

PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

Additional Consumer  
Complaint Documents

2007-03-42023

### Case Report - 200702261617

**Customer/Caller Summary:**

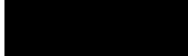
Customer Name/Address:



Sulphur, LA

Caller Phone:

Caller Alt. Phone:



**Case Summary:**

Case Title:	Product; Abnormal Condition; Brake System; Other-Please Specify
Case Type:	Accident
Contact Method:	Phone
Cust Attitude:	Concerned
Coding Type:	Complaint
Category:	Product
Problem Area:	Abnormal Condition
Component:	Brake System
Condition:	Other-Please Specify
VIN:	4T1BB46K97U [redacted]
Dofu:	02/13/2007
Current Miles:	1000
Incident Miles:	1000
Model Year:	2007
Model Name:	Camry Hybrid
Region:	GST
District:	0
Dealer 1:	Gulf States Toyota, 42103
Selling Dealer:	Lake Charles Toyota, 17060

**Case History:**

Caller Seeks: Cllr sks insp b/c fls brakes failed  
CAC Stated: CM apol,adv cust will recv f/u w/in 3 bus days to set up insp.

\*\*\* PHONE LOG 02/26/2007 03:20:27 PM JAlvaradol  
Caller (Wife, [redacted]) states: husband (registered owner, only one in the veh) on 02/23/2007, hit a small amount of gravel on the road & when he hit the brakes, the veh would not stop, once he got out of the gravel, the veh just slid, and slid into a pole. Cllr sts veh is at a tow yard on 211 Beglars pkway, Sulphur, LA 77663 @ 337-527-6391. Cllr sts no repair has been done to veh. Cllr sts husband almost broke his nose, hit face on steering wheel &...

\*\*\* NOTES 02/26/2007 03:21:01 PM JAlvaradol  
...hit his hand on the windshield. Cllr sts he was wearing seatbelt & was going about 35mph and did try to apply to brakes but no stopping. Cllr sts airbag failed. Cllr sts impacted pole on front driver side, sts noticed that the airbag warning light was on prior to the accident. Cllr sts wants veh inspected to see if it is defected & if it is a defect, fls that Toy should replace the veh.

\*\*\* NOTES 02/26/2007 03:55:03 PM MClarke  
Sks asiistance w/ new veh since brakes were defective & airbags defective.

**Accident Report**

Veh ov [redacted]  
Driver [redacted]  
Accident date: 2/23/07  
Accident location: Needelen, LA  
Cust sks: Toyota to pay under warr/ sks no accident point on record  
Injuries: Broken nose, black eyes  
Mph b4 impact: 35-40 mph  
Able to apply brakes? Brakes inopoperative  
Airbag deploy? No  
Veh damage: Totalled  
Prev accidents: No

\*\*\* SUBCASE 200702261617-1 CREATED 02/27/2007 06:51:10 AM NRaye

\*\*\* NOTES 02/27/2007 11:40:21 AM MPresley

Clkr sts want to discuss case because insurance co want to know what will be done about case. Ncr apol & adv case mgr NRaye not avail. Adv case mgr will c/b within 1 bus day.

\*\*\* NOTES 02/27/2007 12:21:59 PM RMcCloud

Caller c/b sts would like to know status of case. NCR apol & adv prev rep NRaye is not currently available but would have prev rep f/u w/cust within 1 bus day. Clkr thanked

\*\*\* NOTES 02/27/2007 01:09:16 PM NRaye

==FCRP==

++OUTGOING CUST CALL++

CM spk w/cust who sts traveling E.on Texas hwy 73@apprx 35mph,sts beginning to slow dwn,ran over some gravel on road when attempting to make a lft turn on spur 93,began to slide in gravel,applied brakes&veh continued to slide&struck lght pole on lft frnt side of veh causing damage to frnt lft side,only occpnt in veh,sts wore seatblt,not aware if any lgths on prior to accdnt,veh not involved in any prev accdnts brand new....

\*\*\* NOTES 02/27/2007 01:09:36 PM NRaye

...Cust fls brakes failed b/c veh didn't stop when applied brakes,airbags didn't deploy,no injuries,veh currently located@allstar b/s veh declared totaled by ins co.CM apol, adv cust will forward info & region will contct w/in 3 bus days to set up insp date,Toy has w/in 30 day to complete insp&30 days after insp to respond,total 60 day process.

LEGAL REQUESTS FIELD CONTACT WITH MANY INTERIOR AND EXTERIOR PHOTOS

\*\*\* SUBCASE 200702261617-1 CLOSED 02/27/2007 01:11:15 PM NRaye

\*\*\* NOTES 03/06/2007 01:56:27 PM [REDACTED]

SPOKE TO CUSTOMER AND ADVISED FTS WOULD INSPECT VEHICLE AT BODY SHOP FOR ALLEGED CONCERNS ON 3/6/07.

