unable to duplicate any concerns with UA or brakes. Also the caution about driving the vehicle with hood not properly engaging was expressed.	

TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection - Brake + UA			01/26/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-08-10	45,523	4T1BB46K98U [REDACTED]	

4. Inspection Areas





Exterior Other	
Inspection Area	Notes & Observations
Headlights / Taillights	No problem found.
Brake Lights	OK, No problem found.
Turn Signals	OK
Glass & External Mirrors	No damage - OK
Hood Latch	Due to misalignment of the hood sustained by collision damage it is not possible to close the hood shut. The primary hood latch does not fully engage. The hood is only secured by secondary (release) latch.
Hatch / Trunk Latch	OK - No damage to rear.
Door Latch & Lock	OK – no damage to doors.

Exterior Other Pictures

	Blank
	Blank
Blank	Blank

TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection - Brake + UA			01/26/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-08-10	45,523	4T1BB46K98L [REDACTED]	

Interior		
Inspection Area	Notes & Observations	
Left Front Position	Seat	No damage to seat observed. Seat position depicted in photos may not be post crash position.
	Seatbelt	Each front seat belt was tested by jerking the belt rapidly. Retractors locked and held firmly. With ignition on seat belt light on instrument panel illuminates and turns off when seat belt is buckled. Webbing spools out freely; no cuts or abrasion marks were found on front seat belts. No missing components; seat belt buckles latch and unlatch properly.
Right Front Position	Seat	No damage to seat observed (no passengers).
	Seatbelt	Each front seat belt was tested by jerking the belt rapidly. Retractors locked and held firmly. With ignition on seat belt light on instrument panel illuminates and turns off when seat belt is buckled. Webbing spools out freely; no cuts or abrasion marks were found on front seat belts. No missing components; seat belt buckles latch and unlatch properly.
Left Rear Position	Seat	Not applicable. No passengers in rear seats.
	Seatbelt	
Center Rear Position	Seat	
	N/A: <input checked="" type="checkbox"/> Seatbelt	
Right Rear Position	Seat	Not applicable. No passengers in rear seats.
	Seatbelt	
Third Row	Seat	
	N/A: <input checked="" type="checkbox"/> Seatbelt	

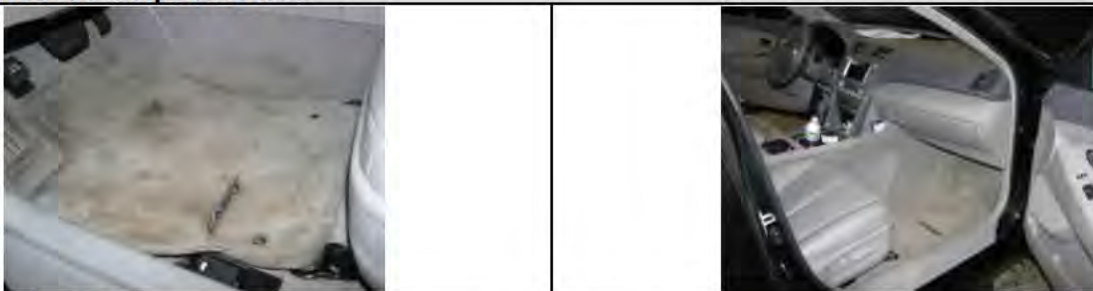
Seat Belt Pictures / Videos	
<p>Driver side – D-ring loading</p> 	<p>Driver side – no problems with seat belts observed.</p> 
<p>Passenger side</p> 	<p>Passenger side – no problem with seat belts observed.</p> 

TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection - Brake + UA			01/26/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-08-10	45,523	4T1BB46K98U [REDACTED]	

Interior - Other

Inspection Area		Notes & Observations
Warning Light Status	<input type="checkbox"/>	Unable to check, vehicle will not start / Ready ON
	<input type="checkbox"/>	Equipped with Safety Connect, note system status here:
<p>This is a Hybrid. With Ignition ON, (in Ready ON mode) instrument panel remains illuminated. With engine running (or during road test), no warning lights on instrument panel illuminated.</p> <p>Airbags did not deploy at the time of the incident. The Airbag light on instrument panel illuminates during the diagnostic cycle (about 5 sec.) and then turns off. The passenger Airbag Status Indicator illuminates during the ignition cycle and remains ON when passenger seat is occupied</p>		
Instrument Cluster	No problems observed.	
Steering Wheel & Column	OK.	
Shift Lever & Linkage	No problems observed.	
Pedal Assembly	Accelerator	No visible deformation or damage to the pedal assembly was observed. Drive by wire system, connector in place. 90L recall done on 5/15/2010. Operating the pedal from idle position to WOT and WOT to idle produced smooth action - transition with no binding or restrictions.
	Brake	No interference or obstruction observed.
	Clutch N/A: <input checked="" type="checkbox"/>	
Floorpan & Floorpan	Left Front	Only OEM floorpan is used, properly secured in place.
	Right Front	OEM floorpan only.

Floorpan / Interior Floorpan Pictures



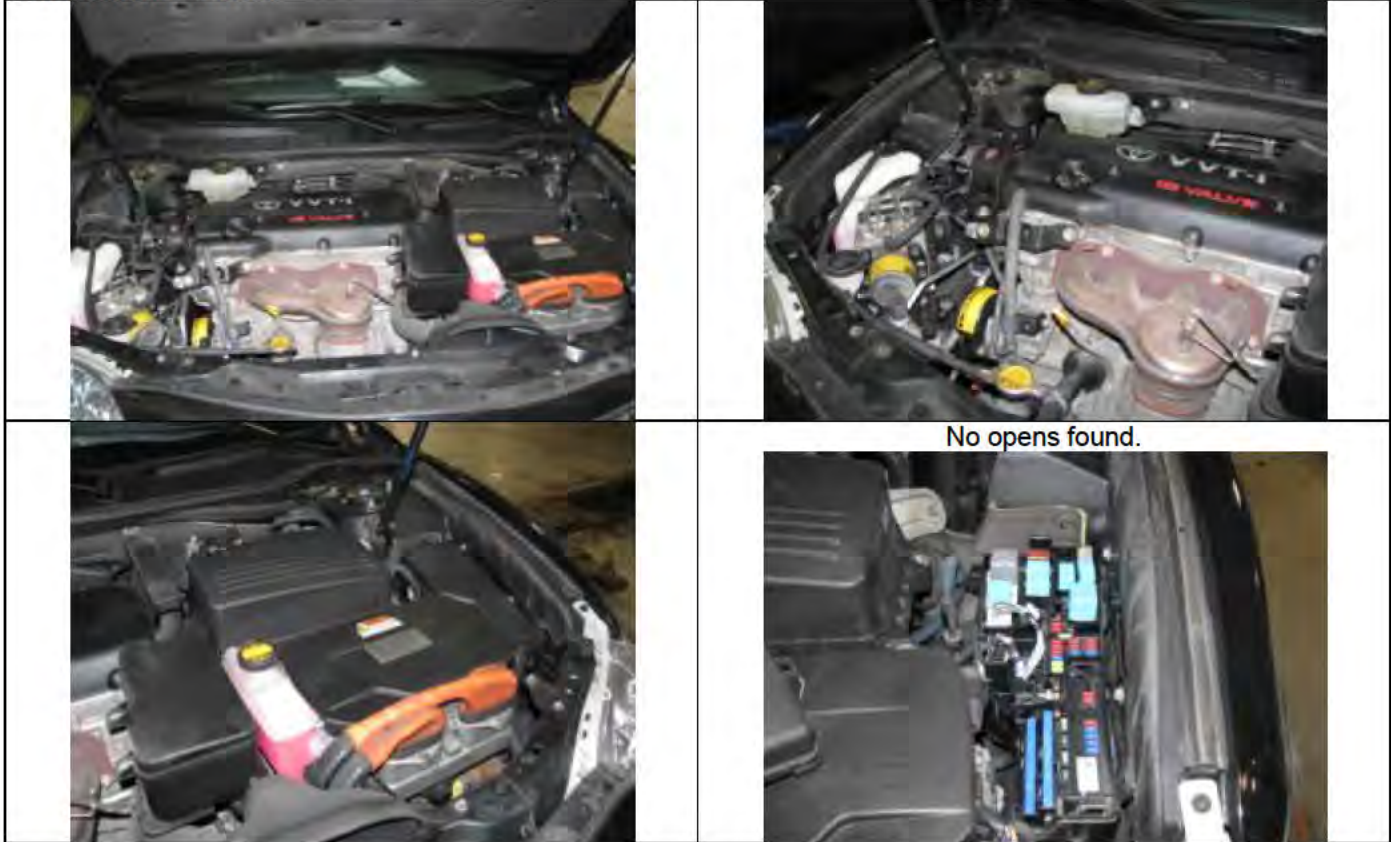
Interior Other Pictures



TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection - Brake + UA			01/26/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-08-10	45,523	4T1BB46K98L [REDACTED]	

Inspection Area		Notes & Observations					
Engine Oil	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A		
	Condition						
Trans Oil	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	For vehicles equipped with a dipstick	
	Condition						
Brake Fluid	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A		No brake fluid leaks observed.
	Condition						
Clutch Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A		
	Condition						
Steering Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A		
	Condition						
Coolant	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A		
	Condition						
12V Battery	SOC	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail	<input type="checkbox"/> N/A		Using Midtronics tester or open circuit voltage / failure code or OC voltage	
	Condition	Tester not used. For battery voltage see TSE file.					
Radiator, Radiator Hoses & Condenser		Normal. No damage to radiator or A/C condenser observed.					
Engine Compartment Wire Harness		No problem observed.					
Engine Compartment Fuel Lines		Not applicable.					
Engine / Transmission Mounts		Not applicable to allegations. No damage to mounts observed.					

Underhood Pictures



TQCN DOC# [REDACTED]		Condition Title Incident Inspection - Brake + UA			Date 01/26/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-08-10	Odometer 45,523	VIN (confirm 17 characters) 4T1BB46K98U [REDACTED]	

Inspection Area		Notes & Observations
Suspension	Left Front	No damage to front suspension was observed.
	Right Front	No damage to front suspension was observed.
	Left Rear	No damage.
	Right Rear	No damage.
Steering Gear and Linkage		No damage observed.
Drive axle / Driveshaft		No damage observed.
Transmission / Transaxle		No damage observed.
Differential/rear axle assembly		No damage observed.
Exhaust System		No damage observed.
Fuel Tank and Lines		No damage observed.

Undercar Pictures



TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection - Brake + UA			01/26/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-08-10	45,523	4T1BB46K98U [REDACTED]	

Tires & Wheels												
Inspection Area	Left Front			Right Front			Left Rear			Right Rear		
Tire Brand / Model	Michelin/Energy			same			same			same		
Tire Model Name - Code	N/A											
Tire Size	P215/60 R16			P215/60 R16			P215/60 R16			P215/60 R16		
Tire DOT #	HN 49JUAX 1910			HN 49JUAX 3610			HN 49JUAX 1910			HN 49JUAX 1910		
Cold Tire Pressure (psi)	32			35			34			34		
Tread Depth (Measured in 32 nd of an inch)	I	C	O	I	C	O	I	C	O	I	C	O
Tire Wear Condition	All tires are in good condition with 6.5 mm tread depth remaining. Even wear.			same			same			same		
Wheel Condition	All wheels are in good condition			same			same			same		





Tire & Wheel Pictures



<p>All wheels and tires are in good condition. Left front wheel and tire is depicted in photos above.</p>	<p>blank</p>
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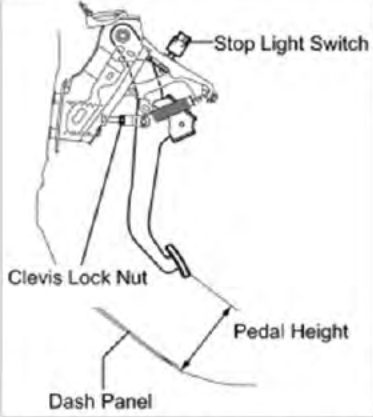

TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection - Brake + UA			01/26/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-08-10	45,523	4T1BB46K98U [REDACTED]	

Brake System				
Inspection Area	Left Front (LF)	Right Front (RF)	Left Rear (LR)	Right Rear (RR)
Pad / Shoe Thickness (mm)	10 mm	10 mm	8 mm	8 mm
Calipers / Wheel Cylinders	No problem observed. No leaks.			
Pad / Shoe Condition	Calipers were not removed during the inspection to inspect the surface of the pads. Std. (nominal) thickness of front pads is 12.0mm, min 1.0; rear std. nominal thickness is 10.5 mm, min 1.0mm. All pads appear to be in good condition; even IN/OUT and side-to-side wear.			
Caliper Slide Pins & Other Hardware	No problem observed.			
Rotor / Drum Condition	Front rotors measured in thickness: LF 28.07mm; RF 28.09mm (Min thk. is 25.0mm) Rear rotors measured in thickness: LR 9.97mm; RR 9.95mm (Min thk. is 8.5mm) Some surface rust on rotors due to weather conditions, otherwise all rotors are in good condition, no lip or grooves. Even wear.			
Wheel Speed Sensor & Wiring Condition	No problem observed.			
Master Cylinder	No problem observed.			
ABS Actuator	No problem observed.			
Brake Lines & Hoses	Normal. No problem observed.			
LSPV - Load Sensing Proportioning Valve	N/A			
Parking Brake Operation	Normal			

Brake Pictures	
Right Front – Shown	Right Front – Shown
	
RR shown	RR shown
	

TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection - Brake + UA			01/26/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-08-10	45,523	4T1BB46K98U [REDACTED]	

Brake System - Pedal

Inspection Area	Measurement
<p>Brake Pedal Height inspection: Pull the carpet back and measure to the dash panel (floor pan)</p> 	<p>Brake Pedal Free Play Inspection: Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.</p> 
<p>Measurement: Pedal travel (with carpet in place): Distance from mat to the face of the pad with engine off (initial height) measured 130.0 mm (5 1/8")</p>	<p>Measurement: Measured by pushing the pedal until the beginning of the resistance is felt. Free play measured 2 mm.</p>

Brake Pedal Reserve Inspection:
Pedal reserve distance from the dash panel at 500 N (51 kgf, 112 lbf). Measure the distance at the same point used for the brake pedal height inspection.

(a) Release the parking brake pedal or parking brake lever.
(b) With the engine running, depress the brake pedal and measure the pedal reserve distance.

Measurement: 82.0 mm (3 1/4")
Pedal release: 5 1/8" (nominal height) – 3 1/4" (reserve dist.) = 1 7/8" (pedal falls away)
Since measurements were done from carpet, the thickness of the carpet should be considered when evaluating the results.

Brake System - Pedal Pictures


	
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TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection - Brake + UA			01/26/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-08-10	45,523	4T1BB46K98U [REDACTED]	

Reports of UA

<p>Accelerator Pedal Sweep Capture Using Techstream, record multiple accelerator pedal position sensor sweeps utilizing the requested data lists.</p>	<ul style="list-style-type: none"> • <u>ALL DATA</u> Snapshot – Vehicle State - Key “ON” – “Engine OFF” • <u>PRIMARY</u> Snapshot - Vehicle State - Key “ON” – “Engine OFF” <p>Hint: Non-hybrid: Refer to Engine and ECT data list. Hybrid: Refer to Hybrid Control data List.</p>	<p>Pedal sweep data is available as attachment in section 5</p>
--	---	---


<p>Idle RPM Snapshot Capture Powertrain - All Data List snapshot in each gear position noted. Also record RPM values in each gear position at right.</p>		Cold	Hot	<p>Vehicle is Hybrid. For idle RPM Cold and Hot snapshots see Techstream TSE file from the road test.</p>
	Park			
	Neutral			
	Drive			

<p>Accelerator Pedal Force Measurement</p> 	Accel Sensor Out No.1		Force [kg]
	0.8 V		N/A
	1.5 V		
	2.0 V		
	2.5 V		
	3.0 V		
	3.5 V		
	Max		
<p>Note: Accelerator pedal force measurements should be captured at approximately the voltage values noted (Accel Sensor Out No. 1 values displayed on Techstream may vary sensor to sensor and model to model.</p>			

Accelerator Pedal Installed



Throttle Body Assembly

	<p>No visible deformation or damage to the accel. pedal assembly was observed. Drive by wire system, connector in place. 90L recall completed. Operating the pedal from idle position to WOT and WOT to idle in Ready mode produced smooth action - transition with no binding or restrictions.</p>
---	---

TQCN DOC# [REDACTED]		Condition Title Incident Inspection - Brake + UA			Date 01/26/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-08-10	Odometer 45,523	VIN (confirm 17 characters) 4T1BB46K98U [REDACTED]	

Dynamic Evaluation

CAUTION: A dynamic evaluation should only be performed if the vehicle is in an overall safe operating condition; including all restraint systems, lighting, brake, and chassis systems. Operate the vehicle for at least 5 miles of city and/or highway driving.


Area & Inspection Items	Notes
Techstream Snapshot and Operation History (if equipped) Duplicate customer concern condition and capture Powertrain - All Data List snapshot. Also include Snapshot and Operation History for any other vehicle system related to reported concern.	Techstream All Data TSE file from road test is available as attachment in section 5.
Engine Performance <ul style="list-style-type: none"> Starting Idle quality Acceleration Cruise Control 	The vehicle was road tested for about 7 miles while monitoring vehicle's performance. During multiple stops and go, the engine under load accelerated smoothly, responding to pressure on the accelerator pedal. Due to local traffic and weather conditions, Cruise control was not tested. Road test did not confirm or duplicate any UA or throttle system related concerns.
Transmission / Drivetrain <ul style="list-style-type: none"> Operation 	Normal.
Maximum Stall Speed Test A/C OFF; warm engine, fluid level confirmed prior to test.	With brakes applied and accelerator pedal depressed to about 20%, vehicle remained stationary – no movement.
Ride and Handling <ul style="list-style-type: none"> Quality Vibration Noise/Rattle 	Normal, no problems observed.
Brake <ul style="list-style-type: none"> Stopping Parking Brake Brake Override System (BOS)* * If equipped 	The vehicle was road tested for about 7 miles while monitoring vehicle's performance. Brake system responded with plenty of stopping power. With light pressure on the accelerator pedal and parking brake applied, vehicle remained stationary. Unable to test ABS. The road test took about 20 min to complete and at the end the odometer registered 45530 miles. Road test did not confirm or duplicate any brakes related concerns.
Steering <ul style="list-style-type: none"> Steering wheel alignment Pull/lead Vibration 	Normal, no problems observed.
Electrical Accessory / HVAC <ul style="list-style-type: none"> Operation and condition 	Normal.
Instruments / Warning Lights <ul style="list-style-type: none"> Operation and condition 	No warning lights on instrument panel illuminated.
Wiper System <ul style="list-style-type: none"> Operation and condition 	N/A

TQCN DOC# [REDACTED]		Condition Title Incident Inspection - Brake + UA			Date 01/26/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-08-10	Odometer 45,523	VIN (confirm 17 characters) 4T1BB46K98L [REDACTED]	

Overall Observations and Summary of Inspection:

Vehicle has no open recalls.
 Last documented service for 40 MOS/40K miles done by dealer was on 11/4/2011.
 Inspection and road test did not confirm or duplicate any UA or brake system related concerns.

5. Contact Detail and Related Files

Add related files to attached zip archive and password protected  FTR-I Files.zip	File or Data Type	Included			
	CR Cases	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Interview Record	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	National Service History Summary (Print and store as PDF)	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Part Recovery Consent	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Police Report	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Repair Order	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	TA Cases	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Techstream Health Check and Snapshots (TSE file)	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
Other: <i><describe file(s) here></i>	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No	

TQCN DOC# [REDACTED]		Condition Title Incident Inspection - Brake + UA			Date 01/26/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-08-10	Odometer 45,523	VIN (confirm 17 characters) 4T1BB46K98L [REDACTED]	

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Orig Tracking

VIN

Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先 :	
	Tel:	Tel:	
	T-STAR [REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

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3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-120750215

FIELD TECHNICAL REPORT

TQCN DOC#		Affiliate SET		Dept. QACHassis		Ref C0806316	Date 03/20/2012
Primary Model Camry HV		Model Year 2007	Production Date 2006-05-26	Odometer 111292	VIN JTNBB46K27	Repair Date 2/3/2012	
Source FTS	Location REG-SET		Problem Area Base Vehicle	Parts Destination CQE	DTC C1345		
Part # 1 4405030300	Part # 1 Serial/Date Code		Part # 2 004751BF03	Part # 2 Serial/Date Code		Parts Available Part(s) Available	
Condition Title C1345 After Replacement of Master Cylinder and Stroke Simulator - ABS Actuator							

Condition Description

- Vehicle has initially come in with the complaint of a hiccup noise when the brakes were applied.
- Technician replaced the brake master cylinder and stroke simulator to resolve the concern.
- After replacement of the two parts while test driving the vehicle to confirm the repair the ABS light illuminated.
- FTR is being submitted based on TAS case TA120340090

Diagnostic Steps

- Technician attempted 3x to perform the linear solenoid valve calibration with no success.
- Based on other TAS cases only way to resolve after a brake system repair is to replace the actuator.

Probable Cause

- Unknown

Repair Process

- Replaced ABS actuator and performed linear solenoid valve calibration.

PLACE PICTURE # 1 HERE	PLACE PICTURE # 2 HERE
------------------------	------------------------

PLACE CAPTION # 1 HERE	PLACE CAPTION # 2 HERE
------------------------	------------------------

TQCN DOC#		Condition Title			Date
[REDACTED]		C1345 After Replacement of Master Cylinder and Stroke			03/20/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-05-26	111292	JTNBB46K273 [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先 :	
	Tel:	Tel:	
	T-STAR [REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

Part #	Part Description	Qty.	Used Part Value Each
1	4405030300 ACTUATOR ASSY, BRAKE W/FLUID	1	\$ 292.12
	Serial No. / Date Code	PRS Status	Comments:
		Scrap Report	
2	004751BF03 BRAKE FLUID	2	\$ 0.94
	Serial No. / Date Code	PRS Status	Comments:
		Requested	
3			\$
	Serial No. / Date Code	PRS Status	Comments:
4			\$
	Serial No. / Date Code	PRS Status	Comments:
5			\$
	Serial No. / Date Code	PRS Status	Comments:
6			\$
	Serial No. / Date Code	PRS Status	Comments:
7			\$
	Serial No. / Date Code	PRS Status	Comments:

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TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-120870194

TQCN DOC#		Affiliate TMS		Dept. QChassis		Ref C0890895	Date 03/29/2012
Primary Model Camry HV		Model Year 2007	Production Date 2006-09-26	Odometer 96082	VIN JTNBB46K673		Repair Date 3/27/2012
Source FTS	Location REG-CAT		Problem Area Base Vehicle	Parts Destination CQE	DTC B2281		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Customer states VSC and ABS lamp illuminated							

Condition Description

The customer states that he was backing out of the garage and the ABS and VSC lamps illuminated. He states that he had no brake response at this time but he drove the vehicle to the dealer

Diagnostic Steps

The dealer checked the vehicle and found only an old body code stored in history. The technician drove the vehicle and did not experience any issue with the brakes. FTS drove the vehicle 20 miles without any occurrence. FTS allowed the vehicle to roll down a hill with the key off boost depleted and was able to stop the vehicle. While testing the vehicle observed that the ABS pump motor was turning on without the brakes being applied. Setting in a parking lot observed that the pump would pause for 30 seconds and then turn on for 3 seconds. The brake reservoir was full to the casting line and both halves were at the same level. There were no external leaks

Probable Cause

Unknown, suspect an internal leak

Repair Process

Currently the vehicle has not been repaired. I advised the dealer to sell the customer an actuator assembly. The price of the part was \$ 1660. At this time the customer has not approved the repair.