\*\*\* CASE CLOSE 03/08/2007 01:47:46 PM CmcWilliams600

GST FTS, DAVE STABA INSPECTED VEHICLE AT ALL STAR BODY SHOP ON 3/6/07 FOR AIR BAG AND BRAKE CONCERN. FTS FOUND BRAKES OPERATING CORRECTLY. FTS UNABLE TO DETERMINE IF AIR BAGS SHOULD HAVE DEPLOYED. GST SENT FCR AND PHOTOS TO TMS LEGAL (CAROL HARGRAVE) FOR FURTHER REVIEW AND THEIR RESPONSE. NOTIFIED CUSTOMER IN WRITING THAT TMS LEGAL WOULD INVESTIGATE AND CONTACT CUST AS TO THEIR FINDINGS.

**Activity Summary:**

Activity	Date/Time	Originator	Additional Information
Rule Action	03/08/2007 01:47:49 PM	rulemgr	Action Notify Originator for Closed Case of rule Toyota Priority/Accident Closed Case fired
Case Close	03/08/2007 01:47:46 PM	CmcWilliams600	Status = Closed, Resolution Code = Full, State = Open.
Rule Action	03/06/2007 01:56:31 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	03/06/2007 01:56:27 PM	CmcWilliams600	Log notes.
Accept	02/28/2007 07:24:56 AM	CmcWilliams600	from Queue GST to WIP Product Concerns.
Subcase Close	02/27/2007 01:11:15 PM	NRaye	Number = 200702261617-1, Status = Action CAC, Resolution Code = Full..
Dispatch	02/27/2007 01:11:04 PM	NRaye	Action Region.
Chg Status	02/27/2007 01:11:04 PM	NRaye	Case sent to region: GST
Modify	02/27/2007 01:11:03 PM	NRaye	into WIP default and Status of Action CAC.
Notes	02/27/2007 01:09:36 PM	NRaye	Log notes.
Modify	02/27/2007 01:09:16 PM	NRaye	into WIP default and Status of Action CAC.
Notes	02/27/2007 01:09:15 PM	NRaye	Log notes.
Modify	02/27/2007 12:52:30 PM	NRaye	into WIP default and Status of Action CAC.
Rule Action	02/27/2007 12:22:10 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	02/27/2007 12:21:59 PM	RMcCloud	Log notes.
Rule Action	02/27/2007 11:40:23 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	02/27/2007 11:40:21 AM	MPresley	Log notes.
Modify	02/27/2007 06:51:22 AM	NRaye	into WIP default and Status of Action CAC.
Admin Subcase	02/27/2007 06:51:10 AM	NRaye	Number = 200702261617-1, Created in WIP default with due date 02/27/2007 05:15:01 PM..
Set Originato	02/27/2007 06:50:40 AM	NRaye	Set Originator: by NRaye
Accept	02/27/2007 06:50:17 AM	NRaye	from Queue Toyota Resolution Queue to WIP default.
Rule Action	02/26/2007 03:55:08 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident

MFD BY TOYOTA MOTOR MANUFACTURING,  
KENTUCKY, INC. 12/05

GAWR 4655LB GAWR FR 2658LB RR 2359LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE  
FEDERAL MOTOR VEHICLE SAFETY BUMPER AND  
THEFT PREVENTION STANDARDS IN EFFECT ON  
THE DATE OF MANUFACTURE SHOWN ABOVE.

4T1BB46K97U

PASS. CAR



C/TR: 1D4/FA13 AHV4DL-CEX6BA  
A/TM: 01A/P311

76267

3H

42001-00050

MFD. BY: TOYOTA MOTOR MANUFACTURING,  
KENTUCKY, INC. 12/06

GVWR 4655LB GAWR FR 2668LB RR 2359LB  
THIS VEHICLE CONFORMS TO ALL APPLICABLE  
FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND  
THEFT PREVENTION STANDARDS IN EFFECT ON  
THE DATE OF MANUFACTURE SHOWN ABOVE.  
4T1BB46K97U PASS. CAR



C/TR: 1D4/FA13 AHV40L-CEXGBA  
A/TM: -01A/P311

76267



**LOADING INFORMATION**  
INFORMATIONS RELATIVES AUX PNEUS ET A LA CHARGE DU VEHICULE

AXLES	TOTAL	FRONT	REAR
AXES	TOTAL: 5	AVANT: 2	ARRIERE: 3

and cargo should never exceed 410kg or 900lbs.  
(bagages) ne doit jamais dépasser 410kg ou 900lbs.