TQCN DOC#		Condition Title			Date
[REDACTED]		Customer states VSC and ABS lamp illuminated			03/29/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-09-26	96082	JTNBB46K673 [REDACTED]	



2007_Camry HV_2AZ-FXE_JTNBB46K673 [REDACTED] 3-27-2012 120851 PM.TSE

[REDACTED]

TQCN DOC#		Condition Title			Date
[REDACTED]		Customer states VSC and ABS lamp illuminated			03/29/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-09-26	96082	JTNBB46K673 [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先 :	
	Tel:	Tel:	
	T-STAR [REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code	PRS Status	Comments:	
		Not Requested		
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	

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TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-121220084

FIELD TECHNICAL REPORT – INCIDENT INSPECTION



TQCN DOC#		Affiliate		Dept.		Ref	Date
[REDACTED]		TMS		QAC		93387279	05/01/2012
Primary Model		Model Year	Production Date	Odometer	VIN	Repair Date	
Camry HV		2008	2007-09-07	unknown	4T1BB46K28U [REDACTED]	4/11/2012	
Source	Location	Problem Area		Parts Destination	DTC		
FTS	REG-TMS	Base Vehicle		CQE			
Part # 1	Part # 1 Serial/Date Code			Part # 2	Part # 2 Serial/Date Code		Parts Available
N/A							No Part(s) Available
Condition Title							
Brake Inspection							

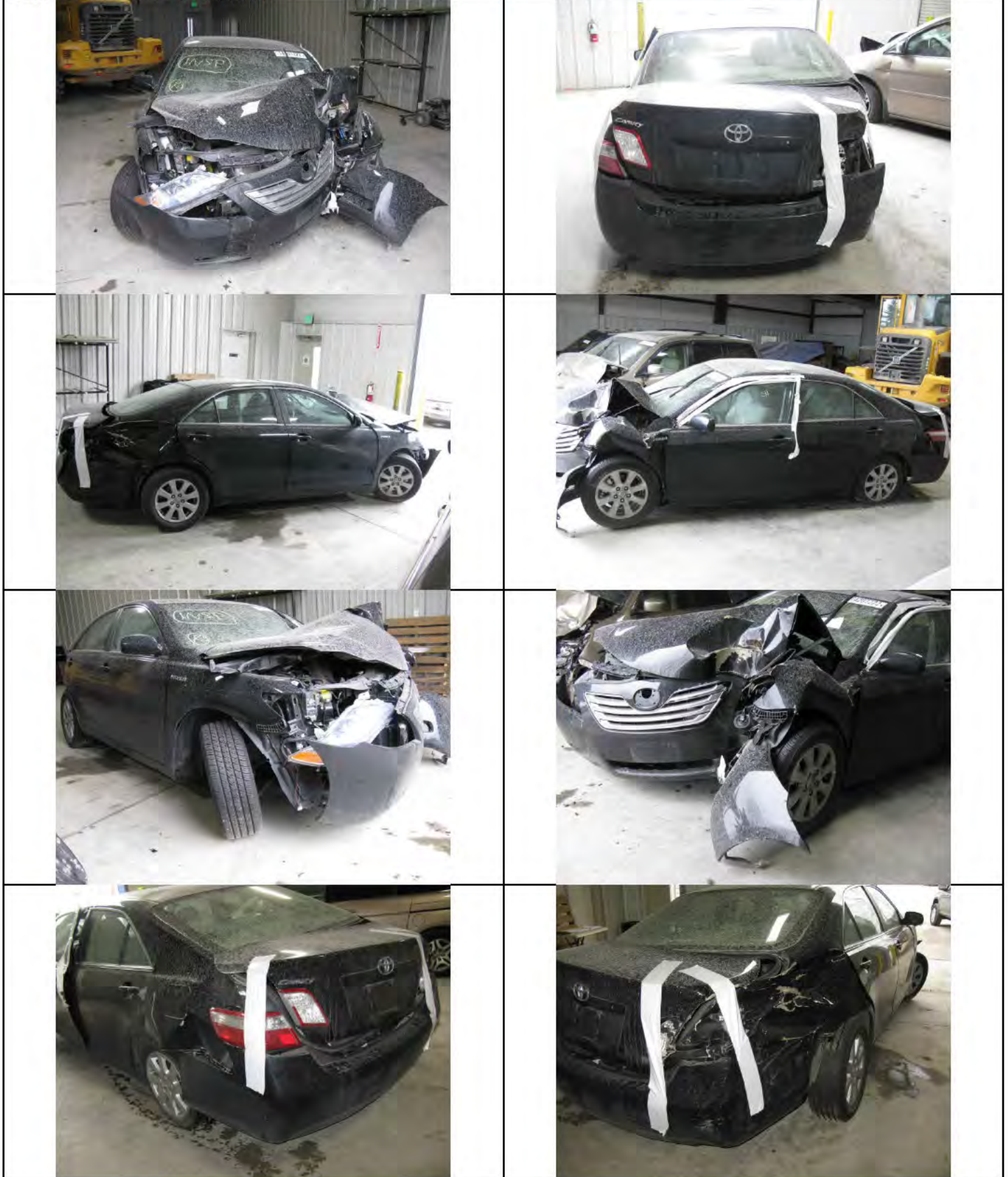
1. Condition Description / Incident Details

Incident Date:	3/12/12	Incident Time:	6:30	<input type="checkbox"/> AM	<input checked="" type="checkbox"/> PM
<p>From Case Activity Report dated 3/28/12: “States his wife was going 25-30 mph down a steep road that was wet. States when she applied the brakes the vehicle didn’t slow down and vehicle gained speed due to gravity and NOT the vehicle. States vehicle impacted a tree and a car. States he is ONLY claiming the brakes failed and caused the accident and was NOT related to UA. States the brake pads were replaced in Feb 2012 by independent shop.</p> <p>From phone interview with vehicle owner on 4/13/12: Owner stated that his wife was driving down a long steep hill where the posted speed limit was 25MPH and when she applied the brakes, “the ABS did not kick in”. Owner stated that the car was taken back on the Saturday prior to the incident to have the brakes re-checked by the same independent brake shop that had previously replaced the brake pads.</p>					
Incident Location: 5000 block of Village Park Drive in Issaquah, WA					
Incident Description Provided By:	<input checked="" type="checkbox"/> Owner (Husband of Driver) <input type="checkbox"/> Driver <input type="checkbox"/> Other:				
Injuries?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes* *If yes, provide description of injuries. Driver & one passenger had seat belt abrasions, according to owner’s statement.				
Police Report Provided?	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes* *If yes, attach report as described in section “5. Contact Details & Related Files”. Agency: Issaquah Police Department Number: E158573				
Overall Observations & Summary of Inspection	<p>This inspection was performed in a salvage yard. Vehicle has extensive frontal impact damage that rendered the electrical system inoperative and prevented obtaining a Techstream scan. Engine and hybrid drive assemblies are displaced rearward making brake master cylinder and related components inaccessible for even visual inspection w/o major disassembly of surrounding components. Right side wheels were removed for brake inspection. No leaks or other discrepancies were note on any right side brake component. Left wheels could not be removed. As viewed between wheel spokes using flashlight and mirrors, no evidence of leaks or other discrepancies were noted on left front and rear brake components. ABS controller is displaced but all lines appear to be intact and no leaks are visible. Driver’s floor area is displaced upward and rearward against brake pedal preventing pedal movement. Brake pedal and linkage appear to be otherwise intact. The console was disassembled for access to the SRS-ECU and a successful EDR image was obtained directly from the SRS-ECU.</p> <p>Copy of Police Report obtained from the owner on 4/23/12, and included with this inspection report, states that the weather at the time of the call was very rainy and the roadway was wet. The driver was issued a traffic infraction for “Too Fast for the Conditions”.</p>				

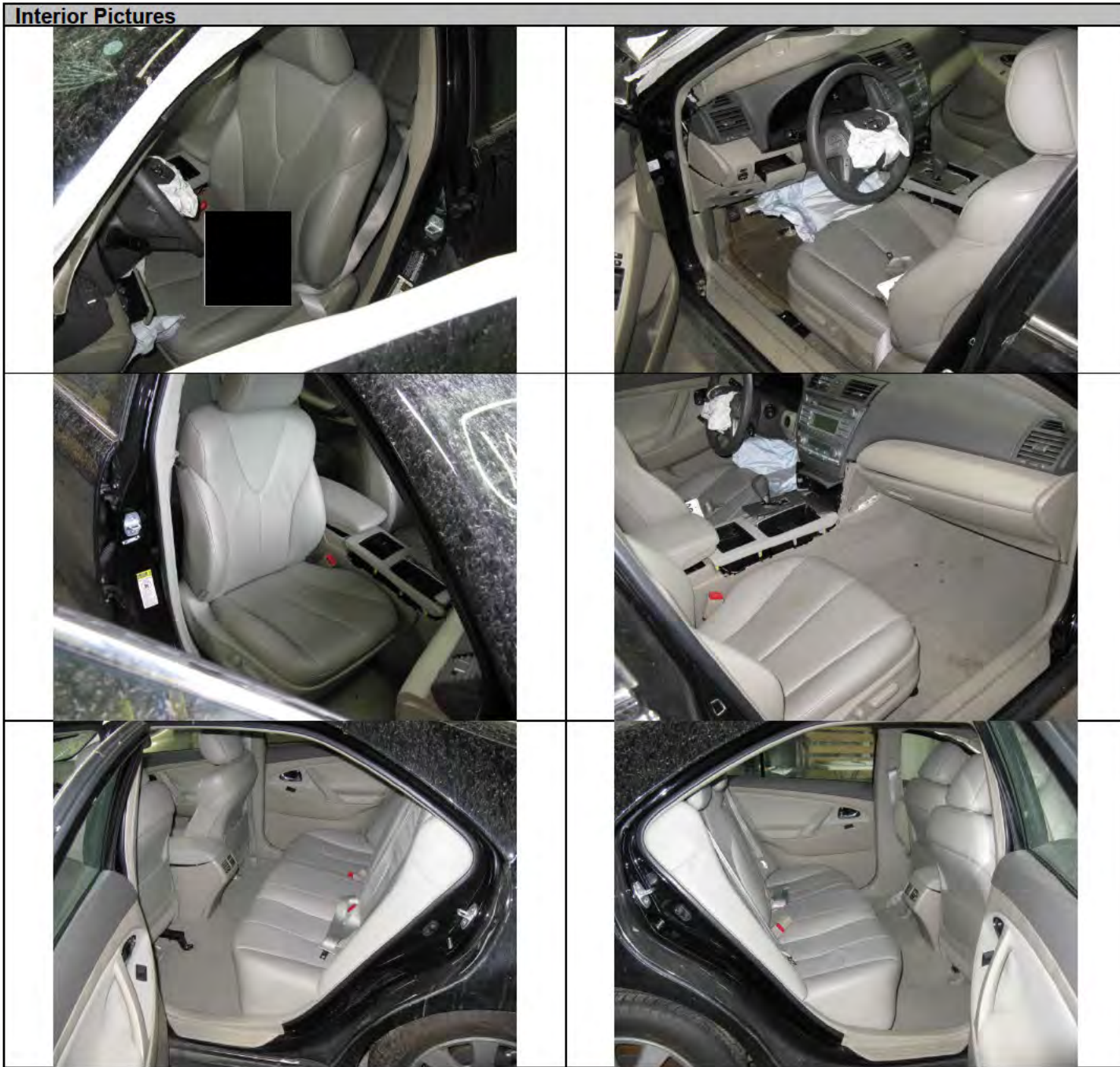
TQCN DOC# TQCN FTR-121220084		Condition Title Brake Inspection			Date 05/01/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-07	Odometer unknown	VIN (confirm 17 characters) 4T1BB46K28U [REDACTED]	

2. Vehicle Identification & Condition (NOTE: If no impact, document overall vehicle condition.)

Incident/Impact Area Pictures



TQCN DOC# [REDACTED]		Condition Title Brake Inspection			Date 05/01/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-07	Odometer unknown	VIN (confirm 17 characters) 4T1BB46K28U [REDACTED]	



TQCN DOC# [REDACTED]		Condition Title Brake Inspection			Date 05/01/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-07	Odometer unknown	VIN (confirm 17 characters) 4T1BB46K28U [REDACTED]	

3. Inspection Summary

Inspection Date	4/11/12	
Inspection Location	Copart 16701 51 st Ave NE Arlington, WA 98223	
Was the vehicle repaired prior to the inspection?	<input type="checkbox"/> Yes Partial repair <input type="checkbox"/> Yes Complete repair <input checked="" type="checkbox"/> No	
Were part(s) recovered from the vehicle?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	
Event Data Recorder Collection.	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> Not Completed* * Please Explain <input type="checkbox"/> N/A* * Please Explain	
Techstream Health Check Perform a Store All Health Check, retrieve DTCs for all systems and create TS file.	<input type="checkbox"/> Completed DTCs recovered <input type="checkbox"/> Completed No DTCs <input checked="" type="checkbox"/> Not Completed* * Please Explain	DTCs Recovered: Techstream could not communicate via the DLC due to severe collision damage.
		Date communicated: Customer advised on 4/12/12 that: <ul style="list-style-type: none"> • All inspection results will be provided directly to TMS. • Customer copies of EDR image files were mailed to owner at address in Case Activity Report. • Any questions regarding inspection results or flash drive files should be directed to TMS.
Were the inspection results communicated to the customer / owner or any of their representatives?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	

TQCN DOC# [REDACTED]		Condition Title Brake Inspection			Date 05/01/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-07	Odometer unknown	VIN (confirm 17 characters) 4T1BB46K28U [REDACTED]	

4. Inspection Areas

Exterior Other	
Inspection Area	Notes & Observations
Headlights / Taillights	Both headlights and RT taillight destroyed. LT taillight is present but displaced.
Brake Lights	RR brake light destroyed. LR brake light is displaced. CHMSL appears intact.
Turn Signals	Both front and Rt rear turn signals are destroyed. LR turn signal is present but displaced.
Glass & External Mirrors	Windshield is destroyed. Exterior mirrors and all other glass are intact.
Hood Latch	Hood latch components are functional but had to be partially disassembled to get hood open. Damaged hood will not close.
Hatch / Trunk Latch	Trunk lid and opening are distorted preventing closure.
Door Latch & Lock	RT side doors function normally mechanically. Power function could not be tested. LT side doors do not fully close and could not be tested.

Exterior Other Pictures



TQCN DOC# [REDACTED]		Condition Title Brake Inspection			Date 05/01/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-07	Odometer unknown	VIN (confirm 17 characters) 4T1BB46K28U [REDACTED]	

Interior		
Inspection Area	Notes & Observations	
Left Front Position	Seat	Seat track is 80mm forward of center position. Seatback is 13° back of vertical. No physical damage observed.
	Seatbelt	Pretensioner is deployed. Latch functions normally.
Right Front Position	Seat	No damage or discrepancies observed.
	Seatbelt	Functions as designed.
Left Rear Position	Seat	No damage or discrepancies observed.
	Seatbelt	Functions as designed.
Center Rear Position	Seat	No damage or discrepancies observed.
	N/A: <input type="checkbox"/> Seatbelt	Functions as designed.
Right Rear Position	Seat	No damage or discrepancies observed.
	Seatbelt	Functions as designed.
Third Row	Seat	
	N/A: <input checked="" type="checkbox"/> Seatbelt	

Seat Belt Pictures / Videos



FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# [REDACTED]		Condition Title Brake Inspection			Date 05/01/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-07	Odometer unknown	VIN (confirm 17 characters) 4T1BB46K28U [REDACTED]	

Interior					
Supplemental Restraints Airbag Inspection		Deployed		N/A	Notes & Observations
		Yes	No		
Driver	Front SRS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Knee SRS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Seat Side SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Seat Belt SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Front Passenger	Front SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Knee SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Side SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Seat Belt SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Rear Passenger	LH Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	RH Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	LH Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	RH Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Rear Window Curtain SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driver's Side	Curtain Side SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A-pillar trim is displaced.
Passenger Side	Curtain Side SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

TQCN DOC# [REDACTED]		Condition Title Brake Inspection			Date 05/01/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-07	Odometer unknown	VIN (confirm 17 characters) 4T1BB46K28U [REDACTED]	

Interior

Airbag Pictures



TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			05/01/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-09-07	unknown	4T1BB46K28U [REDACTED]	

Inspection Area		Notes & Observations
Warning Light Status	<input checked="" type="checkbox"/>	Unable to check, vehicle will not start / Ready ON
	<input type="checkbox"/>	Equipped with Safety Connect, note system status here:
Instrument Cluster		Housing is distorted. Visible part of cluster appears intact but is inoperative due to no power.
Steering Wheel & Column		Lower column is displaced rearward.
Shift Lever & Linkage		Moves when manually released. Otherwise, condition is unknown.
Pedal Assembly	Accelerator	Pedal movement is restricted by contact with carpet, caused by displaced floor pan. When carpet is pulled away, pedal appears to operate normally.
	Brake	Brake pedal is trapped at the top of its normal travel by the displaced floor pan, preventing pedal from moving up or down.
	Clutch N/A: <input checked="" type="checkbox"/>	
Floorpan & Floorpan	Left Front	Unretained aftermarket rubber floor mat on top of a properly positioned and retained OEM mat. Floor pan is displaced upward and rearward trapping mats against brake pedal.
	Right Front	No mat present. Floor pan appears slightly displaced in LF corner of passenger foot area.

Floorpan / Interior Floorpan Pictures



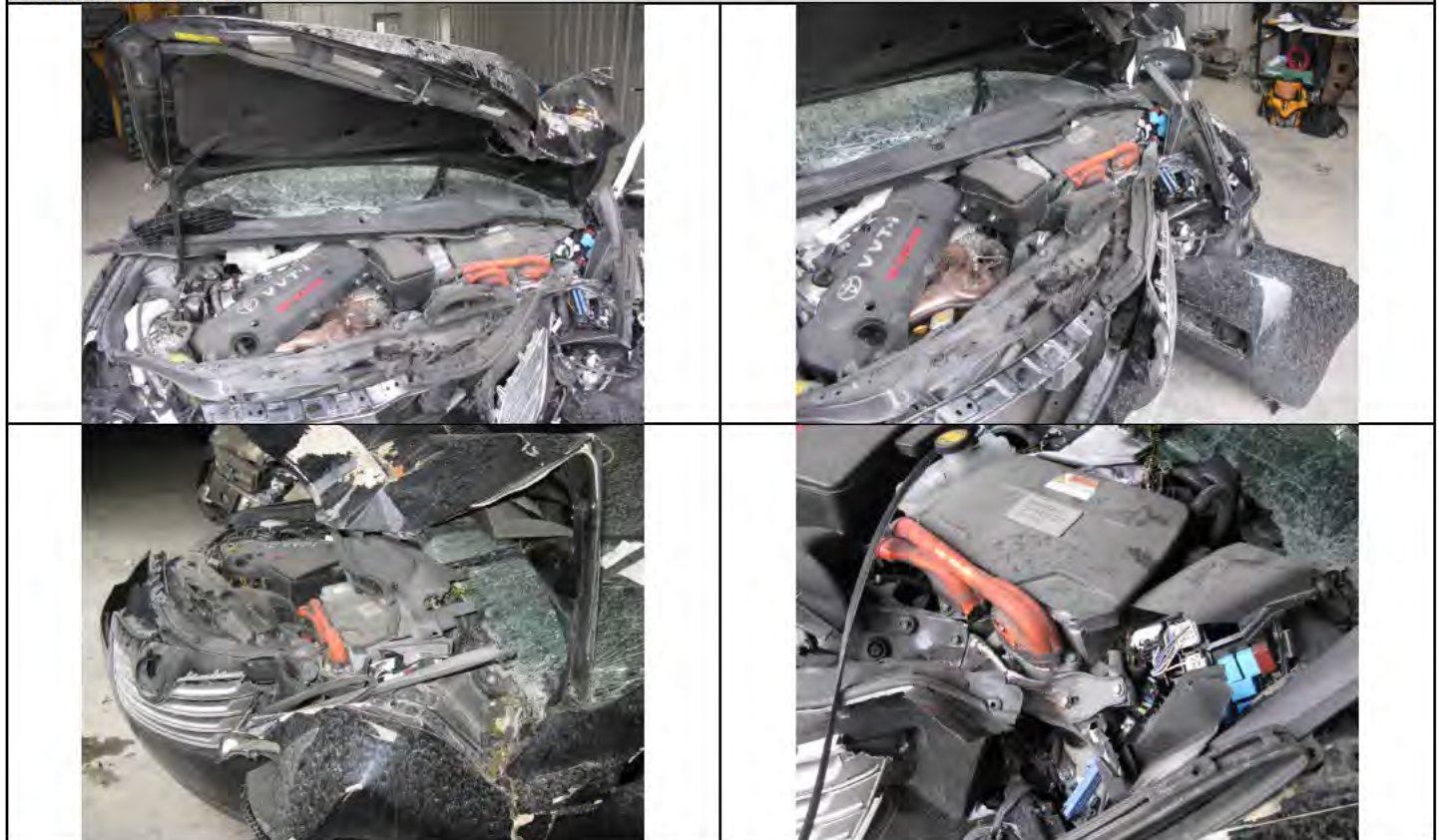
Interior Other Pictures



TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			05/01/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-09-07	unknown	4T1BB46K28U [REDACTED]	

Inspection Area		Notes & Observations				
Engine Oil	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	
	Condition					
Trans Oil	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	For vehicles equipped with a dipstick
	Condition					
Brake Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input checked="" type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition	Main reservoir chamber empty. Secondary chamber has fluid remaining.				
Clutch Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	
	Condition					
Steering Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	
	Condition					
Coolant	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input checked="" type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition	Radiator is crushed				
12V Battery	SOC	<input type="checkbox"/> Pass	<input checked="" type="checkbox"/> Fail	<input type="checkbox"/> N/A	Using Midtronics tester or open circuit voltage / failure code or OC voltage	
	Condition	Battery tests 0 volts & cables are disconnected. Battery carrier is crushed.				
Radiator, Radiator Hoses & Condenser		Radiator, condenser and hoses all crushed.				
Engine Compartment Wire Harness		Harness is pulled apart and/or broken in multiple places.				
Engine Compartment Fuel Lines		Visible fuel lines bent in some areas but appear intact.				
Engine / Transmission Mounts		Displaced, bent, broken.				

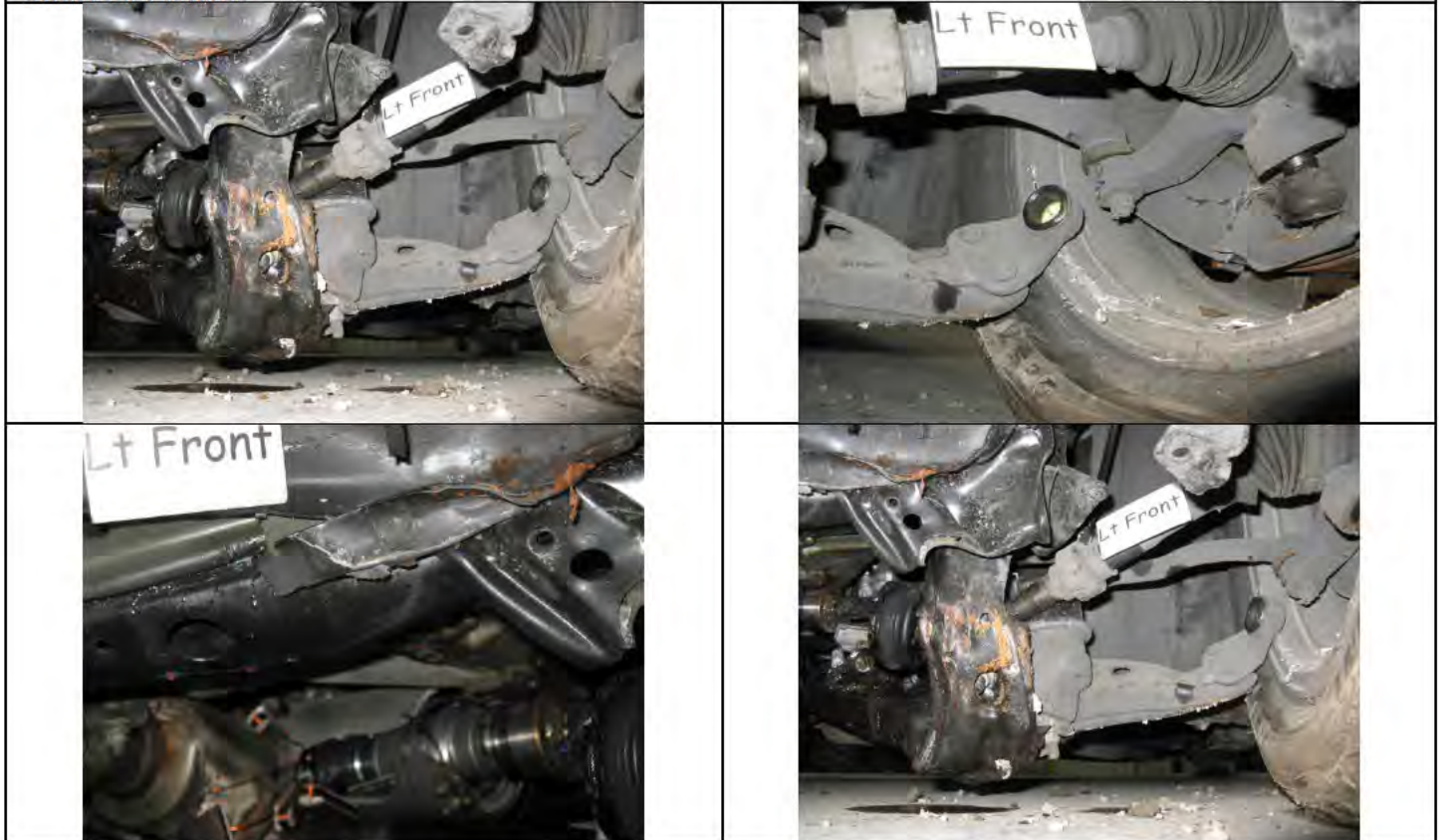
Underhood Pictures



TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			05/01/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-09-07	unknown	4T1BB46K28U [REDACTED]	

Inspection Area		Notes & Observations
Suspension	Left Front	Strut tower crushed. Lower ball joint is separated from A-frame.
	Right Front	Strut tower crushed.
	Left Rear	Appears displaced but extent of damage undetermined.
	Right Rear	Appears displaced but extent of damage undetermined.
Steering Gear and Linkage		Components bent/broken.
Drive axle / Driveshaft		Components bent/broken.
Transmission / Transaxle		Condition unknown.
Differential/rear axle assembly		N/A
Exhaust System		Crushed at engine.
Fuel Tank and Lines		Other than bent lines in engine area, no other damage was observed.

Undercar Pictures



TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			05/01/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-09-07	unknown	4T1BB46K28U [REDACTED]	

Tires & Wheels												
Inspection Area	Left Front			Right Front			Left Rear			Right Rear		
Tire Brand / Model	Michelin			Michelin			Michelin			Michelin		
Tire Model Name - Code	Destiny			Destiny			Destiny			Destiny		
Tire Size	P215/60R16 94T			P215/60R16 94T			P215/60R16 94T			P215/60R16 94T		
Tire DOT #	B349 R1UX 2211			B349 R1UX 2211			B349 R1UX 2211			B349 R1UX 2211		
Cold Tire Pressure (psi)	32.0			31.5			Flat			32.5		
Tread Depth (Measured in 32 nd of an inch)	I	C	O	I	C	O	I	C	O	I	C	O
	10	10	10	10	10	10	10	10	10	10	10	10
Tire Wear Condition	OK			OK			Multiple punctures			OK		
Wheel Condition	Rim has severe impact damage			OK			Rim has severe impact damage			OK		

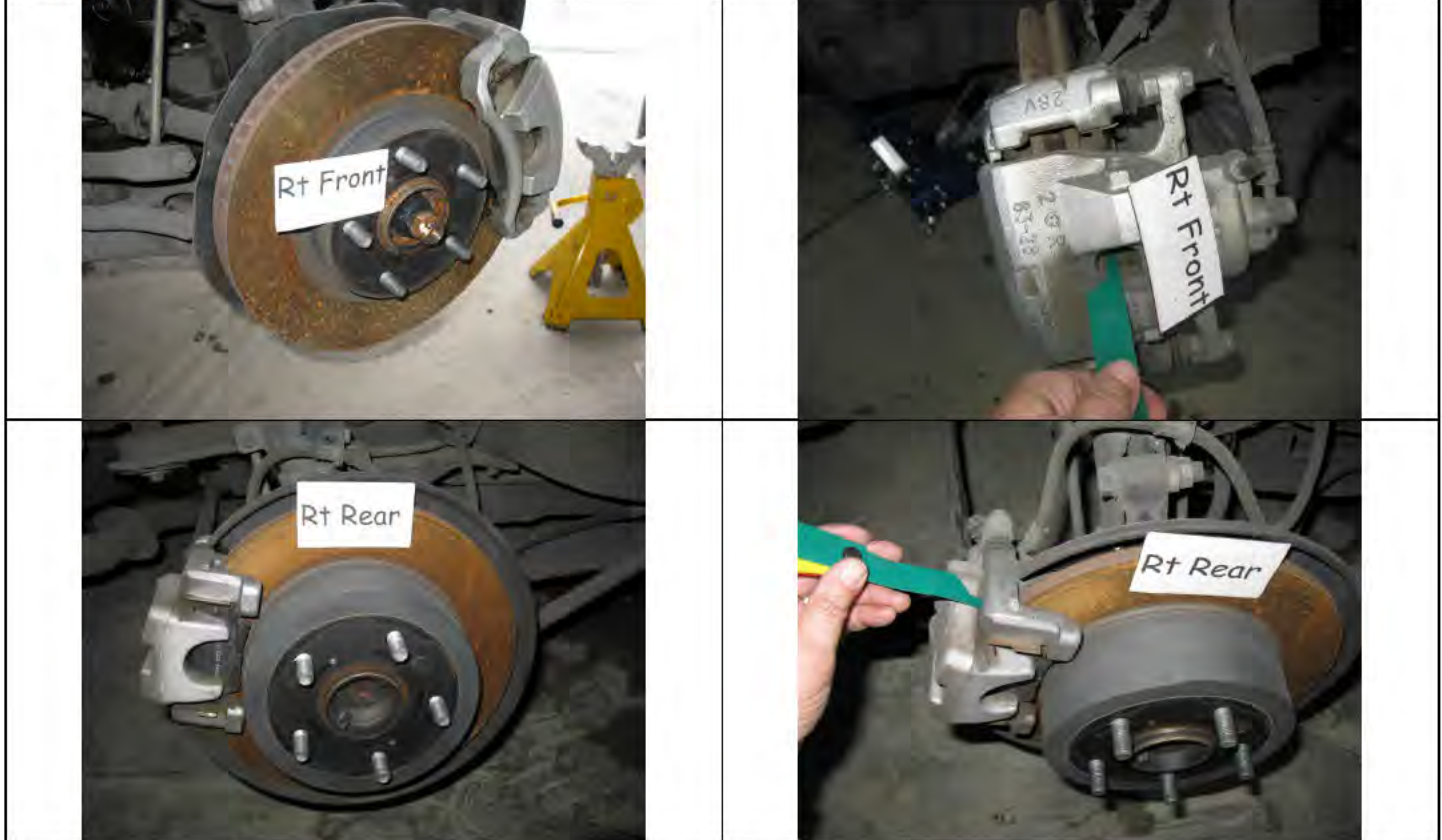
Tire & Wheel Pictures



TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			05/01/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-09-07	unknown	4T1BB46K28U [REDACTED]	

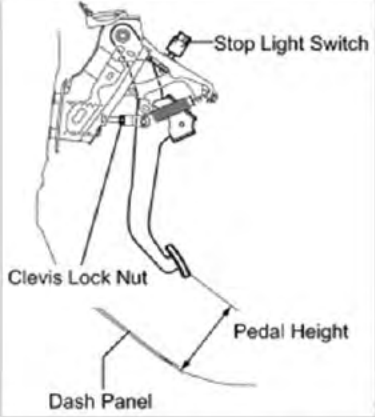
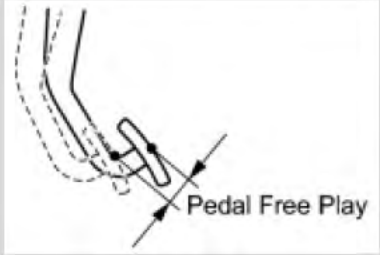
Brake System				
Inspection Area	Left Front (LF)	Right Front (RF)	Left Rear (LR)	Right Rear (RR)
Pad / Shoe Thickness (mm)	Unable to measure	8	Unable to measure	8
	Unable to measure	8	Unable to measure	8
Calipers / Wheel Cylinders	No visible leaks			
Pad / Shoe Condition	Appear normal			
Caliper Slide Pins & Other Hardware	RT side OK. Unable to access LT side to inspect.			
Rotor / Drum Condition	Heavy surface rust but otherwise appear serviceable.			
Wheel Speed Sensor & Wiring Condition	RT side OK. Unable to access LT side to inspect.			
Master Cylinder	Not visible. Unable to access w/o disassembly of crushed surrounding components.			
ABS Actuator	Displaced in mount but otherwise appears to be intact.			
Brake Lines & Hoses	All visible lines/hoses appear intact. Lines from master cylinder to remote reservoir are not visible due to crushed surrounding components.			
LSPV - Load Sensing Proportioning Valve	N/A			
Parking Brake Operation	Cannot be applied due to displaced cowl and floor pan			

Brake Pictures



TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			05/01/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-09-07	unknown	4T1BB46K28U [REDACTED]	

Brake System - Pedal

Inspection Area	Measurement
<p>Brake Pedal Height inspection: Pull the carpet back and measure to the dash panel (floor pan)</p> 	<p>Brake Pedal Free Play Inspection: Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.</p> 
Measurement: 0 (due to displaced floor pan)	Measurement: 0 (due to displaced floor pan)

<p>Brake Pedal Reserve Inspection: Pedal reserve distance from the dash panel at 500 N (51 kgf, 112 lbf). Measure the distance at the same point used for the brake pedal height inspection.</p> <p>(a) Release the parking brake pedal or parking brake lever. (b) With the engine running, depress the brake pedal and measure the pedal reserve distance.</p>

Measurement: 0 (due to displaced floor pan)

Brake System - Pedal Pictures



TQCN DOC# [REDACTED]		Condition Title Brake Inspection			Date 05/01/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-07	Odometer unknown	VIN (confirm 17 characters) 4T1BB46K28U [REDACTED]	

Dynamic Evaluation

CAUTION: A dynamic evaluation should only be performed if the vehicle is in an overall safe operating condition; including all restraint systems, lighting, brake, and chassis systems. Operate the vehicle for at least 5 miles of city and/or highway driving.

Area & Inspection Items	Notes
Techstream Snapshot and Operation History (if equipped) Duplicate customer concern condition and capture Powertrain - All Data List snapshot. Also include Snapshot and Operation History for any other vehicle system related to reported concern.	Vehicle is inoperative.
Engine Performance <ul style="list-style-type: none"> Starting Idle quality Acceleration Cruise Control 	Vehicle is inoperative.
Transmission / Drivetrain <ul style="list-style-type: none"> Operation 	Vehicle is inoperative.
Maximum Stall Speed Test A/C OFF; warm engine, fluid level confirmed prior to test.	Vehicle is inoperative.
Ride and Handling <ul style="list-style-type: none"> Quality Vibration Noise/Rattle 	Vehicle is inoperative.
Brake <ul style="list-style-type: none"> Stopping Parking Brake Brake Override System (BOS)* * If equipped 	Vehicle is inoperative.
Steering <ul style="list-style-type: none"> Steering wheel alignment Pull/lead Vibration 	Vehicle is inoperative.
Electrical Accessory / HVAC <ul style="list-style-type: none"> Operation and condition 	Vehicle is inoperative.
Instruments / Warning Lights <ul style="list-style-type: none"> Operation and condition 	Vehicle is inoperative.
Wiper System <ul style="list-style-type: none"> Operation and condition 	Vehicle is inoperative.


TQCN DOC# [REDACTED]		Condition Title Brake Inspection			Date 05/01/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-07	Odometer unknown	VIN (confirm 17 characters) 4T1BB46K28U [REDACTED]	

Additional Inspection Items:

Inspector photos of the incident scene, taken on 4/15/12, were submitted with this report. Witness marks are visible on the curb. The damaged tree had already been replaced.



5. Contact Detail and Related Files

Add related files to attached zip archive and password protected  FTR-I Files.zip	File or Data Type	Included			
	CR Cases	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Interview Record	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
National Service History Summary (Print and store as PDF)	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Part Recovery Consent	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Police Report	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Repair Order	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
TA Cases	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Techstream Health Check and Snapshots (TSE file)	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Other: <u><describe file(s) here></u>	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC# [REDACTED]		Condition Title Brake Inspection			Date 05/01/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-07	Odometer unknown	VIN (confirm 17 characters) 4T1BB46K28U [REDACTED]	

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Orig Tracking

VIN

Doc No.



Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先 :	
	Tel:	Tel:	
	T-STAR [REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-121630157

FIELD TECHNICAL REPORT – INCIDENT INSPECTION



TQCN DOC#		Affiliate TMS		Dept. QACHassis		Ref A3578819	Date 06/11/2012
Primary Model Camry HV		Model Year 2007	Production Date 2006-11-16	Odometer 112028	VIN JTNBB46K873		Repair Date 6/6/2012
Source FTS	Location REG-LA	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Brake Inspection							

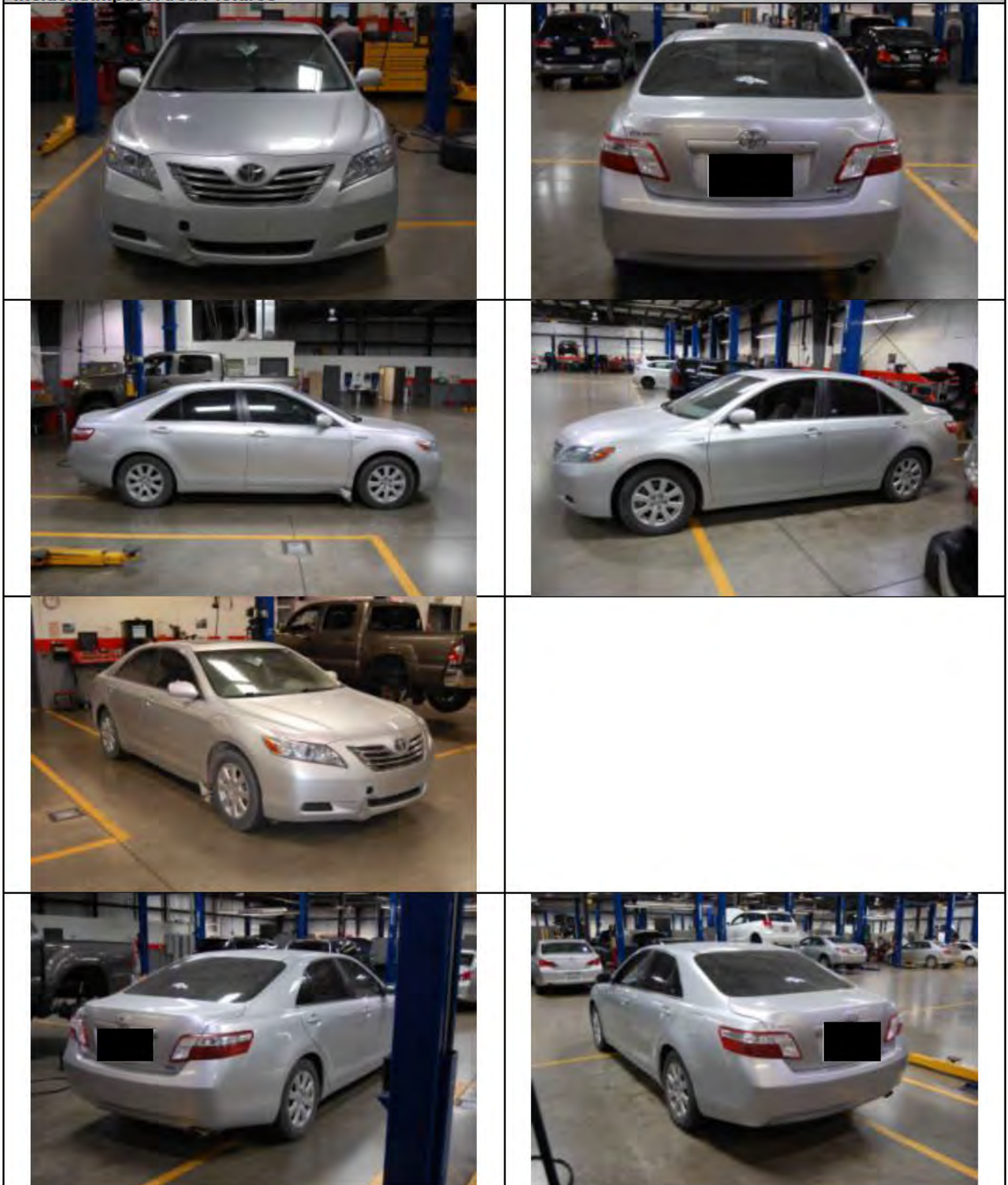
1. Condition Description / Incident Details

Incident Date:	5/8/2012	Incident Time:	4:35	<input type="checkbox"/> AM	<input checked="" type="checkbox"/> PM
Customer states: the brake system failed on the vehicle. Customer states on several occasions the ABS warning light came on before the accident. Customer states was trying to park the vehicle and when the brakes were applied, brakes did not respond and vehicle hit a chain link fence by a school.					
Incident Location: Backfield of school (private property)					
Incident Description Provided By:	<input checked="" type="checkbox"/> Owner/Driver <input type="checkbox"/> Driver <input type="checkbox"/> Other:				
Injuries?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes* *If yes, provide description of injuries.				
Police Report Provided?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes* *If yes, attach report as described in section "5. Contact Details & Related Files". Agency: Number:				
Overall Observations & Summary of Inspection	Vehicle is very dirty, appears to be driven on a dirt road regularly Body damage is to front of vehicle and to right side rocker panel Vehicle does not appear to have been in any prior collisions Current brake actuator P/N 44510-30270 All floor mats have been removed by the customer prior to the inspection, evidence of recent floor mat installation can be seen in the carpet SSC 90L has never been completed				

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			06/11/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-11-16	112028	JTNBB46K873 [REDACTED]	

2. Vehicle Identification & Condition (NOTE: If no impact, document overall vehicle condition.)

Incident/Impact Area Pictures



TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			06/11/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-11-16	112028	JTNBB46K873 [REDACTED]	

Interior Pictures



TQCN DOC# [REDACTED]		Condition Title Brake Inspection			Date 06/11/2012
Primary Model Camry HV	Model Year 2007	Production Date 2006-11-16	Odometer 112028	VIN (confirm 17 characters) JTNBB46K873 [REDACTED]	

3. Inspection Summary

Inspection Date	6/6/2012	
Inspection Location	Valley-Hi Toyota, Victorville, CA	
Was the vehicle repaired prior to the inspection?	<input type="checkbox"/> Yes Partial repair <input type="checkbox"/> Yes Complete repair <input checked="" type="checkbox"/> No	<Attach available information to section "5. Contact Details & Related Files". If unavailable describe.>
Were part(s) recovered from the vehicle?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	<When part(s) recovery is needed, make sure to complete the "Part Recovery Consent" form prior to retrieving the component. If collected, attach the completed form to section "5. Contact Details & Related Files".>
Event Data Recorder Collection.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> Not Completed* * Please Explain <input type="checkbox"/> N/A* * Please Explain	EDR was not completed due to no Airbag deployment and the short time frame of setting up the inspection. (Customer was notified at 4:30PM on 6/5/2012 and the inspection was performed at 12:00PM on 6/6/2012)
Techstream Health Check	<input checked="" type="checkbox"/> Completed DTCs recovered <input type="checkbox"/> Completed No DTCs <input type="checkbox"/> Not Completed* * Please Explain	DTCs Recovered:ABS/VSC/TRAC ECU C1241 Air Conditioning B1421, B1424, B1498
Perform a Store All Health Check, retrieve DTCs for all systems and create TS file.		<Attach available information to section "5. Contact Details & Related Files". If unavailable describe.>
Were the inspection results communicated to the customer / owner or any of their representatives?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	Date communicated:

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			06/11/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-11-16	112028	JTNBB46K873 [REDACTED]	

4. Inspection Areas

Exterior Other	
Inspection Area	Notes & Observations
Headlights / Taillights	Operating as designed
Brake Lights	Operating as designed
Turn Signals	Operating as designed
Glass & External Mirrors	Operating as designed
Hood Latch	Operating as designed
Hatch / Trunk Latch	Operating as designed
Door Latch & Lock	Operating as designed
Exterior Other Pictures	



TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			06/11/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-11-16	112028	JTNBB46K873 [REDACTED]	



Interior

Inspection Area		Notes & Observations
Left Front Position	Seat	Operating as designed
	Seatbelt	Operating as designed
Right Front Position	Seat	Operating as designed
	Seatbelt	Operating as designed
Left Rear Position	Seat	Operating as designed
	Seatbelt	Operating as designed
Center Rear Position	Seat	Operating as designed
	N/A: <input type="checkbox"/> Seatbelt	Operating as designed
Right Rear Position	Seat	Operating as designed
	Seatbelt	Operating as designed
Third Row	Seat	
	N/A: <input checked="" type="checkbox"/> Seatbelt	

Seat Belt Pictures / Videos



TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			06/11/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-11-16	112028	JTNBB46K873 [REDACTED]	