TIRE INFLATION PRESSURE  
PRESSION DE  
GONFLAGE A FROID

SEE OWNER'S MANUAL  
FOR ADDITIONAL  
INFORMATION

20 kPa, 32 PSI

CONSULTER LE GUIDE  
DU PROPRIETAIRE POUR

20 kPa, 32 PSI

DE PLUS AMPLES  
RENSEIGNEMENTS

20 kPa, 60 PSI

3H


42661-06650

MFD. BY: TOYOTA MOTOR MANUFACTURING,  
KENTUCKY, INC. 12/06

GVWR 4655LB GAWR FR 2668LB RR 2359LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE  
FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND  
THEFT PREVENTION STANDARDS IN EFFECT ON  
THE DATE OF MANUFACTURE SHOWN ABOVE.

4T1BB46K97U PASS CAR



C/TR: 1D4/FA13 Ahv4UL-CEX6BA  
A/TM: -01A/P311 76267

**Extended  
Life Tires**











































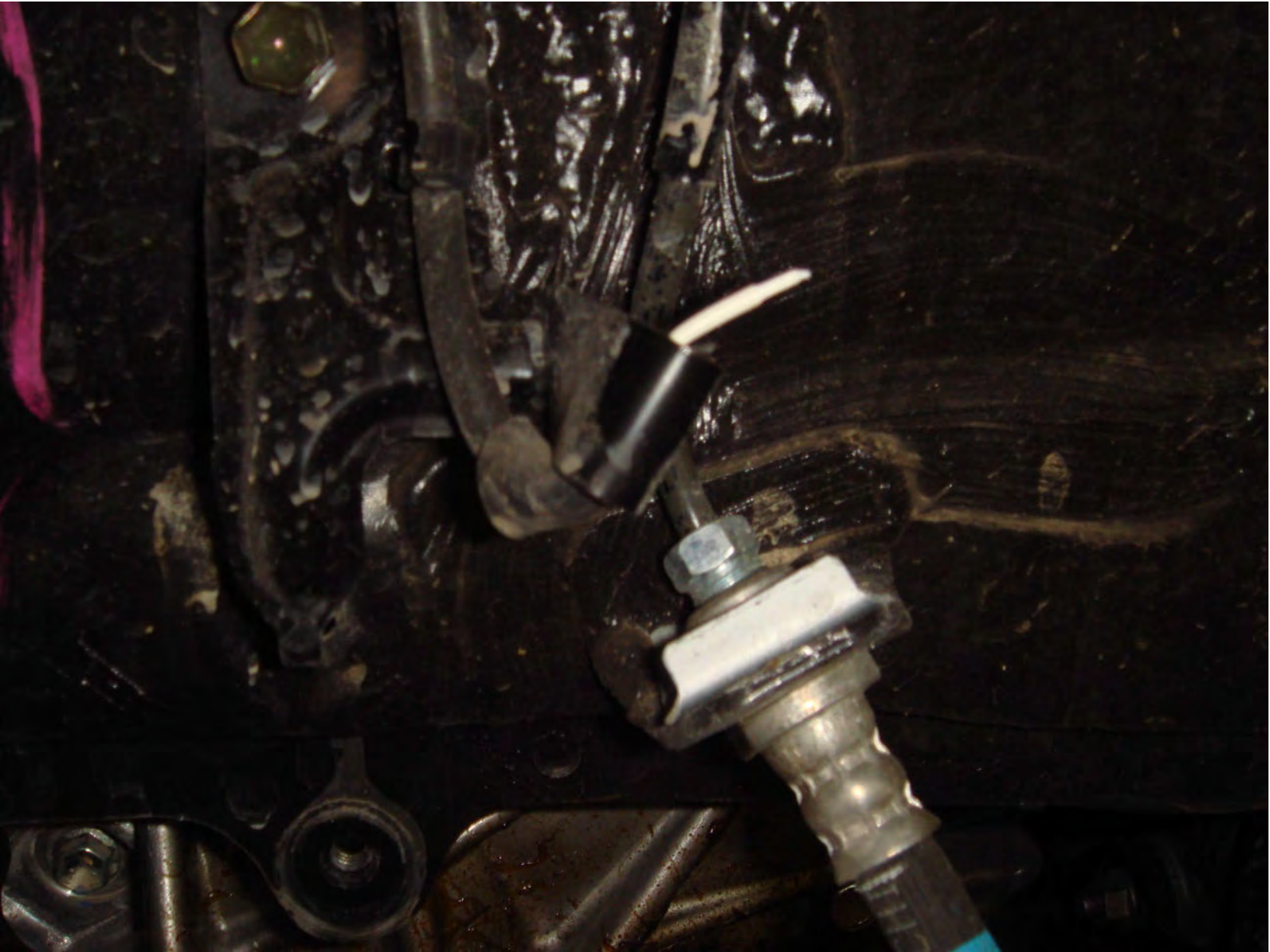








































TRAC-DRIVE  
215/60R16



PSY 22 001 002  
PSY 22 001 002  
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PSY 22 001 002

**CAUTION**  
**ATTENTION**

**SIDE AIRBAG**

DO NOT LEAN AGAINST THE FRONT SEAT TO AVOID POTENTIAL DEATH OR SERIOUS INJURY WHEN THE SIDE AIRBAG DEPLOYS. SEE OWNER'S MANUAL FOR DETAILS.  
NE PAS S'APPUYER CONTRE LA PORTÈRE AVANT. L'AIRBAG LATÉRAL PEUT SE DÉPLOYER ET POTENTIALLEMENT CAUSER LA MORT OU DES BLESSURES GRAVES LORS D'UNE COLLISION. VOUS POUVEZ ÊTRE BLESSÉ PAR LE MÉTAL DE L'AIRBAG. VOUS POUVEZ ÊTRE BLESSÉ PAR LE MÉTAL DU PROPHÉTASSE.