Interior					
Supplemental Restraints Airbag Inspection	Deployed		N/A	Notes & Observations	
	Yes	No			
Driver	Front SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Knee SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Seat Side SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Seat Belt SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Front Passenger	Front SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Knee SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Side SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Seat Belt SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Rear Passenger	LH Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	RH Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	LH Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	RH Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Rear Window Curtain SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driver's Side	Curtain Side SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Passenger Side	Curtain Side SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			06/11/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-11-16	112028	JTNBB46K873 [REDACTED]	

Inspection Area		Notes & Observations
Warning Light Status	<input type="checkbox"/>	Unable to check, vehicle will not start / Ready ON
	<input type="checkbox"/>	Equipped with Safety Connect, note system status here:
		No warning lights are illuminated
Instrument Cluster		Operating as designed
Steering Wheel & Column		Operating as designed
Shift Lever & Linkage		Operating as designed
Pedal Assembly	Accelerator	Operating as designed (90L not performed)
	Brake	Operating as designed
	Clutch N/A: <input checked="" type="checkbox"/>	
Floormat & Floorpan	Left Front	Not installed, not found in vehicle
	Right Front	Not installed, not found in vehicle

Floormat / Interior Floorpan Pictures



Interior Other Pictures



FIELD TECHNICAL REPORT – INCIDENT INSPECTION

TQCN DOC#		Condition Title			Date	
[REDACTED]		Brake Inspection			06/11/2012	
Primary Model		Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV		2007	2006-11-16	112028	JTNBB46K873 [REDACTED]	
Underhood						
Inspection Area		Notes & Observations				
Engine Oil	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition	OK				
Trans Oil	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	For vehicles equipped with a dipstick
	Condition					
Brake Fluid	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition	OK				
Clutch Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	
	Condition					
Steering Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	
	Condition					
Coolant	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition	OK				
12V Battery	SOC	<input checked="" type="checkbox"/> Pass	<input type="checkbox"/> Fail	<input type="checkbox"/> N/A		
	Condition	OK				
Radiator, Radiator Hoses & Condenser		OK				
Engine Compartment Wire Harness		OK				
Engine Compartment Fuel Lines		OK				
Engine / Transmission Mounts		OK				

Underhood Pictures



FIELD TECHNICAL REPORT – INCIDENT INSPECTION



TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			06/11/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-11-16	112028	JTNBB46K873 [REDACTED]	

Inspection Area		Notes & Observations
Undercar		
Suspension	Left Front	OK
	Right Front	OK
	Left Rear	OK
	Right Rear	OK
Steering Gear and Linkage		OK
Drive axle / Driveshaft		OK
Transmission / Transaxle		OK
Differential/rear axle assembly		OK
Exhaust System		OK
Fuel Tank and Lines		OK

Tires & Wheels												
Inspection Area	Left Front			Right Front			Left Rear			Right Rear		
Tire Brand / Model	Bridgestone			Bridgestone			? No name			? No name		
Tire Model Name - Code	Turanza EL400			Turanza EL400			? No model			? No model		
Tire Size	215/60 R16			215/60 R16			215/60 R16			215/60 R16		
Tire DOT #	OBX8 PM6 3110			OBX8 PM6 1310			PJX8 JK1R 5210			PJX8 JK1R 5210		
Cold Tire Pressure (psi)	41.7			41.7			38.8			30.1		
Tread Depth (Measured in 32 nd of an inch)	I	C	O	I	C	O	I	C	O	I	C	O
	6	5	5	5	5	4	7	7	7	7	7	7
Tire Wear Condition	Wearing on the outside edge			Wearing on the outside edge			OK			OK		
Wheel Condition	OK			OK			OK			OK		
Tire & Wheel Pictures												

FIELD TECHNICAL REPORT – INCIDENT INSPECTION

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			06/11/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-11-16	112028	JTNBB46K873 [REDACTED]	



TQCN DOC# [REDACTED]		Condition Title Brake Inspection			Date 06/11/2012
Primary Model Camry HV	Model Year 2007	Production Date 2006-11-16	Odometer 112028	VIN (confirm 17 characters) JTNBB46K873 [REDACTED]	

Dynamic Evaluation


CAUTION: A dynamic evaluation should only be performed if the vehicle is in an overall safe operating condition; including all restraint systems, lighting, brake, and chassis systems. Operate the vehicle for at least 5 miles of city and/or highway driving.

Area & Inspection Items	Notes
Techstream Snapshot and Operation History (if equipped) Duplicate customer concern condition and capture Powertrain - All Data List snapshot. Also include Snapshot and Operation History for any other vehicle system related to reported concern.	Performed several snapshots in the HV ECU, Engine ECU. ABS ECU
Engine Performance <ul style="list-style-type: none"> Starting Idle quality Acceleration Cruise Control 	Operating as designed
Transmission / Drivetrain <ul style="list-style-type: none"> Operation 	Operating as designed
Maximum Stall Speed Test A/C OFF; warm engine, fluid level confirmed prior to test.	This is a HV, not applicable
Ride and Handling <ul style="list-style-type: none"> Quality Vibration Noise/Rattle 	Operating as designed
Brake <ul style="list-style-type: none"> Stopping Parking Brake Brake Override System (BOS)* * If equipped 	Operating as designed
Steering <ul style="list-style-type: none"> Steering wheel alignment Pull/lead Vibration 	Operating as designed
Electrical Accessory / HVAC <ul style="list-style-type: none"> Operation and condition 	Operating as designed
Instruments / Warning Lights <ul style="list-style-type: none"> Operation and condition 	Operating as designed
Wiper System <ul style="list-style-type: none"> Operation and condition 	Operating as designed

TQCN DOC# [REDACTED]		Condition Title Brake Inspection			Date 06/11/2012
Primary Model Camry HV	Model Year 2007	Production Date 2006-11-16	Odometer 112028	VIN (confirm 17 characters) JTNBB46K873 [REDACTED]	

Additional Inspection Items:

5. Contact Detail and Related Files

Add related files to attached zip archive and password protected	File or Data Type	Included			
		<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
 FTR-I Files.zip	CR Cases	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Interview Record	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	National Service History Summary (Print and store as PDF)	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Part Recovery Consent	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Police Report	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Repair Order	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	TA Cases	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Techstream Health Check and Snapshots (TSE file)	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Other: <u><describe file(s) here></u>	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Inspection			06/11/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-11-16	112028	JTNBB46K873 [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:	宛先 :	
	Tel:	Tel :	
	T-STAR [REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

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3/26/2014

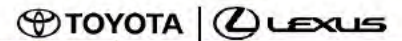
ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-121870160

FIELD TECHNICAL REPORT



TQCN DOC#		Affiliate TMS		Dept. QAChassis		Ref 93387279	Date 07/06/2012
Primary Model Camry HV		Model Year 2008	Production Date 2007-10-06	Odometer 18387	VIN 4T1BB46K88U	Repair Date 7/5/2012	
Source FTS	Location REG-LA	Problem Area Base Vehicle		Parts Destination CQE	DTC		
Part # 1 N/A	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available No Part(s) Available	
Condition Title Brake Investigation							

1. Condition Description


Complaint as received: Caller states: she owns a 2008 Camry Hybrid. Cllr states while driving in slow traffic a vehicle stopped in front of her. Cllr states she pressed on the brake pedal, and it went to the floor. Cllr states she hit the vehicle in front of her. Cllr states she had the vehicle towed to the South Coast Toyota in Costa Mesa, California. Cllr states she was charged \$550.00 towing.

* Please document the weather, road & road-surface condition at the time of customer complaint condition

2. Repair Description

Vehicle not repaired at this time.

3. Vehicle Inspection

Techstream Data	
Are any Warning Lights ON? (list any)	No
Bulb Check Result	Good
Perform Health-Check: DTC (list any & attach "TSE" file in the box to the right)	Health Check : P1423  2008_Camry HV_2AZ-FXE_4T1BB4
Freeze Frame Data (attach "TSE" file in the box to the right)	No FFD
Additional Observations	




Tire Condition				
Tire Brand / Model Name-Code (if more than one, please indicate)	Bridgestone Truanza			
	Left Front	Right Front	Left Rear	Right Rear
Tire Size	P215/60 r16/94vm+s	P215/60 r16/94v	P215/60 r16/94v	P215/60 r16/94v
DOT #	0BXB PM2 3703	0BXB PM2 3807	0BXB PM2 3703	0BXB PM2 3707
Pressure (psi)	32	32	32	32
Tread Depth (32 nd of an inch)	6/32	4/32	6/32	5/32
Wear Condition (even, inside, etc.)	fair	fair	fair	fair
Additional Observations				





TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Investigation			07/06/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-10-06	18387	4T1BB46K88U [REDACTED]	

Warning Light & Tire - Pictures

Picture of Instrument Cluster (showing Warning Light Condition and vehicle mileage)




Picture of Tire Tread Condition	Left Front	Right Front
		
	Left Rear	Right Rear
		

TQCN DOC#		Condition Title Brake Investigation			Date 07/06/2012
Primary Model Camry HV		Model Year 2008	Production Date 2007-10-06	Odometer 18387	VIN (confirm 17 characters) 4T1BB46K88U
Picture of Tire Side-Wall (brand/Name)	Left Front		Right Front		
					
	Left Rear		Right Rear		
					





Aftermarket Parts	
Are there any aftermarket parts installed on the vehicle? (list items) Observations?	
Picture(s) of aftermarket items * if applicable	No

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Investigation			07/06/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-10-06	18387	4T1BB46K88U [REDACTED]	
Brake Light Check					
Are the brake lights functioning normally? (exterior stop lights & CHMSL)				Yes	

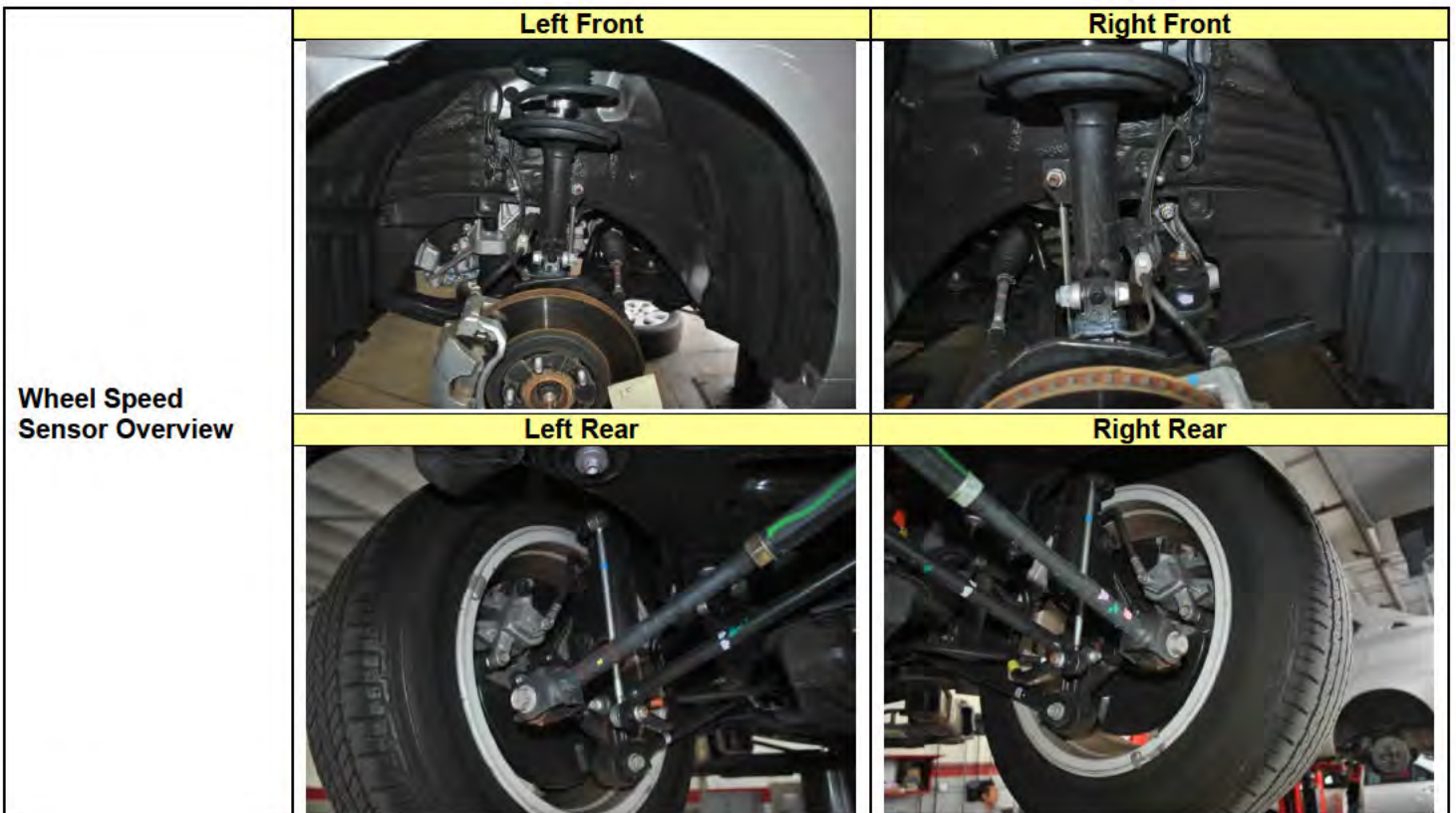
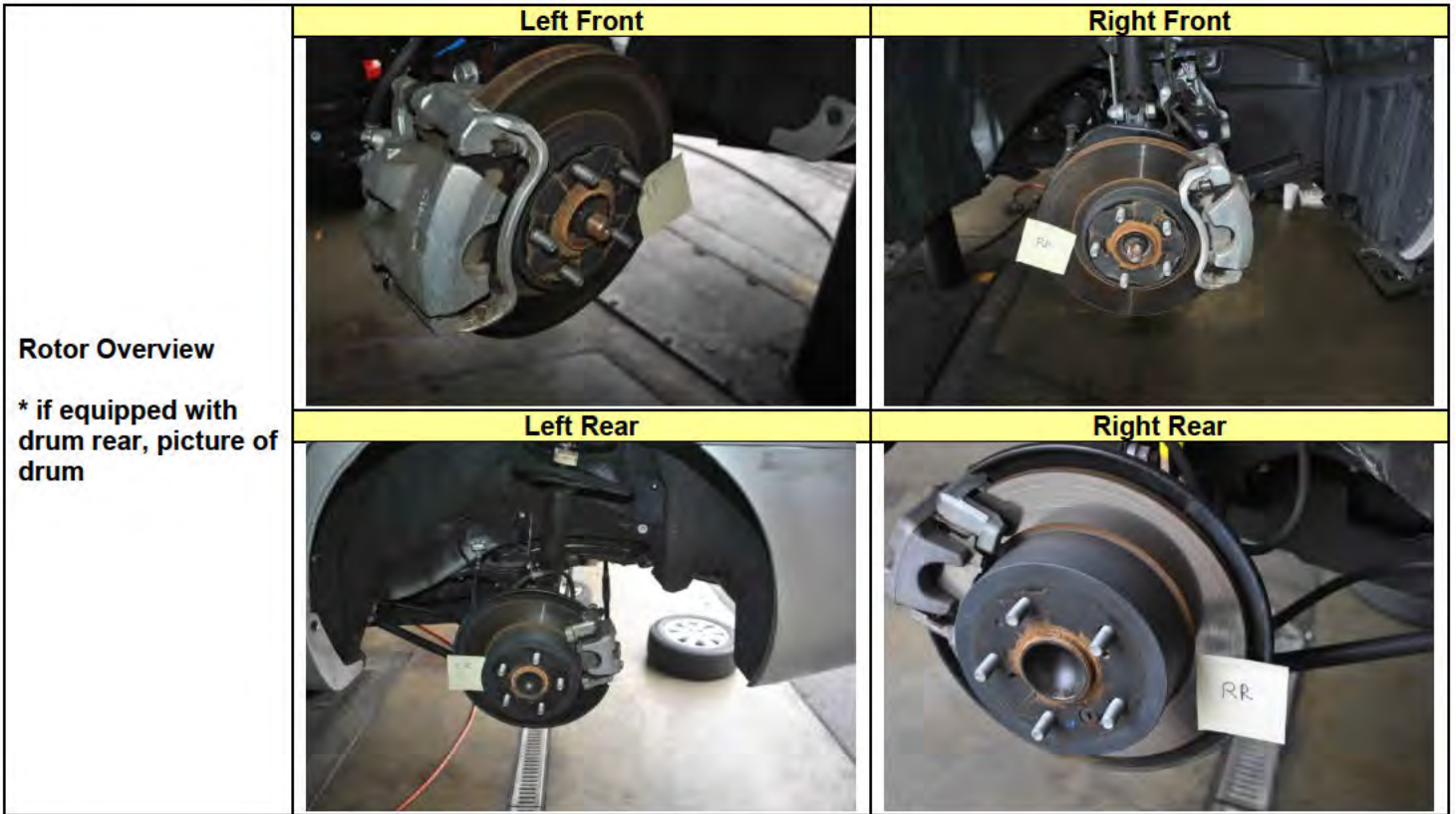
ABS (Static)	
ABS Actuator Visual Inspection. Any Leaks?	No leaks
Picture(s) of ABS Actuator	

Disc Brake Condition (at the wheels)				
Check for Leaks	Left Front	Right Front	Left Rear	Right Rear
Caliper	ok	ok	ok	ok
Hoses & Pipes	ok	ok	ok	ok
Condition/Measurements	Left Front	Right Front	Left Rear	Right Rear
Pad Thickness (mm)	10	10	10	10
Pad Condition (OK, Glazed, etc.)	Good	Good	Good	Good
Caliper Slide Pins (stuck?)	ok	ok	ok	ok
Wheel Speed Sensor & Wiring Condition	ok	ok	ok	ok
Rotor Condition (OK, Overheating, Deep Grooves, etc.)	ok	ok	ok	ok
Rotor Measurements (only if needed; thickness/run-out)				
Additional Observations	Road tested vehicle and brakes operated without any abnormal conditions			

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Investigation			07/06/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-10-06	18387	4T1BB46K88U [REDACTED]	
Rear Drum Brakes (if equipped)					
Check for Leaks	Left Front	Right Front	Left Rear	Right Rear	
Slave Cylinder					
Hoses & Pipes					
Condition/Measurements	Left Front	Right Front	Left Rear	Right Rear	
Shoe Thickness (Front) - mm					
Shoe Thickness (Rear) - mm					
Shoe Condition (OK, Glazed, etc.)					
Parking Brake Condition					
Wheel Speed Sensor & Wiring Condition					
Drum Condition (OK, Overheating, Deep Grooves, etc.)					
Drum Measurements (only if needed)					
Additional Observations					

Pictures of Brake Components (at the wheel)		
	Left Front	Right Front
Caliper (Overview) * if equipped with drum rear, picture of slave cylinder		
	Left Rear	Right Rear
		

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Investigation			07/06/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-10-06	18387	4T1BB46K88U [REDACTED]	




TQCN DOC#		Condition Title Brake Investigation			Date 07/06/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-10-06	Odometer 18387	VIN (confirm 17 characters) 4T1BB46K88U	

<p>Pads (in-place) Overview</p> <p>* if equipped with Drum rear, picture of shoes</p>	Left Front		Right Front	
	Left Rear		Right Rear	

Brake Pedal	
<p>Pedal Height:</p> <p>* Pull the carpet back and measure to the dash panel</p>	<p>Measurement: 153.65mm</p> <p>Picture:</p>

TQCN DOC#		Condition Title Brake Investigation			Date 07/06/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-10-06	Odometer 18387	VIN (confirm 17 characters) 4T1BB46K88U	

<p>Pedal Free Play:</p> <p>* Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.</p> 	<p>Measurement: No Vacuum Booster – Pedal Free Play 5mm</p> 
---	---

<p>Pedal Reserve:</p> <p>HINT: Measure the distance at the same point used for the brake pedal height inspection.</p> <p>(a) Release the parking brake pedal or parking brake lever.</p> <p>(b) With the engine running, depress the brake pedal and measure the pedal reserve distance.</p> <p>Pedal reserve distance from the dash panel at 500 N (51 kgf, 112 lbf)</p>	<p>Measurement: 110.37mm</p> <p>Picture:</p> 
---	--

<p>Any Obstructions in the Brake Pedal Area?</p> <p>* Picture of Clevis Area, if applicable</p>	<p>Yes/No: No</p> <p>Picture:</p> 
--	--

<p>Additional Observations</p>	
---------------------------------------	--

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Investigation			07/06/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-10-06	18387	4T1BB46K88U [REDACTED]	

Master Cylinder, Reservoir & Lines

Check for Leaks (Master Cylinder, Reservoir & Lines)	ok
--	----

Reservoir Fluid Level	None
-----------------------	------

Brake Fluid Condition (Color, Contamination, etc.)	ok
--	----

Picture of Master Cylinder	
----------------------------	--



TQCN DOC# [REDACTED]		Condition Title Brake Investigation			Date 07/06/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-10-06	Odometer 18387	VIN (confirm 17 characters) 4T1BB46K88U [REDACTED]	
Picture of Bottom of Brake Reservoir Cap		na			

Dynamic Inspection of Brakes	
	Test Result
Confirm ABS Operation	OK
Slow Speed Stop	OK
Highway Speed Stop	OK
Stall Test (AT only) - Brake Hold (Forward & Reverse)	OK
Vacuum System (engine off) # of pedal applications to deplete vacuum	Na
Brake Override Function (if equipped)	OK
Additional Observations	Brakes operated normally. Normal Brake operation without fade or Brake Pedal drop.

TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Investigation			07/06/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-10-06	18387	4T1BB46K88U [REDACTED]	

Additional Pictures
(add rows below as needed)



TQCN DOC#		Condition Title			Date
[REDACTED]		Brake Investigation			07/06/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-10-06	18387	4T1BB46K88U [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to: []	住所: []	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn: []	宛先: []	
	Tel: []	Tel: []	
	T-STAR [REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code	PRS Status	Comments:	
		Not Requested		
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	

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ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-122260250

TQCN DOC#		Affiliate	Dept.		Ref	Date
[REDACTED]		TMS	QACHASSIS		C2279515	08/14/2012
Primary Model	Model Year	Production Date	Odometer	VIN	Repair Date	
Camry HV	2008	2007-08-09	91017	JTNBB46K083 [REDACTED]	7/31/2012	
Source	Location	Problem Area	Parts Destination	DTC		
FTS	REG-LA	Base Vehicle	CQE	C1345		
Part # 1	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available
4405030300						No Part(s) Available
Condition Title						
ABS Light On: DTC C1345 - Linear Off-Set Undone - Actuator Durability						

Condition Description

Customer states there is a delay in braking, during low speed braking feels like the brakes would come on and off even at a stop.

Diagnostic Steps

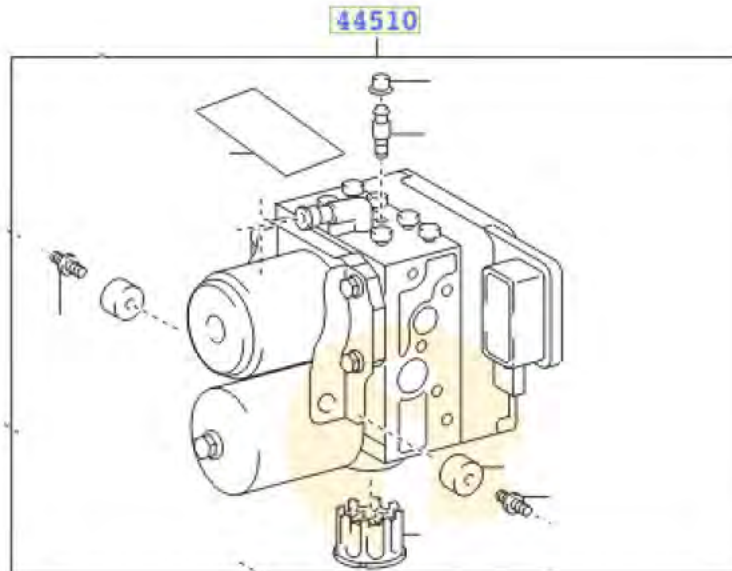
Technician found DTC's which would not clear:
 C1345 (Linear Solenoid Valve Offset Learning Undone), and
 C1368 (Linear Solenoid Valve Offset Malfunction)
 Technician confirmed 12 volt battery was in good condition.
 Confirmed brake fluid level.
 Follow Repair Manual procedures for DTC's C1345, and C1368.
 Follow Techstream prompts for Linear off set calibration but would always fail even when using Memory Reset first.

Probable Cause

Fault in Brake Actuator assembly.

Repair Process

Replace Brake Actuator Assembly.



TQCN DOC#		Condition Title			Date
[REDACTED]		ABS Light On: DTC C1345 - Linear Off-Set Undone -			08/14/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-08-09	91017	JTNBB46K083 [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先 :	
	Tel:	Tel:	
	T-STAR [REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4405030300	ACTUATOR ASSY, BRAKE W/FLUID	1	\$ 292.12
	Serial No. / Date Code	PRS Status	Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	

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TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-122290177

TQCN DOC#		Affiliate	Dept.		Ref	Date
[REDACTED]		TMS	QACHASSIS		C0806316	08/17/2012
Primary Model	Model Year	Production Date	Odometer	VIN	Repair Date	
Camry HV	2007	2006-04-13	71083	JTNBB46K973 [REDACTED]	8/15/2012	
Source	Location	Problem Area	Parts Destination	DTC		
FPE	TMS-PQSS	Base Vehicle	CQE	C1345,C1368		
Part # 1	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available
4405030300						No Part(s) Available
Condition Title						
ABS, VSC, Brake Warning Lights ON - Linear Solenoid Valve Offset Malfunction						

Condition Description

Customer states the "Check VSC System" message and ABS/VSC/Brake Warning Lights are ON.

Diagnostic Steps

- Inspected the vehicle and verified the condition described by the customer
- Performed Techstream Health Check and verified the following DTC(s):
 - DTC C1345/66: Linear Solenoid Valve Offset Learning Undone
 - DTC C1368/67: Linear Solenoid Valve Offset Malfunction
- Attempted clear DTCs:
 - DTCs would NOT clear
- Attempted to perform the initialization of the linear solenoid valve and calibration using a Techstream three times:
 - Unable to complete on any of the three attempts
- Attempted to perform the initialization of the linear solenoid valve and calibration using a second Techstream two additional times:
 - Unable to complete on any of the two attempts

Probable Cause

Unknown; however, dealer suspects brake actuator durability may be the root cause as they have seen an increase in brake actuator replacements on 2007 MY Camry HV for various conditions over the last 12 months.

Repair Process

- Replaced the brake actuator assembly
- Successfully performed the initialization of the linear solenoid valve and calibration on the first attempt
- Test drove vehicle and confirmed NO DTCs or Warning Lights post repair
 - This repaired the vehicle



Condition observed by the customer



NG brake Actuator: NPF



Removed brake actuator information:
44510-30270
PD062-205 F



NG brake Actuator: NPF

TQCN DOC#		Condition Title			Date
[REDACTED]		ABS, VSC, Brake Warning Lights ON - Linear Solenoid			08/17/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-04-13	71083	JTNBB46K973 [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先 :	
	Tel:	Tel:	
	T-STAR [REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4405030300	ACTUATOR ASSY, BRAKE W/FLUID	1	\$ 292.12
	Serial No. / Date Code	PRS Status	Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	

PE14-001

TOYOTA

3/26/2014

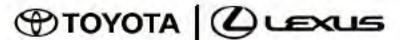
ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-122320155

FIELD TECHNICAL REPORT – INCIDENT INSPECTION



TQCN DOC#		Affiliate	Dept.		Ref	Date
[REDACTED]		SET	QACHassis		93387279	08/22/2012
Primary Model	Model Year	Production Date	Odometer	VIN	Repair Date	
Camry HV	2008	2007-11-19	111582	4T1BB46K08U [REDACTED]	8/17/2012	
Source	Location	Problem Area	Parts Destination	DTC		
FTS	REG-SET	Base Vehicle	CQE			
Part # 1	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available
N/A						No Part(s) Available
Condition Title						
Incident Inspection: Alleged Brake Malfunction						

1. Condition Description / Incident Details

Incident Date:	07/29/12	Incident Time:	11:00	<input checked="" type="checkbox"/> AM	<input type="checkbox"/> PM
-----------------------	----------	-----------------------	-------	--	-----------------------------

Customer stated that on 7/29/2012 at 11:00 she was driving on US 41 in Bradenton, FL and she felt the brakes failed, customer hit another vehicle. There were no injuries but the person she hit is claiming injuries. Customer stated this is the only accident she had with this vehicle. Customer was driving 45 MPH. The Bradenton PD and Fire Department came to the scene and a police report was filed.

Incident Location:
U.S. 41 Bradenton, FL

Incident Description Provided By:	<input checked="" type="checkbox"/> Owner/Driver
	<input type="checkbox"/> Driver
	<input type="checkbox"/> Other:

Injuries?	<input checked="" type="checkbox"/> No	<i>*If yes, provide description of injuries.</i>
	<input type="checkbox"/> Yes*	

Police Report Provided?	<input checked="" type="checkbox"/> No	<i>*If yes, attach report as described in section "5. Contact Details & Related Files".</i> Agency: Number:
	<input type="checkbox"/> Yes*	

Overall Observations & Summary of Inspection

FTS was unable to duplicate the customer's reported concerns. Collision repair was completed prior to inspection of the vehicle. Body shop personnel had photographed vehicle prior to repairs and allowed FTS to review photos taken before repairs. Damage appeared to be isolated to the front bumper/grille and hood area. Damage was apparent to both headlight assemblies as well. From the photos reviewed and the inspection of the vehicle all damages appeared to be cosmetic related concerns. The hood, front bumper cover assembly, grille, and headlights were replaced during repairs. Both front fenders were found to be in good and original condition. There were no signs of structural damage noted to the vehicle. Airbags did not deploy during this incident. The vehicle's chassis system was inspected prior to driving the vehicle. No damage evident to the vehicle's chassis or suspension system. Wheels and tires are in good condition with approximately 5/32" of tread depth on the front tires and 6/32" tread depth on the rear tires. The tires exhibited even and uniform wear with no abnormalities. The vehicle's braking system was inspected. All rotors exhibited normal wear and provided no indication of overheating or damage of any kind. All brake related hardware was found to be in the correct position and properly secured. All caliper slide pins were found to be in good condition and moved freely. All calipers were found to be in good condition as well. The front brake pads have approximately 8 mm of material remaining and the rear brakes have approximately 5 mm of materials remaining. The brake linings did not exhibit signs of overheating or glazing. No leaks were noted from the braking hydraulic system. All lines and unions were inspected and found to be in good condition. The master cylinder reservoir was found to be filled properly

FIELD TECHNICAL REPORT – INCIDENT INSPECTION



TQCN DOC# [REDACTED]		Condition Title Incident Inspection: Alleged Brake Malfunction			Date 08/22/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-11-19	Odometer 111582	VIN (confirm 17 characters) 4T1BB46K08U [REDACTED]	

between the max and min indicators and the fluid appeared to be in good condition. The vehicle was road tested for 20 miles during the inspection. The vehicle's braking system functioned normally throughout the inspection procedure. The brake pedal height was found to be normal, the brake pedal felt normal and reserve distance was also tested to be normal. No abnormal behaviors were noted during the test drive of the vehicle. No abnormal ride or handling concerns were noted during testing. Vehicle was found to be operating as designed. FTS was unable to verify the customer's reported concerns.

TQCN DOC# [REDACTED]		Condition Title Incident Inspection: Alleged Brake Malfunction			Date 08/22/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-11-19	Odometer 111582	VIN (confirm 17 characters) 4T1BB46K08U [REDACTED]	

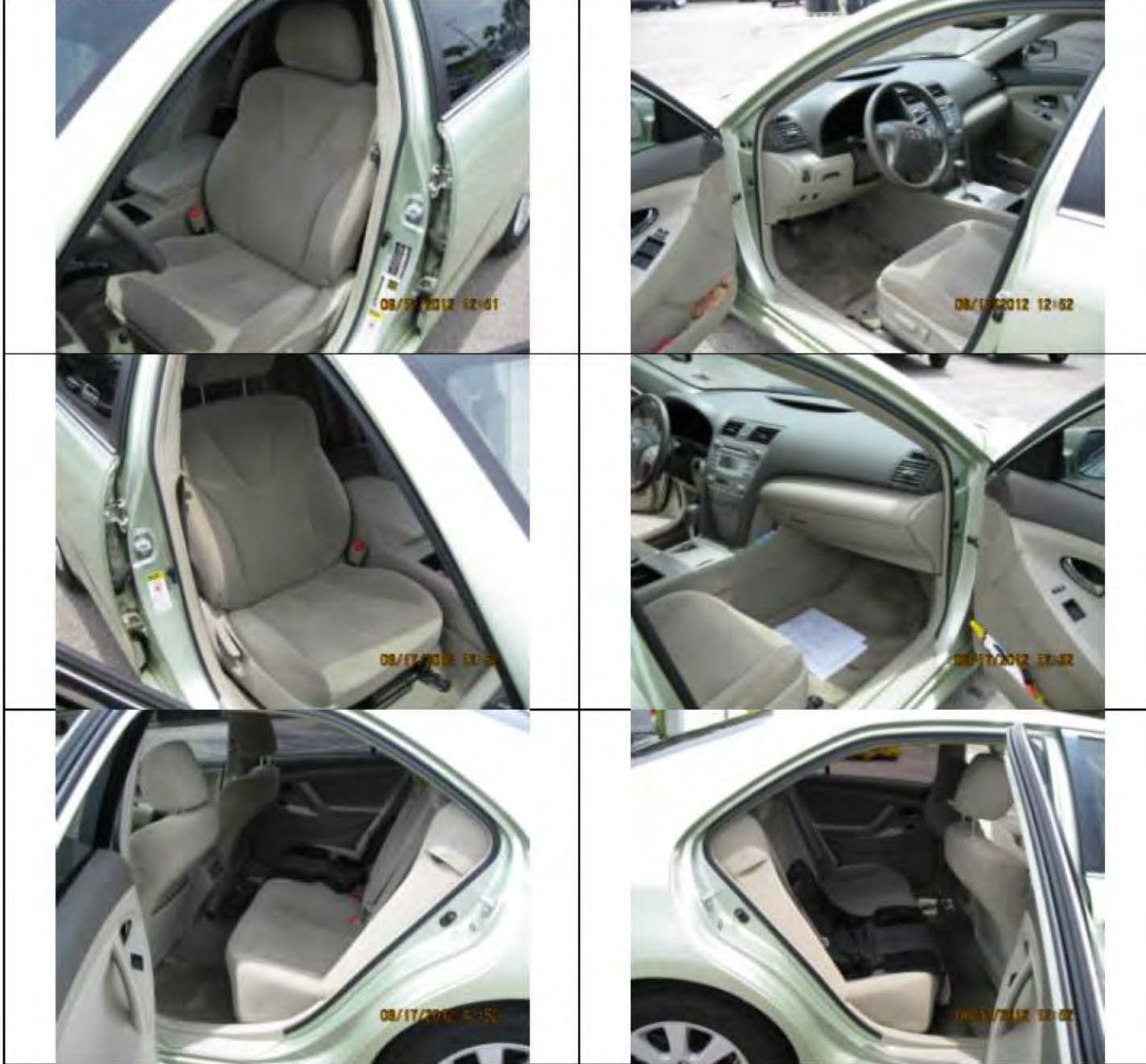
2. Vehicle Identification & Condition (NOTE: If no impact, document overall vehicle condition.)

Incident/Impact Area Pictures



TQCN DOC# [REDACTED]		Condition Title Incident Inspection: Alleged Brake Malfunction			Date 08/22/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-11-19	Odometer 111582	VIN (confirm 17 characters) 4T1BB46K08U [REDACTED]	

Interior Pictures



TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection: Alleged Brake Malfunction			08/22/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-11-19	111582	4T1BB46K08U [REDACTED]	

3. Inspection Summary

Inspection Date	08/17/12	
Inspection Location	Gettel Toyota 6423 14 th Street West Bradenton, FL 34207	
Was the vehicle repaired prior to the inspection?	<input type="checkbox"/> Yes Partial repair <input checked="" type="checkbox"/> Yes Complete repair <input type="checkbox"/> No	<Attach available information to section "5. Contact Details & Related Files". If unavailable describe.>
Were part(s) recovered from the vehicle?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	<When part(s) recovery is needed, make sure to complete the "Part Recovery Consent" form prior to retrieving the component. If collected, attach the completed form to section "5. Contact Details & Related Files".>
Event Data Recorder Collection.	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> Not Completed* * Please Explain <input type="checkbox"/> N/A* * Please Explain	<EDR data should be collected when needed if possible. If unavailable describe. When data is available, make sure to complete the Authorization and Consent Form prior to collecting the information and submit it via TQCN using the EDR template.>
Techstream Health Check Perform a Store All Health Check, retrieve DTCs for all systems and create TS file.	<input type="checkbox"/> Completed DTCs recovered <input checked="" type="checkbox"/> Completed No DTCs <input type="checkbox"/> Not Completed* * Please Explain	DTCs Recovered: <Attach available information to section "5. Contact Details & Related Files". If unavailable describe.>
Were the inspection results communicated to the customer / owner or any of their representatives?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	Date communicated:

TQCN DOC# [REDACTED]		Condition Title Incident Inspection: Alleged Brake Malfunction			Date 08/22/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-11-19	Odometer 111582	VIN (confirm 17 characters) 4T1BB46K08U [REDACTED]	

4. Inspection Areas

Exterior Other	
Inspection Area	Notes & Observations
Headlights / Taillights	OK – No Abnormalities
Brake Lights	OK – No Abnormalities
Turn Signals	OK – No Abnormalities
Glass & External Mirrors	OK – No Abnormalities
Hood Latch	OK – No Abnormalities
Hatch / Trunk Latch	OK – No Abnormalities
Door Latch & Lock	OK – No Abnormalities

Exterior Other Pictures



TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection: Alleged Brake Malfunction			08/22/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-11-19	111582	4T1BB46K08U [REDACTED]	

Interior		
Inspection Area	Notes & Observations	
Left Front Position	Seat	OK – No Abnormalities
	Seatbelt	OK – No Abnormalities
Right Front Position	Seat	OK – No Abnormalities
	Seatbelt	OK – No Abnormalities
Left Rear Position	Seat	OK – No Abnormalities
	Seatbelt	OK – No Abnormalities
Center Rear Position	Seat	OK – No Abnormalities
	N/A: <input type="checkbox"/> Seatbelt	OK – No Abnormalities
Right Rear Position	Seat	OK – No Abnormalities
	Seatbelt	OK – No Abnormalities
Third Row	Seat	N/A
	N/A: <input checked="" type="checkbox"/> Seatbelt	N/A

Seat Belt Pictures / Videos



TQCN DOC# T [REDACTED]		Condition Title Incident Inspection: Alleged Brake Malfunction			Date 08/22/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-11-19	Odometer 111582	VIN (confirm 17 characters) 4T1BB46K08U [REDACTED]	

Inspection Area		Notes & Observations
Warning Light Status	<input type="checkbox"/>	Unable to check, vehicle will not start / Ready ON
	<input type="checkbox"/>	Equipped with Safety Connect, note system status here:
		OK – No Abnormalities
Instrument Cluster		OK – No Abnormalities
Steering Wheel & Column		OK – No Abnormalities
Shift Lever & Linkage		OK – No Abnormalities
Pedal Assembly	Accelerator	OK – No Abnormalities
	Brake	OK – No Abnormalities
	Clutch N/A: <input checked="" type="checkbox"/>	
Floormat & Floorpan	Left Front	OK – No Abnormalities
	Right Front	OK – No Abnormalities

Floormat / Interior Floorpan Pictures



Interior Other Pictures



TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection: Alleged Brake Malfunction			08/22/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-11-19	111582	4T1BB46K08U [REDACTED]	

Inspection Area		Notes & Observations				
Engine Oil	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition					
Trans Oil	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A For vehicles equipped with a dipstick	
	Condition					
Brake Fluid	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition					
Clutch Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	
	Condition					
Steering Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	
	Condition					
Coolant	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A	
	Condition					
12V Battery	SOC	<input checked="" type="checkbox"/> Pass	<input type="checkbox"/> Fail	<input type="checkbox"/> N/A		
	Condition	Good SOH/SOC				
Radiator, Radiator Hoses & Condenser		OK – No Abnormalities				
Engine Compartment Wire Harness		OK – No Abnormalities				
Engine Compartment Fuel Lines		OK – No Abnormalities				
Engine / Transmission Mounts		OK – No Abnormalities				

Underhood Pictures



TQCN DOC# T [REDACTED]		Condition Title Incident Inspection: Alleged Brake Malfunction			Date 08/22/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-11-19	Odometer 111582	VIN (confirm 17 characters) 4T1BB46K08U [REDACTED]	

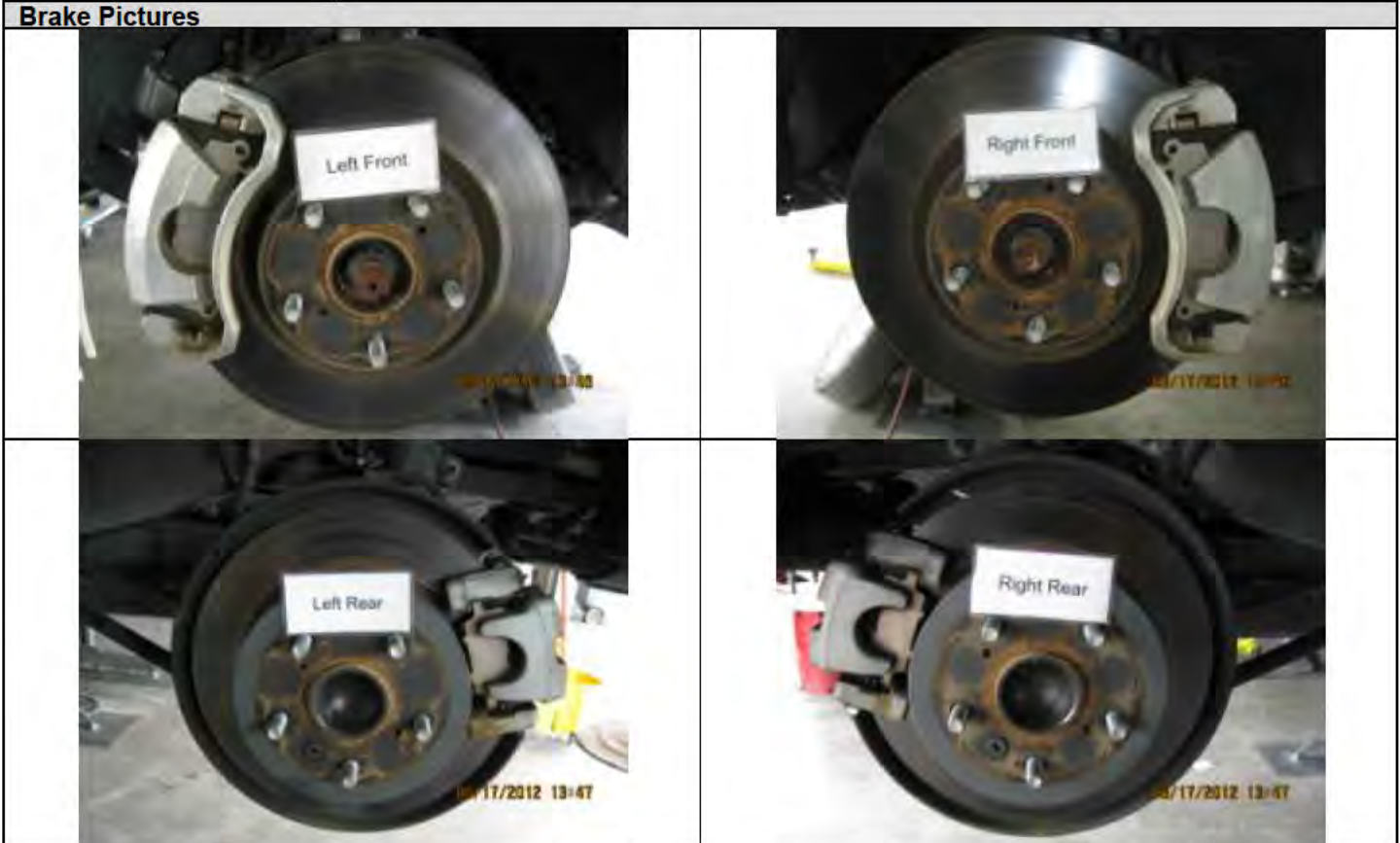
Tires & Wheels												
Inspection Area	Left Front			Right Front			Left Rear			Right Rear		
Tire Brand / Model	Michelin			Michelin			Michelin			Michelin		
Tire Model Name - Code	Primacy MXV4			Primacy MXV4			Primacy MXV4			Primacy MXV4		
Tire Size	215/65-16			215/65-16			215/65-16			215/65-16		
Tire DOT #	HN49 01FX 1411			HN49 01FX 1411			HN49 01FX 1411			HN49 01FX 1411		
Cold Tire Pressure (psi)	30			30			29			31		
Tread Depth (Measured in 32 nd of an inch)	I	C	O	I	C	O	I	C	O	I	C	O
	5/32	5/32	5/32	5/32	5/32	5/32	6/32	6/32	6/32	6/32	6/32	6/32
Tire Wear Condition	Even/Uniform			Even/Uniform			Even/Uniform			Even/Uniform		
Wheel Condition	Good			Good			Good			Good		

Tire & Wheel Pictures



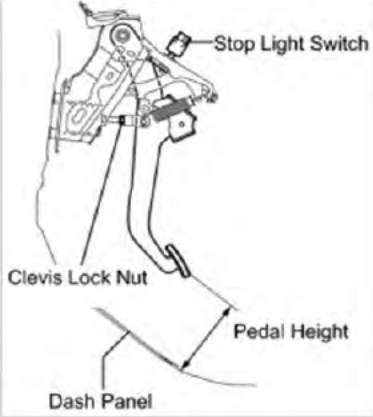
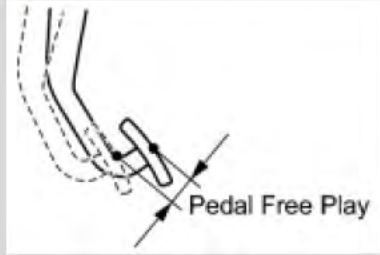
TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection: Alleged Brake Malfunction			08/22/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-11-19	111582	4T1BB46K08U [REDACTED]	

Brake System				
Inspection Area	Left Front (LF)	Right Front (RF)	Left Rear (LR)	Right Rear (RR)
Pad / Shoe Thickness (mm)	8 mm inner	8 mm inner	5 mm inner	5 mm inner
	9 mm outer	9 mm outer	5 mm outer	5 mm outer
Calipers / Wheel Cylinders	Calipers found to be in good condition			
Pad / Shoe Condition	Pads found to be in good condition and exhibited even wear			
Caliper Slide Pins & Other Hardware	OK – No Abnormalities			
Rotor / Drum Condition	OK – No Abnormalities			
Wheel Speed Sensor & Wiring Condition	OK – No Abnormalities			
Master Cylinder	OK – No Abnormalities			
ABS Actuator	OK – No Abnormalities			
Brake Lines & Hoses	OK – No Abnormalities			
LSPV - Load Sensing Proportioning Valve	N/A			
Parking Brake Operation	OK – No Abnormalities			



TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection: Alleged Brake Malfunction			08/22/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-11-19	111582	4T1BB46K08U [REDACTED]	

Brake System - Pedal

Inspection Area	Measurement
<p>Brake Pedal Height inspection: Pull the carpet back and measure to the dash panel (floor pan)</p> 	<p>Brake Pedal Free Play Inspection: Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.</p> 
Measurement: 133 mm	Measurement: 1 mm

Brake Pedal Reserve Inspection:
Pedal reserve distance from the dash panel at 500 N (51 kgf, 112 lbf). Measure the distance at the same point used for the brake pedal height inspection.