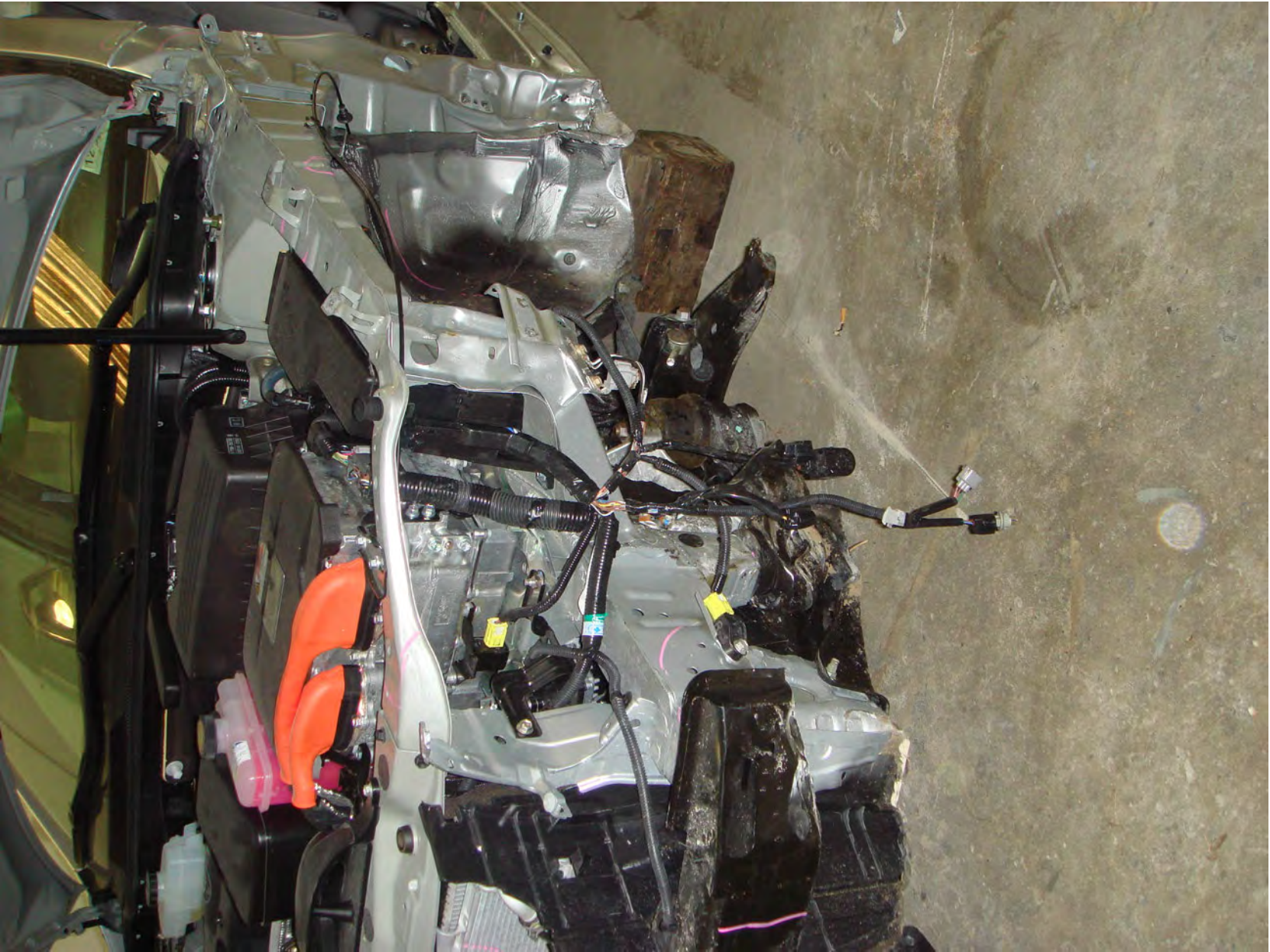
TRAFFIC

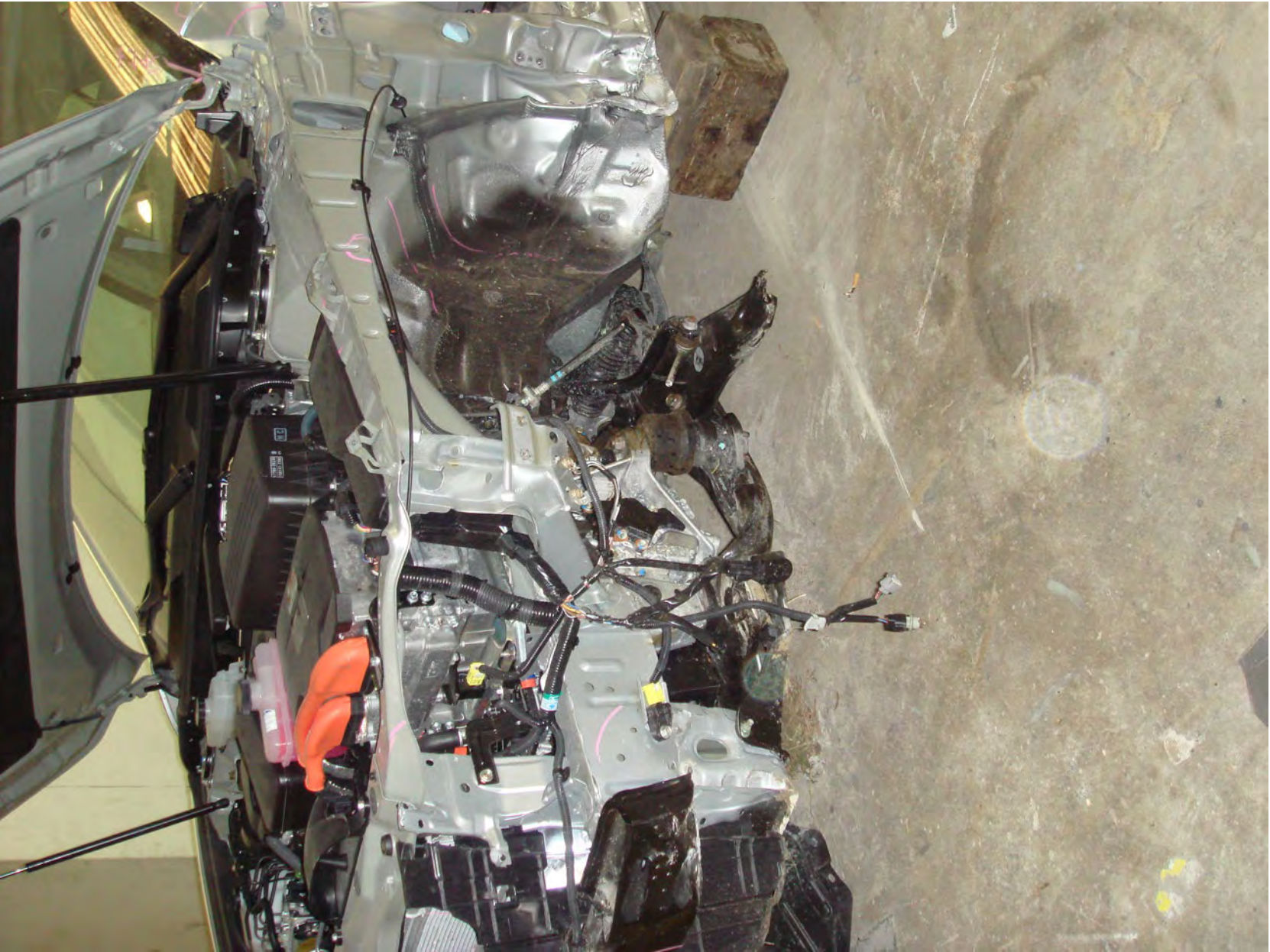
















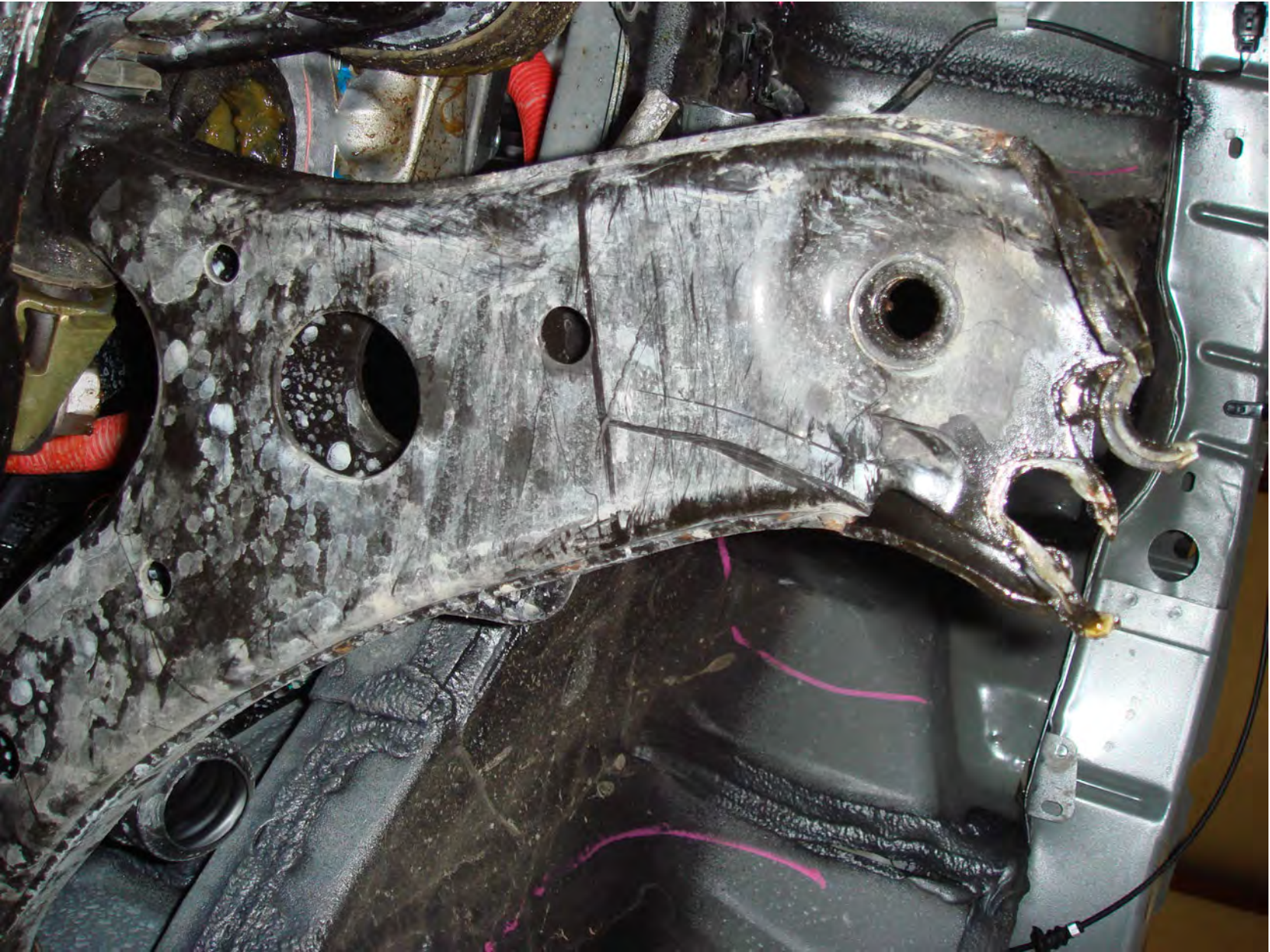






























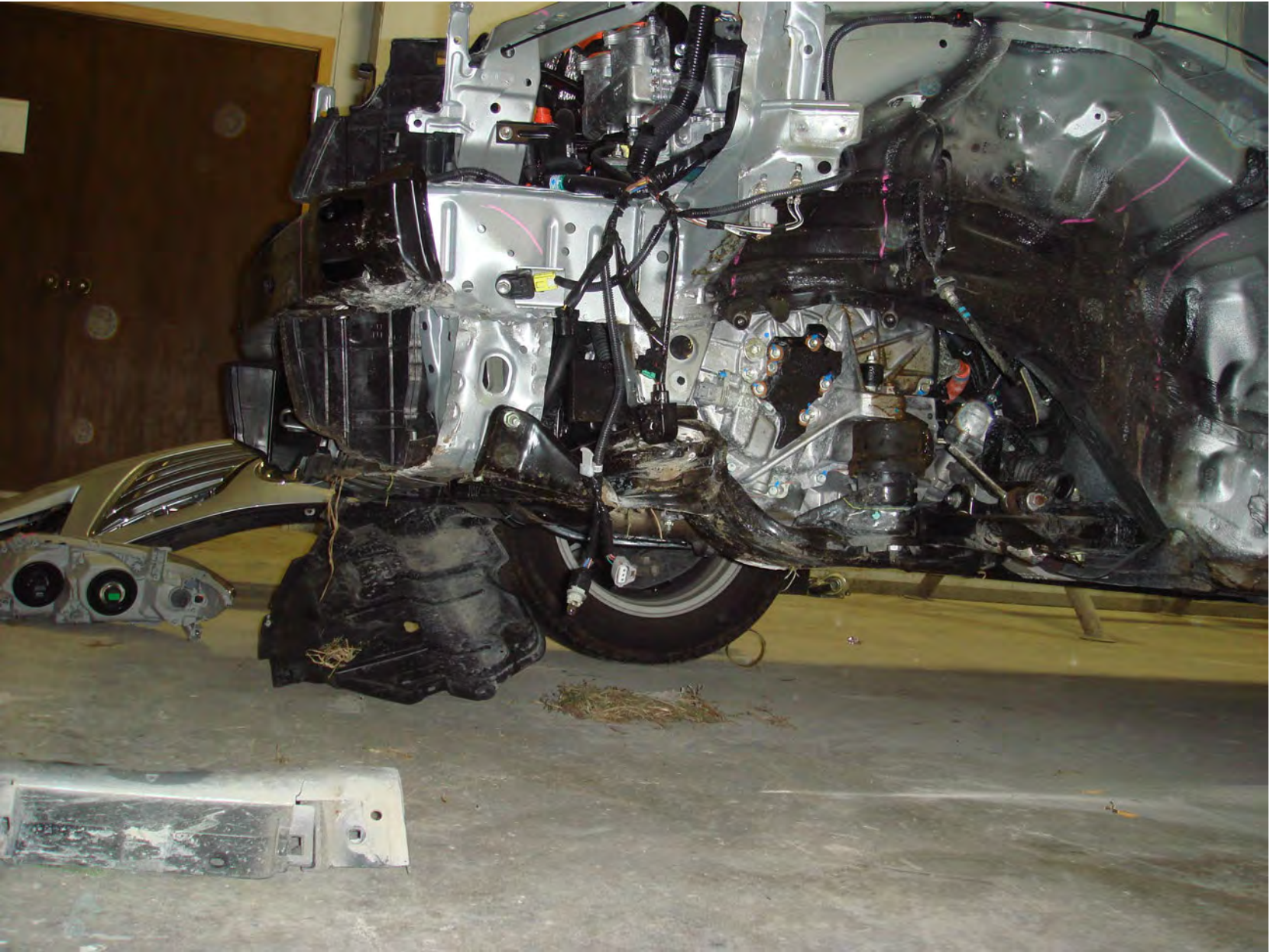


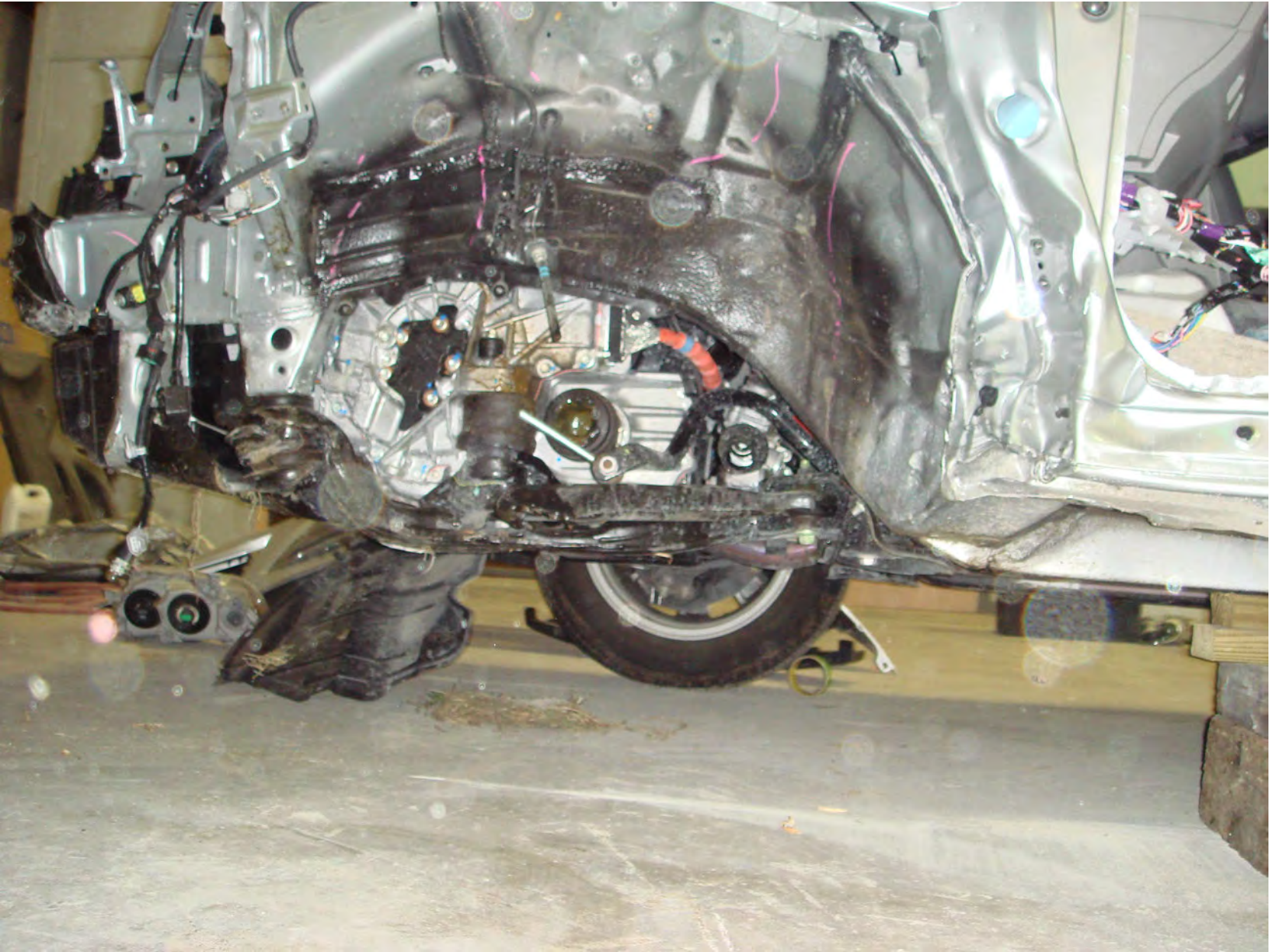




























45

MADE IN CANADA  
WARRANTY

WARRANTY DO NOT USE OTHER BRANDS









CANADA AND U.S. SIZES ON THE SIDE OF THE TIRE  
DIFFERENT TIRE SIZES ON THE SIDE OF THE TIRE  
MAX PRESS. 300KPa (14.5 PSI)  
MAX LOAD 670 kg (1475 lbs)

HN49 DOT  
MAX LOAD 670 kg (1475 lbs)





