(a) Release the parking brake pedal or parking brake lever.
(b) With the engine running, depress the brake pedal and measure the pedal reserve distance.

Measurement: 110 mm

Brake System - Pedal Pictures



TQCN DOC# [REDACTED]		Condition Title Incident Inspection: Alleged Brake Malfunction			Date 08/22/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-11-19	Odometer 111582	VIN (confirm 17 characters) 4T1BB46K08U [REDACTED]	

Dynamic Evaluation


CAUTION: A dynamic evaluation should only be performed if the vehicle is in an overall safe operating condition; including all restraint systems, lighting, brake, and chassis systems. Operate the vehicle for at least 5 miles of city and/or highway driving.

Area & Inspection Items	Notes
Techstream Snapshot and Operation History (if equipped) Duplicate customer concern condition and capture Powertrain - All Data List snapshot. Also include Snapshot and Operation History for any other vehicle system related to reported concern.	Snapshot captured during test drive – Customer’s reported concern could not be verified.
Engine Performance <ul style="list-style-type: none"> Starting Idle quality Acceleration Cruise Control 	Vehicle exhibited normal engine performance during testing including starting, idle speed, acceleration, and cruise control functions.
Transmission / Drivetrain <ul style="list-style-type: none"> Operation 	OK – No abnormalities
Maximum Stall Speed Test A/C OFF; warm engine, fluid level confirmed prior to test.	N/A
Ride and Handling <ul style="list-style-type: none"> Quality Vibration Noise/Rattle 	No abnormal ride or handling concerns were noted during testing.
Brake <ul style="list-style-type: none"> Stopping Parking Brake Brake Override System (BOS)* * If equipped 	Braking system performed normally during testing
Steering <ul style="list-style-type: none"> Steering wheel alignment Pull/lead Vibration 	OK – No abnormalities
Electrical Accessory / HVAC <ul style="list-style-type: none"> Operation and condition 	All electrical accessories functioned normally
Instruments / Warning Lights <ul style="list-style-type: none"> Operation and condition 	All warning indicators functioned normally. No warning indicators were illuminated during operation of the vehicle
Wiper System <ul style="list-style-type: none"> Operation and condition 	Wipers functioned normally during testing

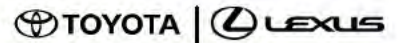
TQCN DOC# [REDACTED]		Condition Title Incident Inspection: Alleged Brake Malfunction			Date 08/22/2012
Primary Model Camry HV	Model Year 2008	Production Date 2007-11-19	Odometer 111582	VIN (confirm 17 characters) 4T1BB46K08U [REDACTED]	

Additional Inspection Items:

5. Contact Detail and Related Files

Add related files to attached zip archive and password protected  FTR-I Files.zip	File or Data Type	Included			
	CR Cases	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Interview Record	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	National Service History Summary (Print and store as PDF)	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Part Recovery Consent	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Police Report	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Repair Order	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	TA Cases	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Techstream Health Check and Snapshots (TSE file)	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
Other: <i><describe file(s) here></i>	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	

FIELD TECHNICAL REPORT – INCIDENT INSPECTION



TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection: Alleged Brake Malfunction			08/22/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-11-19	111582	4T1BB46K08U [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:	宛先 :	
	Tel:	Tel :	
	T-STAR [REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-122690228

TQCN DOC#		Affiliate	Dept.		Ref	Date
[REDACTED]		TMS	QACHASSIS		C2704555	09/26/2012
Primary Model	Model Year	Production Date	Odometer	VIN	Repair Date	
Camry HV	2007	2006-06-01	68980	JTNBB46K773 [REDACTED]	9/19/2012	
Source	Location	Problem Area	Parts Destination	DTC		
FPE	TMS-PQSS	Base Vehicle	CQE			
Part # 1	Part # 1 Serial/Date Code		Part # 2	Part # 2 Serial/Date Code		Parts Available
4405030300						Part(s) Available
Condition Title						
Abnormal growling noise from ABS Actuator Pump Motor						

Condition Description

There as an abnormal growling type noise emanating from the E/G compartment when the ABS Actuator system Pump Motor was operating in response to brake pedal application, as demonstrated in the attached video file.

Diagnostic Steps

Investigation with a stethoscope revealed the source was the ABS Actuator Pump Motor. The hydraulic system was bled with no effect on the abnormal growling noise.

Probable Cause

Unknown at this time.

Repair Process

A ne ABS Actuator was installed which eliminated the customer concern.



HB Cam ABS pump noise.wmv

TQCN DOC#		Condition Title			Date
[REDACTED]		Abnormal growling noise from ABS Actuator Pump Motor			09/26/2012
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-01	68980	JTNBB46K773 [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to	住所:	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先:	
	Tel:	Tel:	
	T-STAR [REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	4405030300	ACTUATOR ASSY, BRAKE W/FLUID	1	\$ 292.12
	Serial No. / Date Code	PRS Status	Comments:	
		Requested		
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code	PRS Status	Comments:	

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-130460097

FIELD TECHNICAL REPORT – INCIDENT INSPECTION



TQCN DOC#		Affiliate		Dept.		Ref		Date	
[REDACTED]		TMS		QACHassis		A1529734		02/24/2013	
Primary Model		Model Year		Production Date		Odometer		VIN	
Camry HV		2008		2007-09-27		51093		4T1BB46K38U [REDACTED]	
Source		Location		Problem Area		Parts Destination		DTC	
FTS		REG-POR		Base Vehicle		CQE		C0205	
Part # 1		Part # 1 Serial/Date Code				Parts Available		Link for PD	
NA						No Part(s) Available		TQCN_FTR-130460097.zip	
Link for Non-PD		TQCN_FTR-130460097.zip							
Condition Title									
Incident Inspection - Customer Allege Brake Malfunction									

1. Condition Description / Incident Details

Incident Date:		1-26-13		Incident Time:		7:30		<input type="checkbox"/> AM <input checked="" type="checkbox"/> PM	
<p>Customer states that while travelling at 26mph down the Viewland at 148th street in the city of Edmonds he had an accident. The brake system was delayed after application causing him to hit the left front wheel on a curb damaging it. Customer was solo and wearing seat belt. There were no injuries.</p>									
Incident Location:									
Viewland and 148 th , Edmonds, WA									
Incident Description Provided By:		<input checked="" type="checkbox"/> Owner/Driver <input type="checkbox"/> Driver <input type="checkbox"/> Other:							
Injuries?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes*		*If yes, provide description of injuries.					
Police Report Provided?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes*		*If yes, attach report as described in section "5. Contact Details & Related Files".					
Overall Observations & Summary of Inspection		<p>Damage noted to left front of vehicle. The left front wheel, steering, and suspension assembly exhibits substantial damage. The left front wheel is cracked. The left front brake rotor is separated from the center mounting section. The left front ball joint and tie rod are separated. The axle is separated. The left front fender is pushed back and contacts left front door when opened. The driver side floor mat is aftermarket and is not secured. During inspection, the ECTS operated without abnormalities. During inspection, the brake system operated without abnormalities. There was a C0205 DTC stored in the ABS ECU and a B1498 stored in the Air conditioning ECU. ABS, brake, TPMS, and warning triangle are illuminated.</p>							

TQCN DOC# [REDACTED]		Condition Title Incident Inspection - Customer Allege Brake Malfunction			Date 02/24/2013
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-27	Odometer 51093	VIN (confirm 17 characters) 4T1BB46K38U [REDACTED]	

2. Vehicle Identification & Condition (NOTE: If no impact, document overall vehicle condition.)

Incident/Impact Area Pictures

Incident / Impact Area or Front Profile (1)



Incident / Impact Area or Rear Profile (2)



Incident / Impact Area or Passenger Side Profile (3)



Incident / Impact Area or Driver's Side Profile (4)



Incident / Impact Area or Right Front Corner (5)



Incident / Impact Area or Left Front Corner (6)



Incident / Impact Area or Right Rear Corner (7)



Incident / Impact Area or Left Rear Corner (8)



TQCN DOC# [REDACTED]		Condition Title Incident Inspection - Customer Allege Brake Malfunction			Date 02/24/2013
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-27	Odometer 51093	VIN (confirm 17 characters) 4T1BB46K38U [REDACTED]	



TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection - Customer Allege Brake Malfunction			02/24/2013
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-09-27	51093	4T1BB46K38U [REDACTED]	

3. Inspection Summary

Inspection Date	2-13-13	
Inspection Location	Magic Toyota 21300 Hwy 99 South Edmonds, WA 98026	
Was the vehicle repaired prior to the inspection?	<input type="checkbox"/> Yes Partial repair <input type="checkbox"/> Yes Complete repair <input checked="" type="checkbox"/> No	<Attach available information to section "5. Contact Details & Related Files". If unavailable describe.>
Were part(s) recovered from the vehicle?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	<When part(s) recovery is needed, make sure to complete the "Part Recovery Consent" form prior to retrieving the component. If collected, attach the completed form to section "5. Contact Details & Related Files".>
Event Data Recorder Collection.	<input type="checkbox"/> Completed <input checked="" type="checkbox"/> Not Completed* * Please Explain <input type="checkbox"/> N/A* * Please Explain	<EDR data should be collected when needed if possible. If unavailable describe. When data is available, make sure to complete the Authorization and Consent Form prior to collecting the information and submit it via TQCN using the EDR template.> Not requested. No customer consent.
Techstream Health Check Perform a Store All Health Check, retrieve DTCs for all systems and create TS file.	<input checked="" type="checkbox"/> Completed DTCs recovered <input type="checkbox"/> Completed No DTCs <input type="checkbox"/> Not Completed* * Please Explain	DTCs Recovered: C0205 DTC stored in the ABS ECU and a B1498 stored in the Air conditioning ECU. <Attach available information to section "5. Contact Details & Related Files". If unavailable describe.>
Were the inspection results communicated to the customer / owner or any of their representatives?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	Date communicated:

TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection - Customer Allege Brake Malfunction			02/24/2013
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-09-27	51093	4T1BB46K38U [REDACTED]	

Interior - Other

Inspection Area	Notes & Observations	
Warning Light Status	<input type="checkbox"/>	Unable to check, vehicle will not start / Ready ON
	<input type="checkbox"/>	Equipped with Safety Connect, note system status here:
	Brake, ABS, and VSC warning lamps were illuminated.	
Instrument Cluster	Check VSC system message.	
Steering Wheel & Column	No abnormalities noted during inspection.	
Shift Lever & Linkage	No abnormalities noted during inspection.	
Pedal Assembly	Accelerator	No abnormalities noted during inspection.
	Brake	No abnormalities noted during inspection.
	Clutch N/A: <input checked="" type="checkbox"/>	
Floormat & Floorpan	Left Front	Aftermarket mat installed and not secured.
	Right Front	Aftermarket mat installed.

Floormat / Interior Floorpan Pictures

<p><Picture of driver side floormat / interior floorpan area.></p> 	<p><Picture of from front passenger side floormat / interior floorpan area.></p> 
--	---


Interior Other Pictures

<p><General interior other or picture to support an inspection item(s).></p> 	<p><General interior other or picture to support an inspection item(s).></p> 
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TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection - Customer Allege Brake Malfunction			02/24/2013
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-09-27	51093	4T1BB46K38U [REDACTED]	

Tires & Wheels												
Inspection Area	Left Front			Right Front			Left Rear			Right Rear		
Tire Brand / Model	Dunlop			Dunlop			Dunlop			Dunlop		
Tire Model Name - Code	Signature			Signature			Signature			Signature		
Tire Size	215/60R16			215/60R16			215/60R16			215/60R16		
Tire DOT #	MDX8 1XHR 4910			MDX8 1XHR 4910			MDX8 1XHR 4910			MDX8 1XHR 4810		
Cold Tire Pressure (psi)	0			n/a			n/a			n/a		
Tread Depth (Measured in 32 nd of an inch)	I	C	O	I	C	O	I	C	O	I	C	O
	9	9	9	9	9	9	9	9	9	9	9	9
Tire Wear Condition	No abnormal wear. Tire is flat.			No abnormal wear			No abnormal wear			No abnormal wear		
Wheel Condition	Wheel has several scrapes and gouges. Wheel is cracked in several locations.			No abnormalities.			No abnormalities.			No abnormalities.		





Tire & Wheel Pictures

<p><General tire and wheel or picture to support an inspection item(s).></p> 	<p><General tire and wheel or picture to support an inspection item(s).></p> 
<p><General tire and wheel or picture to support an inspection item(s).></p> 	<p><General tire and wheel or picture to support an inspection item(s).></p> 

TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection - Customer Allege Brake Malfunction			02/24/2013
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-09-27	51093	4T1BB46K38U [REDACTED]	

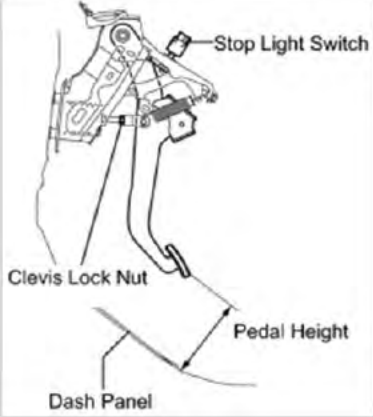
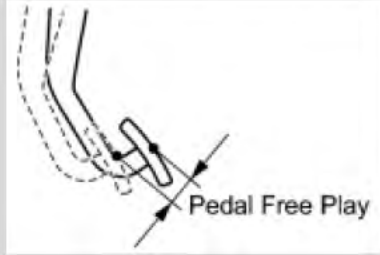
Brake System				
Inspection Area	Left Front (LF)	Right Front (RF)	Left Rear (LR)	Right Rear (RR)
Pad / Shoe Thickness (mm)	11	11	5	5
Calipers / Wheel Cylinders	All calipers intact, secured and no leakage. Left front caliper is shifted slightly			
Pad / Shoe Condition	Pads are in good condition. Pad shim on left front outer pad is shifted slightly. OE pads.			
Caliper Slide Pins & Other Hardware	Caliper pins and hardware intact and secured. No abnormalities noted.			
Rotor / Drum Condition	Left front rotor is cracked. Pad surface is separated from mounting surface.			
Wheel Speed Sensor & Wiring Condition	Wheel speed sensor wiring appears intact. Left front wiring is taut do to position of suspension.			
Master Cylinder	No abnormalities noted during inspection.			
ABS Actuator	No abnormalities noted during inspection.			
Brake Lines & Hoses	No abnormalities noted during inspection. Left front hose is taut do to position of suspension.			
LSPV - Load Sensing Proportioning Valve	N/A			
Parking Brake Operation	Parking brake was applied and holding vehicle. Brake was not disengaged due to position of the vehicle.			

Brake Pictures

<p><General brake or picture to support an inspection item(s).></p> 	<p><General brake or picture to support an inspection item(s).></p> 
<p><General brake or picture to support an inspection item(s).></p> 	<p><General brake or picture to support an inspection item(s).></p> 

TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection - Customer Alleged Brake Malfunction			02/24/2013
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-09-27	51093	4T1BB46K38U [REDACTED]	

Brake System - Pedal





Inspection Area	Measurement
<p>Brake Pedal Height inspection: Pull the carpet back and measure to the dash panel (floor pan)</p> 	<p>Brake Pedal Free Play Inspection: Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.</p> 
Measurement: 113 mm	Measurement: 22 mm

Brake Pedal Reserve Inspection:
Pedal reserve distance from the dash panel at 500 N (51 kgf, 112 lbf). Measure the distance at the same point used for the brake pedal height inspection.

(a) Release the parking brake pedal or parking brake lever.
(b) With the engine running, depress the brake pedal and measure the pedal reserve distance.

Measurement: 65 mm

Brake System - Pedal Pictures

<p><Straight On - Focus on housing mounting and pedal assembly.></p> 	<p><45 Degree Angle - Focus on housing mounting and pedal assembly.></p> 
<p><Additional Brake System pedal pictures.></p> 	<p><Additional Brake System pedal pictures.></p> 

TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection - Customer Allege Brake Malfunction			02/24/2013
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-09-27	51093	4T1BB46K38U [REDACTED]	

Reports of Unintended Acceleration

Accelerator Pedal Sweep Capture

Using Techstream, record multiple accelerator pedal position sensor sweeps utilizing the requested data lists.

- ALL DATA Snapshot – Vehicle State - Key “ON” – “Engine OFF”
- PRIMARY Snapshot - Vehicle State - Key “ON” – “Engine OFF”

Hint:

Non-hybrid: Refer to Engine and ECT data list.
Hybrid: Refer to Hybrid Control data List.

Attach available information to section “5. Contact Details & Related Files”.

Idle RPM Snapshot

Capture Powertrain - All Data List snapshot in each gear position noted. Also record RPM values in each gear position at right.

Gear Position	Cold	Hot
Park	n/a	n/a
Neutral	n/a	n/a
Drive	n/a	n/a

Accelerator Pedal Force Measurement



Note: Accelerator pedal force measurements should be captured at approximately the voltage values noted (Accel Sensor Out No. 1 values displayed on Techstream may vary sensor to sensor and model to model).

Accel Sensor Out No.1	Force [kg]
16%	0.00
17%	0.36
27%	1.95
37%	2.05
47%	2.24
57%	2.49
Max 67%	3.69

Accelerator Pedal Manufacturer:

Accelerator Pedal Installed

<Straight On - Focus on housing mounting and relationship to console and carpet>



<45 Degree Angle - Focus on housing mounting and relationship to console and carpet>

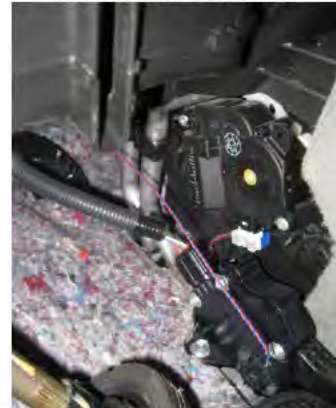


Additional Accelerator Pictures

<Physical appearance>



<Connector condition>



TQCN DOC# [REDACTED]		Condition Title Incident Inspection - Customer Allege Brake Malfunction			Date 02/24/2013
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-27	Odometer 51093	VIN (confirm 17 characters) 4T1BB46K38U [REDACTED]	

Dynamic Evaluation


CAUTION: A dynamic evaluation should only be performed if the vehicle is in an overall safe operating condition; including all restraint systems, lighting, brake, and chassis systems. Operate the vehicle for at least 5 miles of city and/or highway driving.

Area & Inspection Items	Notes
Techstream Snapshot and Operation History (if equipped) Duplicate customer concern condition and capture Powertrain - All Data List snapshot. Also include Snapshot and Operation History for any other vehicle system related to reported concern.	Unable to duplicate customer scenario. Vehicle is not drivable.
Engine Performance <ul style="list-style-type: none"> Starting Idle quality Acceleration Cruise Control 	Vehicle will ready on and engine starts. No abnormalities noted.
Transmission / Drivetrain <ul style="list-style-type: none"> Operation 	Unable to operate vehicle due to location and condition.
Maximum Stall Speed Test A/C OFF; warm engine, fluid level confirmed prior to test.	Unable to operate vehicle due to location and condition.
Ride and Handling <ul style="list-style-type: none"> Quality Vibration Noise/Rattle 	Unable to operate vehicle due to location and condition.
Brake <ul style="list-style-type: none"> Stopping Parking Brake Brake Override System (BOS)* * If equipped 	Unable to operate vehicle due to location and condition. Brakes apply with no abnormalities. Pedal height and feel is sufficient with no abnormalities noted.
Steering <ul style="list-style-type: none"> Steering wheel alignment Pull/lead Vibration 	Unable to operate vehicle due to location and condition. Left front tie rod end is separated. Steering operates with no abnormalities.
Electrical Accessory / HVAC <ul style="list-style-type: none"> Operation and condition 	Accessories and HVAC operate with no abnormalities.
Instruments / Warning Lights <ul style="list-style-type: none"> Operation and condition 	Instruments and warning lamps operate with no abnormalities. ABS, brake, TPMS, and warning triangle are illuminated.
Wiper System <ul style="list-style-type: none"> Operation and condition 	Wiper system operates with no abnormalities.

TQCN DOC# [REDACTED]		Condition Title Incident Inspection - Customer Allege Brake Malfunction			Date 02/24/2013
Primary Model Camry HV	Model Year 2008	Production Date 2007-09-27	Odometer 51093	VIN (confirm 17 characters) 4T1BB46K38U [REDACTED]	

Additional Inspection Items:
 FTS unable to perform all tests and functions due to position and condition of vehicle.

5. Contact Detail and Related Files

Add related files to attached zip archive and password protected	File or Data Type	Included			
		<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
 4T1BB46K38U [REDACTED] passprotected.zip	CR Cases	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Interview Record	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	National Service History Summary (Print and store as PDF)	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Part Recovery Consent	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Police Report	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Repair Order	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	TA Cases	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Techstream Health Check and Snapshots (TSE file)	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Other: <describe file(s) here>	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No

TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection - Customer Alleged Brake Malfunction			02/24/2013
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-09-27	51093	4T1BB46K38U [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination:	CQE	SETR#:		CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:		住所 :		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:		宛先 :		
	Tel:		Tel :		
	T-STAR [REDACTED]				
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer					FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	NA	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-130660077

FIELD TECHNICAL REPORT – INCIDENT INSPECTION



TQCN DOC#		Affiliate	Dept.		Ref	Date
[REDACTED]		TMS	QACHassis		A1529734	03/12/2013
Primary Model	Model Year	Production Date	Odometer	VIN	Repair Date	
Camry HV	2007	2006-06-12	107298	JTNBB46K173 [REDACTED]	3/1/2013	
Source	Location	Problem Area	Parts Destination	DTC		
FTS	REG-TMS	Base Vehicle	CQE			
Part # 1	Part # 1 Serial/Date Code		Parts Available	Link for PD	Link for Non-PD	
N/A			No Part(s) Available	TQCN_FTR-130660077.zip	TQCN_FTR-130660077.zip	
Condition Title						
Incident Inspection: Customer Allege Brake Malfunction						

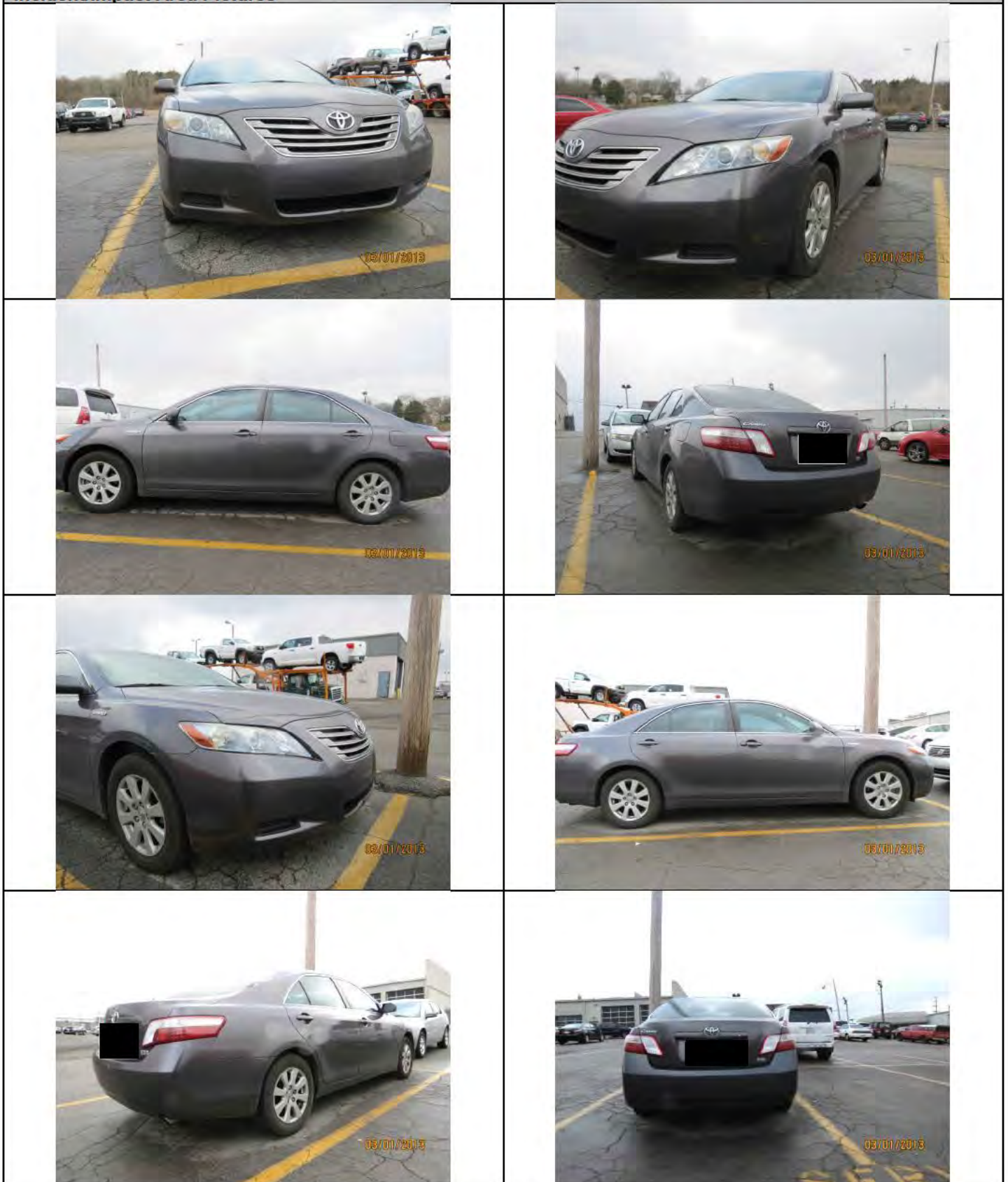
1. Condition Description / Incident Details

Incident Date:	2/11/13	Incident Time:	7:45	<input checked="" type="checkbox"/> AM	<input type="checkbox"/> PM
<p>The customer states that her Brake light and VSC light comes on and her brakes quit working. She states that on December 22, 2012 was her first experience. She stated she was traveling approximately 65mph on the interstate when her brake and VSC light came on. She stated that she was able to exit the interstate and apply her brakes and come to a stop. She turned the vehicle off and turned it back on and everything seemed to be functioning.</p> <p>The next experience was when she was a passenger in the car with her daughter driving. This time she was traveling at 45mph when the dash lit up and this time there were no brakes. She was able to turn into a parking lot and slowly rolled into a parking spot bump stop. She shut the car down and turned on battery power. She stated she rolled back 4 or 5 feet and heard, without applying the brakes, a chunk type noise. She was able to drive the car home without another incident.</p>					
Incident Location:					
Incident number one on Interstate 40 and Old Hickory Blvd. in Nashville Tennessee.					
Incident number two was on Old Elm Hill Pike in Madison Tennessee					
Incident Description Provided By:	<input checked="" type="checkbox"/> Owner/Driver <input type="checkbox"/> Driver <input type="checkbox"/> Other:				
Injuries?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes*				
<i>*If yes, provide description of injuries.</i>					
Police Report Provided?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes*				
<i>*If yes, attach report as described in section "5. Contact Details & Related Files".</i>					
Overall Observations & Summary of Inspection	<p>The vehicle was a Hybrid vehicle. Inspection of the interior and exterior of the vehicle found no damage. Since the vehicle was dropped off at the dealership the service manager stated that he has been driving the vehicle. He stated that between him and his service writers, they have put 947 miles on the vehicle from 2/12/13 to 3/1/13 without duplicating the concern.</p> <p>Inspection of the brakes found no leaks or brake item out of specification. I test drove the vehicle 40 miles and could not duplicate the customers concern. During my test drive while driving at 25mph, I pressed the "Start" button several times to see if that would create the customers experience but it did not.</p> <p>The low tire pressure light remained on throughout the test drive. There was an OEM mat in the driver's foot well. The retaining hooks were present but the mat was not secured. I secured the mat prior to my leaving.</p>				

TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection: Customer Alleged Brake Malfunction			03/12/2013
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-12	107298	JTNBB46K173 [REDACTED]	

2. Vehicle Identification & Condition (NOTE: If no impact, document overall vehicle condition.)

Incident/Impact Area Pictures



TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection: Customer Allege Brake Malfunction			03/12/2013
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-12	107298	JTNBB46K173 [REDACTED]	

Interior Pictures



TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection: Customer Allege Brake Malfunction			03/12/2013
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-12	107298	JTNBB46K173 [REDACTED]	

3. Inspection Summary

Inspection Date	3/1/13	
Inspection Location	Rivergate Toyota 1520 North Gallatin Rd. Madison TN 37115	
Was the vehicle repaired prior to the inspection?	<input type="checkbox"/> Yes Partial repair <input type="checkbox"/> Yes Complete repair <input checked="" type="checkbox"/> No	<Attach available information to section "5. Contact Details & Related Files". If unavailable describe.> There was no initial damage to the vehicle
Were part(s) recovered from the vehicle?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	<When part(s) recovery is needed, make sure to complete the "Part Recovery Consent" form prior to retrieving the component. If collected, attach the completed form to section "5. Contact Details & Related Files".>
Event Data Recorder Collection.	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> Not Completed* * Please Explain <input type="checkbox"/> N/A* * Please Explain	<EDR data should be collected when needed if possible. If unavailable describe. When data is available, make sure to complete the Authorization and Consent Form prior to collecting the information and submit it via TQCN using the EDR template.>
Techstream Health Check Perform a Store All Health Check, retrieve DTCs for all systems and create TS file.	<input checked="" type="checkbox"/> Completed DTCs recovered <input type="checkbox"/> Completed No DTCs <input type="checkbox"/> Not Completed* * Please Explain	DTCs Recovered: C2124 (No signal from transmitter ID4 in Main Mode)
		<Attach available information to section "5. Contact Details & Related Files". If unavailable describe.>
Were the inspection results communicated to the customer / owner or any of their representatives?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	Date communicated:

TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection: Customer Allege Brake Malfunction			03/12/2013
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-12	107298	JTNBB46K173 [REDACTED]	

4. Inspection Areas

Interior		
Inspection Area	Notes & Observations	
Left Front Position	Seat	Secure to mounts. Securely locked into seat track and power assist functioned. No damage or rips in the seat.
	Seatbelt	No damage or fraying to the seat belt. Buckle latched securely and released when the release button was pushed. The retractors locked when a jerk test was performed.
Right Front Position	Seat	Secure to mounts. Securely locked into seat track. No damage or rips in the seat.
	Seatbelt	No damage or fraying to the seat belt. Buckle latched securely and released when the release button was pushed. The retractors locked when a jerk test was performed.
Left Rear Position	Seat	Secure to mounts. Securely locked into seat track. No damage or rips in the seat.
	Seatbelt	No damage or fraying to the seat belt. Buckle latched securely and released when the release button was pushed. The retractors locked when a jerk test was performed.
Center Rear Position N/A: <input type="checkbox"/>	Seat	Secure to mounts. Securely locked into seat track. No damage or rips in the seat.
	Seatbelt	No damage or fraying to the seat belt. Buckle latched securely and released when the release button was pushed. The retractors locked when a jerk test was performed.
Right Rear Position	Seat	Secure to mounts. Securely locked into seat track. No damage or rips in the seat.
	Seatbelt	No damage or fraying to the seat belt. Buckle latched securely and released when the release button was pushed. The retractors locked when a jerk test was performed.
Third Row N/A: <input checked="" type="checkbox"/>	Seat	
	Seatbelt	

Seat Belt Pictures / Videos

	
	No photo

TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection: Customer Allege Brake Malfunction			03/12/2013
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-12	107298	JTNBB46K173 [REDACTED]	
Interior					
Supplemental Restraints Airbag Inspection	Deployed		N/A	Notes & Observations	
	Yes	No			
Driver	Front SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Restraints not deployed. Contained in stored position.
	Knee SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Restraints not deployed. Contained in stored position.
	Seat Side SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Restraints not deployed. Contained in stored position.
	Seat Belt SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Front Passenger	Front SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Restraints not deployed. Contained in stored position.
	Knee SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Side SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Restraints not deployed. Contained in stored position.
	Seat Belt SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Rear Passenger	LH Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	RH Seat Side SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	LH Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	RH Seat Cushion SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Rear Window Curtain SRS	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Driver's Side	Curtain Side SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Restraints not deployed. Contained in stored position.
Passenger Side	Curtain Side SRS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Restraints not deployed. Contained in stored position.

TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection: Customer Allege Brake Malfunction			03/12/2013
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-12	107298	JTNBB46K173 [REDACTED]	

Interior

Airbag Pictures

 <p style="text-align: right; color: orange; font-size: small;">03/01/2013</p>	 <p style="text-align: right; color: orange; font-size: small;">03/01/2013</p>
 <p style="text-align: right; color: orange; font-size: small;">03/01/2013</p>	 <p style="text-align: right; color: orange; font-size: small;">03/01/2013</p>
 <p style="text-align: right; color: orange; font-size: small;">03/01/2013</p>	<p style="text-align: center;">No photo</p>
<p style="text-align: center;">No photo</p>	<p style="text-align: center;">No photo</p>

TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection: Customer Allege Brake Malfunction			03/12/2013
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-12	107298	JTNBB46K173 [REDACTED]	

Interior - Other	
Inspection Area	Notes & Observations
Warning Light Status	<input type="checkbox"/> Unable to check, vehicle will not start / Ready ON <input type="checkbox"/> Equipped with Safety Connect, note system status here:
	All indicator lamps illuminated when "Start" button was pressed. After engine start and seat belt latched, the low tire lamp remained on.
Instrument Cluster	All gauges functioned.
Steering Wheel & Column	Steering wheel capsule was intact, column was intact, and the steering wheel locked when the key was removed. Locked securely in park. No damage found to wheel
Shift Lever & Linkage	All detents in console position matched shifter position in instrument panel.
Pedal Assembly	Accelerator Operating the pedal from fully closed throttle to WOT produced smooth unrestricted travel with no binding or steps felt during the full range of open and close motion. The connector was securely latched
	Brake All linkage was secure. Pedal pad in place, secure and not excessively worn.
	Clutch N/A: <input checked="" type="checkbox"/>
Floormat & Floorpan	Left Front The floor mat in the vehicle was OEM. The mat was not attached to the retaining hooks, but there were hooks present and the hooks were securely attached to the carpet of the vehicle. I attached the mat to the hooks prior to my leaving. The mat was clear of the accelerator and brake pedal and did not inhibit its motion. There was no aftermarket mats found in the vehicle. There were no abnormalities found to the floor pan.
	Right Front OEM floor mat in position. There were no abnormalities found to the floor pan.

Floormat / Interior Floorpan Pictures



Interior Other Pictures



TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection: Customer Alleged Brake Malfunction			03/12/2013
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-12	107298	JTNBB46K173 [REDACTED]	

Tires & Wheels												
Inspection Area	Left Front			Right Front			Left Rear			Right Rear		
Tire Brand / Model	Bridgestone			Bridgestone			Bridgestone			Bridgestone		
Tire Model Name - Code	EP422			EP422			EP422			EP422		
Tire Size	P215/60R-16			P215/60R-16			P215/60R-16			P215/60R-16		
Tire DOT #	0BX8E29 3111			0BX8E29 3111			7XX8E27 2310			0BX8E27 0811		
Cold Tire Pressure (psi)	37			37			38			37		
Tread Depth (Measured in 32 nd of an inch)	I	C	O	I	C	O	I	C	O	I	C	O
	7	8	7	7	7	7	7	7	7	7	7	6
Tire Wear Condition	Even wear. No damage found to tire tread.			Even wear. No damage found to tire tread.			Even wear. No damage found to tire tread.			Even wear. No damage found to tire tread.		
Wheel Condition	No damage found to wheel			No damage found to wheel			No damage found to wheel			No damage found to wheel		

Tire & Wheel Pictures



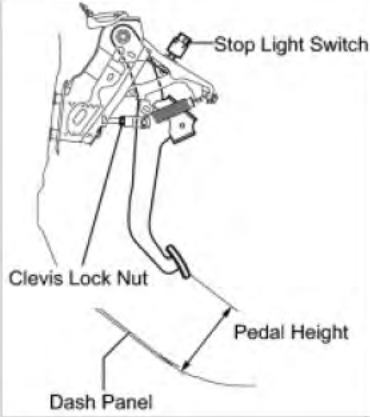
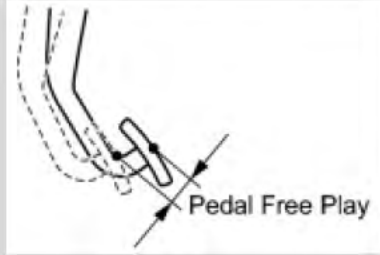
TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection: Customer Alleged Brake Malfunction			03/12/2013
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-12	107298	JTNBB46K173 [REDACTED]	

Brake System				
Inspection Area	Left Front (LF)	Right Front (RF)	Left Rear (LR)	Right Rear (RR)
Pad / Shoe Thickness (mm)	10	10	8	8
Calipers / Wheel Cylinders	Secure and dry, no loose components noted			
Pad / Shoe Condition	No loose components found. No odor or indication of heat			
Caliper Slide Pins & Other Hardware	No loose components found. Calipers slide freely on pins.			
Rotor / Drum Condition	All rotors smooth with no grooves or indication of heat.			
Wheel Speed Sensor & Wiring Condition	All sensors secure to connector and to mounting points.			
Master Cylinder	The brake fluid was in the min/max level and was a clear to yellowish in color.			
ABS Actuator	Electrical connector securely plugged and locked. There were no leaks found at the ABS actuator			
Brake Lines & Hoses	There were no leaks found in the brake system.			
LSPV - Load Sensing Proportioning Valve	There was no LSPV on vehicle.			
Parking Brake Operation	Attached and secure			



TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection: Customer Alleged Brake Malfunction			03/12/2013
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-12	107298	JTNBB46K173 [REDACTED]	

Brake System - Pedal

Inspection Area	Measurement
<p>Brake Pedal Height inspection: Pull the carpet back and measure to the dash panel (floor pan)</p> 	<p>Brake Pedal Free Play Inspection: Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.</p> 
Measurement: 107	Measurement: 4

Brake Pedal Reserve Inspection:
Pedal reserve distance from the dash panel at 500 N (51 kgf, 112 lbf). Measure the distance at the same point used for the brake pedal height inspection.

(a) Release the parking brake pedal or parking brake lever.
(b) With the engine running, depress the brake pedal and measure the pedal reserve distance.

Measurement: 75

Brake System - Pedal Pictures




TQCN DOC# [REDACTED]		Condition Title Incident Inspection: Customer Allege Brake Malfunction			Date 03/12/2013
Primary Model Camry HV	Model Year 2007	Production Date 2006-06-12	Odometer 107298	VIN (confirm 17 characters) JTNBB46K173 [REDACTED]	

Dynamic Evaluation	
CAUTION: A dynamic evaluation should only be performed if the vehicle is in an overall safe operating condition; including all restraint systems, lighting, brake, and chassis systems. Operate the vehicle for at least 5 miles of city and/or highway driving.	
Area & Inspection Items	Notes
Techstream Snapshot and Operation History (if equipped) Duplicate customer concern condition and capture Powertrain - All Data List snapshot. Also include Snapshot and Operation History for any other vehicle system related to reported concern.	All data snapshot included in file. The customers concern/condition could not be duplicated.
Engine Performance <ul style="list-style-type: none"> Starting Idle quality Acceleration Cruise Control 	Hybrid Vehicle. The engine started and cycled when extra power was needed. Smooth acceleration. The cruise control was activated from off to on and activated at speeds between 45 and 50 MPH. The vehicle responded by maintaining the commanded throttle setting matching engagement speed. When the disengage button as well as the off button was activated the cruise control shut off. Depressing the brake fully instantly disengaged the cruise control speed setting. The cruise control would deactivate at every engine re start.
Transmission / Drivetrain <ul style="list-style-type: none"> Operation 	Smooth shifts and downshift as needed under acceleration
Maximum Stall Speed Test A/C OFF; warm engine, fluid level confirmed prior to test.	Hybrid Vehicle. NA
Ride and Handling <ul style="list-style-type: none"> Quality Vibration Noise/Rattle 	Smooth quiet ride. Excellent quality with no vibration, noise or rattles
Brake <ul style="list-style-type: none"> Stopping Parking Brake Brake Override System (BOS)* * If equipped	Applying the brake at all speeds the power assist would bring the vehicle to a smooth safe stop. BOS was not on this vehicle
Steering <ul style="list-style-type: none"> Steering wheel alignment Pull/lead Vibration 	The assist was fully functional during all road test conditions. The steering wheel was fully unrestricted in a full range of right-to-left movement [lock-to-lock range]. The vehicle tracked straight with no vibration.
Electrical Accessory / HVAC <ul style="list-style-type: none"> Operation and condition 	All systems functioned without issue.
Instruments / Warning Lights <ul style="list-style-type: none"> Operation and condition 	All indicator lamps illuminated when the "Start" button was pushed. After engine start and seat belt latched, the low tire lamp remained on.
Wiper System <ul style="list-style-type: none"> Operation and condition 	Wiper system and wipers functioned on all speeds. Blades chattered on windshield wet or dry

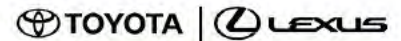
TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection: Customer Allege Brake Malfunction			03/12/2013
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-12	107298	JTNBB46K173 [REDACTED]	

Additional Inspection Items:

5. Contact Detail and Related Files

Add related files to attached zip archive and password protected	File or Data Type	Included			
		<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
 FTR-I Files.zip	CR Cases	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Interview Record	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	National Service History Summary (Print and store as PDF)	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Part Recovery Consent	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Police Report	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Repair Order	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	TA Cases	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No
	Techstream Health Check and Snapshots (TSE file)	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Other: <u><describe file(s) here></u>	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
	Statement from Service Manager				

FIELD TECHNICAL REPORT – INCIDENT INSPECTION



TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection: Customer Allege Brake Malfunction			03/12/2013
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-06-12	107298	JTNBB46K173 [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to:	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:	宛先 :	
	Tel:	Tel :	
	T-STAR [REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-133470012

TQCN DOC#		Affiliate		Dept.		Ref	Date
[REDACTED]		TMS		QACHASSIS		D3502478	12/16/2013
Primary Model		Model Year	Production Date	Odometer	VIN	Repair Date	
Camry HV		2008	2007-08-24	66667	4T1BB46K68U [REDACTED]	11/12/2013	
Source	Location	Problem Area		Parts Destination	DTC		
FTS	REG-POR	Base Vehicle		CQE			
Part # 1	Part # 1 Serial/Date Code		Parts Available		Link for PD	Link for Non-PD	
4720133510			Part(s) Available				
Condition Title							
Hard Brake Pedal Feel - Will Not Return to Neutral							

Condition Description

Customer states that the brake pedal has a stiff feel and sometimes will not return to the neutral position after releasing the pedal.

Diagnostic Steps

Technician road tested the vehicle and verified the concern. Technician removed the master cylinder and operated the master cylinder by hand; verified that the master cylinder was difficult to operate by hand compared to a brand new part.

Probable Cause

Unknown

Repair Process

Replaced brake master cylinder.