931 104 CPO 061213 210220  
EVIDENCE





251006

EXPLOSIVE GASES  
DO NOT TIP  
CAUSES SEVERE BURNS  
KEEP OUT OF REACH OF CHILDREN

GAZ EXPLOSIF  
NE PAS INCLINER  
PEUT PROVOQUER DE GRAVES BRULURES  
TENIR HORS DE PORTEE DES ENFANTS

**Panasonic**  
Matsushita Electric Industrial  
Made in Japan







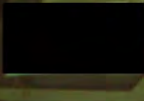
8219  
VCI/CO  
UNIVERSAL 2008 (1.2)







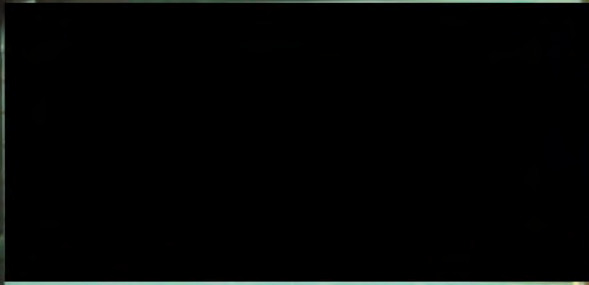




LAKE CHARLES TOYOTA

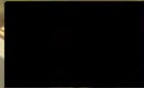


LAKE CHARLES  
LAKE CHARLES  
TOYOTA  
TOYOTA



TOYOTA  
TEMPERATURE  
4 43 TECH  
4200 412  
DOT-276