TQCN DOC#		Condition Title			Date
[REDACTED]		Hard Brake Pedal Feel - Will Not Return to Neutral			12/16/2013
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2008	2007-08-24	66667	4T1BB46K68U [REDACTED]	

Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination: CQE	SETR#:	CQE Eng:	N/A
Importer: (Applies to TMC Shipments Only)	Deliver to	住所 :	
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn	宛先 :	
	Tel:	Tel:	
	T-STAR [REDACTED]		
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer			FOR CUSTOMS USE Used Parts Value

Part #	Part Description	Qty.	Used Part Value Each
1	4720133510 CYLINDER SUB-ASSY, BRAKE MASTER	1	\$ 23.17
	Serial No. / Date Code	PRS Status	Comments:
		Requested	
2			\$
	Serial No. / Date Code	PRS Status	Comments:
3			\$
	Serial No. / Date Code	PRS Status	Comments:
4			\$
	Serial No. / Date Code	PRS Status	Comments:
5			\$
	Serial No. / Date Code	PRS Status	Comments:
6			\$
	Serial No. / Date Code	PRS Status	Comments:
7			\$
	Serial No. / Date Code	PRS Status	Comments:

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

FIELD REPORTS

TQCN_FTR-140060029

FIELD TECHNICAL REPORT - INCIDENT INSPECTION



TQCN DOC#		Affiliate		Dept.		Ref		Date	
[REDACTED]		TMS		QACHASSIS		A3578819		01/07/2014	
Primary Model		Model Year		Production Date		Odometer		VIN	
Camry HV		2007		2006-05-25		89999		JTNBB46K573 [REDACTED]	
Source		Location		Problem Area		Parts Destination		DTC	
FTS		REG-TMS		Base Vehicle		CQE			
Part # 1		Part # 1 Serial/Date Code		Parts Available		Link for PD		Link for Non-PD	
N/A				No Part(s) Available		TQCN_FTR-140060029.zip		TQCN_FTR-140060029.zip	
Condition Title									
Incident Inspection - Brake									

1. Condition Description / Incident Details

Incident Date:		12/9/2013		Incident Time:		6:30		<input type="checkbox"/> AM <input checked="" type="checkbox"/> PM	
Weather at time of the Incident		Cold but dry							
<p>The driver in personal interview provided following description of the event: Traveling on I94 (Dan Ryan) expressway in rush hour traffic at speeds not more than 25 MPH, when traffic suddenly slowed down driver applied brakes but the brake pedal went down to the floor and he consequently rear ended the vehicle in front.</p> <p>Driver stated that after the incident he pumped up the brakes and the brakes worked fine. No estimate of speed before impact. Vehicle (engine) fully warmed up. Owner alleges that brakes failed. Driver and two passengers (children) in back seats. No reported injuries. Airbags did not deploy. Vehicle was purchased used in 2010. Prior to the incident, the vehicle was running fine, no alarms on instrument panel observed. No previous issues with the brake system reported or any problems with the brake system since the incident.</p>									
Incident Location:									
I94 (Dan Ryan) expressway, Chicago, IL (no specific location or nearest exit provided)									
Incident Description Provided By:		<input checked="" type="checkbox"/> Owner/Driver <input type="checkbox"/> Driver <input type="checkbox"/> Other:							
Injuries?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes*							
Police / Fire Report Provided?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes*		Agency: Number: Report not available.					
Overall Observations & Summary of Inspection		<p>Vehicle sustained damage to front bumper cover on right side. The bumper cover near the lower grill opening and below the LF headlight is cracked. No visible structural damage. No underbody damage.</p> <p>Stationary inspection and road test did not confirm or replicate customer's allegations of INOP or ineffective brakes. All brake system components appear to be in good working order; during road test the brake system responded with adequate stopping power - no issues with brakes observed. Pedal felt firm when pressure was applied. No DTCs related to braking system were found.</p> <p>Vehicle was delivered with Tire Pressure Monitoring system light ON which was remedied by inflating the tires and resetting the TPMS system. See more details on brake inspection in section below.</p> <p>Vehicle has no open recalls. No recent service reported. Oil change was scheduled after the inspection.</p> <p>Body damage repair estimate is not yet available.</p>							

TQCN DOC# TQCN FTR-140060029		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

2. Vehicle Identification & Condition (NOTE: If no impact, document overall vehicle condition.)

Incident/Impact Area Pictures



TQCN DOC# [REDACTED]		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	



TQCN DOC# [REDACTED]		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

3. Inspection Summary

Inspection Date	1/4/2014	
Inspection Location	Toyota On Western 6941 S Western Ave. Chicago, IL 60636	
Was the vehicle repaired prior to the inspection?	<input type="checkbox"/> Yes Partial repair <input type="checkbox"/> Yes Complete repair <input checked="" type="checkbox"/> No	
Were part(s) recovered from the vehicle?	<input type="checkbox"/> Yes* * Please Explain <input checked="" type="checkbox"/> No	
Event Data Recorder Collection.	<input checked="" type="checkbox"/> Completed <input type="checkbox"/> Not Completed* * Please Explain <input type="checkbox"/> N/A* * Please Explain	
Techstream Health Check Perform a Store All Health Check, retrieve DTCs for all systems and create TS file.	<input checked="" type="checkbox"/> Completed DTCs recovered	DTCs Recovered: Tire Pressure Monitor: C2121; C2122; C2123; C2124 (all C codes) A/C: B1421; B 1424 (C,H) Main Body: B2281 (H)
	<input type="checkbox"/> Completed No DTCs <input type="checkbox"/> Not Completed* * Please Explain	
Were the inspection results communicated to the customer / owner or any of their representatives?	<input type="checkbox"/> Yes* * Please Explain	Date communicated:
	<input checked="" type="checkbox"/> No	No contact with customer after the inspection.

TQCN DOC# [REDACTED]		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

4. Inspection Areas

Exterior Other	
Inspection Area	Notes & Observations
Headlights / Taillights	All systems are working properly, no issues observed.
Brake Lights	Working properly, no issues observed.
Turn Signals	Working properly, no issues observed.
Glass & External Mirrors	No damage
Hood Latch	No damage
Hatch / Trunk Latch	No damage
Door Latch & Lock	No damage





Exterior Other Pictures



TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection - Brake			01/07/2014
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-05-25	89999	JTNBB46K573 [REDACTED]	

Interior		
Inspection Area	Notes & Observations	
Left Front Position	Seat	No damage to seat.
	Seatbelt	Seat belt was tested by jerking the belt rapidly. Retractor locked and held firmly. With ignition ON seat belt light on instrument panel illuminates and turns off when seat belt is buckled. Webbing spools out freely; no cuts or abrasion marks were found on front seat belts. No missing components; seat belt buckles latch and unlatch properly.
Right Front Position	Seat	No damage to seat.
	Seatbelt	Seat belt was tested by jerking the belt rapidly. Retractor locked and held firmly. With ignition ON seat belt light for passenger side turns off when seat belt is buckled. Webbing spools out freely; no cuts or abrasion marks were found on front seat belts. No missing components; seat belt buckles latch and unlatch properly.
Left Rear Position	Seat	Child seat was not removed to inspect the seat but no visible damage to seat.
	Seatbelt	Seat belt when tested by "jerk test" held firmly.
Center Rear Position	Seat	No damage to seat.
	N/A: <input type="checkbox"/> Seatbelt	Seat belt when tested by "jerk test" held firmly.
Right Rear Position	Seat	No damage to seat.
	Seatbelt	Seat belt when tested by "jerk test" held firmly.
Third Row	Seat	
	N/A: <input checked="" type="checkbox"/> Seatbelt	

Seat Belt Pictures / Videos

Driver side	
	
Passenger side	
	

TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection - Brake			01/07/2014
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-05-25	89999	JTNBB46K57 [REDACTED]	

Interior - Other

Inspection Area		Notes & Observations
Warning Light Status	<input type="checkbox"/>	Unable to check, vehicle will not start / Ready ON
	<input type="checkbox"/>	Equipped with Safety Connect, note system status here:
		Tire Pressure Monitoring system light was ON. Remedied by inflating the tires and resetting the TPMS system. No other warning lights on Instrument panel observed.
Instrument Cluster		OK - No issues observed.
Steering Wheel & Column		OK - No issues observed.
Shift Lever & Linkage		OK - No issues observed.
Pedal Assembly	Accelerator	Drive by wire system, connector in place. No visible deformation or damage to the pedal assembly was observed.
	Brake	No interference or obstruction observed.
	Clutch N/A: <input checked="" type="checkbox"/>	
Floormat & Floorpan	Left Front	OEM floormat only, properly secured.
	Right Front	OEM floormat.

Floormat / Interior Floorpan Pictures

	
	blank

Interior Other Pictures

TQCN DOC# [REDACTED]		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	



Odometer reading after road test (Hybrid mode, TPMS light reset)



TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection - Brake			01/07/2014
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-05-25	89999	JTNBB46K573 [REDACTED]	

Engine Compartment		Notes & Observations					
Engine Oil	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A		
	Condition	Normal					
Trans Oil	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A	For vehicles equipped with a dipstick	
	Condition						
Brake Fluid	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A		
	Condition	Clean					
Clutch Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A		
	Condition						
Steering Fluid	Level	<input type="checkbox"/> High	<input type="checkbox"/> Normal	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> N/A		
	Condition						
Coolant	Level	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Normal	<input type="checkbox"/> Low	<input type="checkbox"/> N/A		
	Condition						
12V Battery	SOC	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail	<input type="checkbox"/> N/A			Using Midtronics tester or open circuit voltage / failure code or OC voltage
	Condition	Tester not used.					
Radiator, Radiator Hoses & Condenser		OK – no damage					
Engine Compartment Wire Harness		OK – no damage					
Engine Compartment Fuel Lines		OK – no damage					
Engine / Transmission Mounts		OK – no damage					

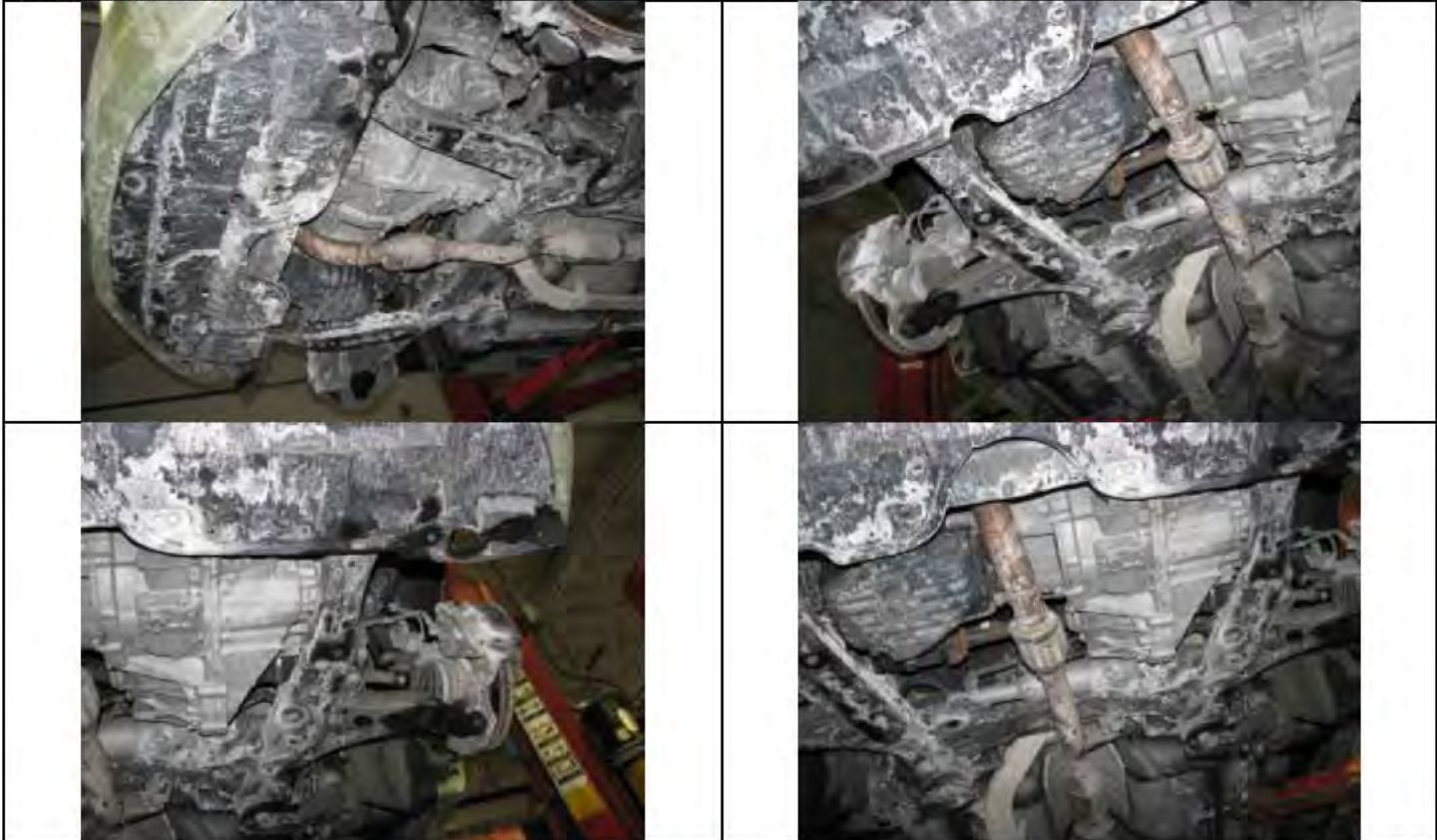
Engine Compartment Pictures



TQCN DOC# [REDACTED]		Condition Title Incident Inspection - Brake			Date 01/07/2014
Primary Model Camry HV	Model Year 2007	Production Date 2006-05-25	Odometer 89999	VIN (confirm 17 characters) JTNBB46K573 [REDACTED]	

Inspection Area		Notes & Observations
Suspension	Left Front	No suspension or underbody damage was observed.
	Right Front	No suspension or underbody damage was observed.
	Left Rear	No damage.
	Right Rear	No damage.
Steering Gear and Linkage		Normal – no issue
Drive axle / Driveshaft		Normal – no issue
Transmission / Transaxle		Normal – no issue
Differential/rear axle assembly		Normal – no issue
Exhaust System		Normal – no issue
Fuel Tank and Lines		Normal – no issue

Underbody Pictures



TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection - Brake			01/07/2014
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-05-25	89999	JTNBB46K573 [REDACTED]	

Tires & Wheels												
Inspection Area	Left Front			Right Front			Left Rear			Right Rear		
Tire Brand / Model	Michelin			Same			Same			Same		
Tire Model Name - Code	Primacy MXV4			Same			Same			Same		
Tire Size	215/60 R16			Same			Same			Same		
Tire DOT #	HN49JB7X6210			HN49JB7X6210			HN49JB7X5010			HN49JB7X6210		
Cold Tire Pressure (psi)	23			18			25			24		
Tread Depth (Measured in MM)	I	C	O	I	C	O	I	C	O	I	C	O
	6.5	6.5	6.5	6.5	6.5	6.5	6.0	6.0	6.0	6.0	6.0	6.0
Tire Wear Condition	All tires are in good condition.			All tires were inflated to 35 PSI prior to the road test.								
Wheel Condition	All wheels are in good condition.											

Tire & Wheel Pictures

LF wheel and tire



RR wheel and tire



TQCN DOC#		Condition Title			Date
[REDACTED]		Incident Inspection - Brake			01/07/2014
Primary Model	Model Year	Production Date	Odometer	VIN (confirm 17 characters)	
Camry HV	2007	2006-05-25	89999	JTNBB46K573 [REDACTED]	

Brake System				
Inspection Area	Left Front (LF)	Right Front (RF)	Left Rear (LR)	Right Rear (RR)
Pad / Shoe Thickness (mm)	Pad 8 mm (In/Out)	Pad 8 mm (In/Out)	Pad 6 mm (In/Out)	Pad 6 mm (In/Out)
Calipers / Wheel Cylinders	Calipers were not removed to inspect front pads in detail but visual inspection of the components revealed no visible concerns. No leaks; all components are in good working order.			
Pad / Shoe Condition	No problem observed. Front and rear pads are in good condition and in good working order. All brake pads are aftermarket.			
Caliper Slide Pins & Other Hardware	No issues observed			
Rotor / Drum Condition	Front rotors measured in thickness: LF 27.62mm; RF 27.55mm. Min thickness for front is 25.0 mm. Rear rotors measured: LF 9.64mm; RF 9.51mm. Min thickness for rear is 8.5 mm. All rotors are slightly grooved and have about 0.5mm lip on the perimeter. It appears that the pads were replaced without cutting the rotors. Otherwise no issue with rotors observed.			
Wheel Speed Sensor & Wiring Condition	No problem observed.			
Master Cylinder	No problem observed.			
ABS Actuator	No problem observed.			
Brake Lines & Hoses	No problem observed.			
LSPV - Load Sensing Proportioning Valve	N/A			
Parking Brake Operation	OK.			



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Aftermarket pads (front and rear)



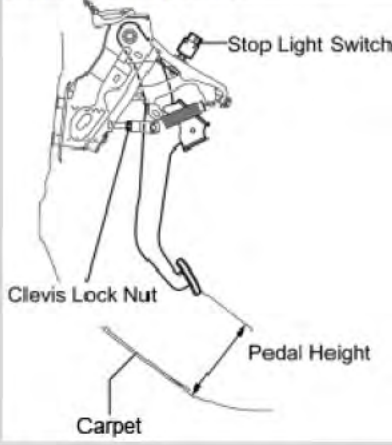
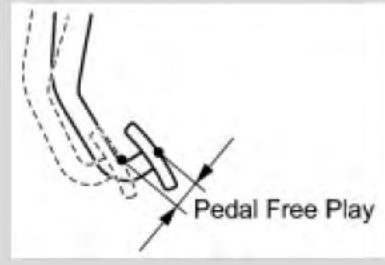
blank

Right rear



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Brake System - Pedal

Inspection Area	Measurement
<p>Brake Pedal Height Inspection: Measure with the carpet in place.</p> 	<p>Brake Pedal Free Play Inspection: Stop the engine. Press the pedal several times until no vacuum is left in the booster. Release the pedal.</p> 
<p>Measurement: Distance from carpet to the face of the pad with engine off (initial height) measured 124 mm</p>	<p>Measurement: Measured by pushing the pedal until the beginning of the resistance is felt. Free play measured 2 mm.</p>

Brake Pedal Reserve Inspection:
Pedal reserve distance from the dash panel at 490 N (50 kgf, 110 lbf). Measure the distance at the same point used for the brake pedal height inspection.

(a) Release the parking brake pedal or parking brake lever.
(b) With the engine running, depress the brake pedal and measure the pedal reserve distance.

Measurement: 88 mm (with engine running)

Brake System - Pedal Pictures



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Reports of Unintended Acceleration

Accelerator Pedal Sweep Capture
 Using Techstream, record multiple accelerator pedal position sensor sweeps utilizing the requested data lists.


- ALL DATA Snapshot – Vehicle State - Key “ON” – “Engine OFF”
- PRIMARY Snapshot - Vehicle State - Key “ON” – “Engine OFF”

Hint:
 Non-hybrid: Refer to Engine and ECT data list.
 Hybrid: Refer to Hybrid Control data List.
 Attach available information to section “5. Contact Details & Related Files”.

Idle RPM Snapshot
 Capture Powertrain - All Data List snapshot in each gear position noted. Also record RPM values in each gear position at right.

Gear Position	Cold	Hot
Park	N/A	N/A
Neutral	Hybrid	
Drive		

Accelerator Pedal Force Measurement



Note: Accelerator pedal force measurements should be captured at approximately the voltage values noted (Accel Sensor Out No. 1 values displayed on Techstream may vary sensor to sensor and model to model).

Accel Sensor Out No.1	Force [kg]
0.8 V	Hybrid
1.5 V	
2.0 V	
2.5 V	
3.0 V	
3.5 V	
Max V	

Accelerator Pedal Manufacturer: Denso

Accelerator Pedal Installed



Throttle Body Assembly



No detail inspection of the Throttle body system conducted. Connector in place.

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Dynamic Evaluation

CAUTION: A dynamic evaluation should only be performed if the vehicle is in an overall safe operating condition; including all restraint systems, lighting, brake, and chassis systems. Operate the vehicle for at least 5 miles of city and/or highway driving.

Area & Inspection Items	Notes
Techstream Snapshot and Operation History (if equipped) Duplicate customer concern condition and capture Powertrain - All Data List snapshot. Also include Snapshot and Operation History for any other vehicle system related to reported concern.	Techstream All Data TSE file from road test and Health Check data from stationary inspection are available as attachment in section 5.
Engine Performance <ul style="list-style-type: none"> Starting Idle quality Acceleration Cruise Control 	Due to adverse weather and road conditions the vehicle was only road tested for about 1 mile in city traffic while monitoring vehicle's performance. During multiple stops and go, the engine under load accelerated smoothly, responding to pressure on the accelerator pedal. No issues with starting, idle quality normal. Due to traffic conditions Cruise control was not tested.
Transmission / Drivetrain <ul style="list-style-type: none"> Operation 	Normal. No issues observed.
Maximum Stall Speed Test A/C OFF; warm engine, fluid level confirmed prior to test.	Hybrid – N/A
Ride and Handling <ul style="list-style-type: none"> Quality Vibration Noise/Rattle 	Normal, no issues observed.
Brake <ul style="list-style-type: none"> Stopping Parking Brake Brake Override System (BOS)* * If equipped 	Brake system during road test responded with adequate stopping power; pedal felt firm when pressure was applied. ABS system during lockup performed as designed. Parking brake functions OK. The road test took about 15 min to complete and at the end the odometer registered 90000 miles. Road test did not reveal any brakes related concerns.
Steering <ul style="list-style-type: none"> Steering wheel alignment Pull/lead Vibration 	Normal, no issues observed.
Electrical Accessory / HVAC <ul style="list-style-type: none"> Operation and condition 	Normal, no issues observed.
Instruments / Warning Lights <ul style="list-style-type: none"> Operation and condition 	After resetting the TPMS light, No warning lights on instrument panel illuminated.
Wiper System <ul style="list-style-type: none"> Operation and condition 	OK - no issues observed.


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Additional Inspection Items:

The Airbag light on instrument panel illuminates during the diagnostic cycle (about 5 sec.) and then turns off. Passenger Airbag light on the center console comes ON when the seat is occupied.

No Unintended Acceleration or accel pedal issues reported by customer – Accel pedal information was documented for reference only.

5. Contact Detail and Related Files

	File or Data Type	Included	
		Yes	No
Add related files to attached zip archive and password protected  FTR-I Files.zip	CARFAX® / Autocheck	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Customer Relations (CR) Cases	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Interview Record	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	EDR		
	➤ Authorization and Consent Form	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	➤ Data Imaging Check Sheet	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	➤ Image CDR File	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	➤ Image Report (PDF)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	➤ Imaging Investigation Record	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	National Service History Summary (Print and store as PDF)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Part Recovery Consent	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Police / Fire Report	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Repair Order (RO)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
TA Cases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Techstream Health Check and Snapshots (TSE file)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Other: <u><describe file(s) here></u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

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Orig Tracking

VIN

Doc No.

Attachment 1: Parts Recovery Control Sheet

Do not type in SHADED fields. If the Final Destination field below is "scrap", properly dispose of the part.

Final Destination:	CQE	SETR#:		CQE Eng:	N/A	
Importer: (Applies to TMC Shipments Only)	Deliver to:			住所:		
Mr. N. Okumura, Chief Expert Quality Div. Warranty Parts Room TOYOTA MOTOR CORPORATION 1 Toyota, Toyota-city, Aichi, 471-8571 Japan	Attn:			宛先:		
	Tel:			Tel:		
	T-STAR [REDACTED]					
Note: If this FTR contains more than one VIN, create a table in the report containing VIN, production date, and odometer						FOR CUSTOMS USE Used Parts Value

1	Part # 1:	Part Description	Qty.	Used Part Value Each
	N/A	n/a	1	\$ 0.00
	Serial No. / Date Code		Comments:	
2	Part # 2:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
3	Part # 3:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
4	Part # 4:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
5	Part # 5:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
6	Part # 6:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	
7	Part # 7:	Part Description	Qty.	Used Part Value Each
				\$
	Serial No. / Date Code		Comments:	