+T10046K97U000419



CAMRY

TOYOTA  
LAVE CHARLES  
TOYOTA  
TOYOTA













SEE SIDE AIRBAG  
& CAUTION

SAFETY  
INFORMATION

SAFETY INFORMATION  
READ CAREFULLY

SAFETY INFORMATION  
READ CAREFULLY



SRS  
SIDE AIRBAG

**SRS SIDE AIRBAGS**  
Dual front air bags and side air bags are standard on all models.  
**CAUTION**  
Do not place any objects on or behind the seat. Do not place feet or feet of children on the seat. Do not lean back on the seat. Do not use the seat for anything other than its intended purpose. Do not use the seat for anything other than its intended purpose.

**CAUTION**  
Do not use the seat for anything other than its intended purpose. Do not use the seat for anything other than its intended purpose. Do not use the seat for anything other than its intended purpose. Do not use the seat for anything other than its intended purpose.

**CAUTION**  
Do not use the seat for anything other than its intended purpose. Do not use the seat for anything other than its intended purpose. Do not use the seat for anything other than its intended purpose. Do not use the seat for anything other than its intended purpose.

**TIRE AND LOADING INFORMATION**  
Always use proper tie-down technique. For more information, see the Owner's Manual.  
The maximum weight distribution is limited by the number of axles and tires.  
Always use proper tie-down technique. For more information, see the Owner's Manual.

AXLE	LOAD CAPACITY
FRONT	2,000 LBS (907 KG)
REAR	3,500 LBS (1,588 KG)
TOTAL	5,500 LBS (2,489 KG)
FRONT	230 kPa, 32 PSI
REAR	220 kPa, 32 PSI
TOTAL	450 kPa, 66 PSI

**READ THE OWNER'S MANUAL**  
FOR THE MOST CURRENT INFORMATION  
ON THIS VEHICLE'S SAFETY FEATURES.  
SEE THE OWNER'S MANUAL FOR  
THE MOST CURRENT INFORMATION  
ON THIS VEHICLE'S SAFETY FEATURES.  
SEE THE OWNER'S MANUAL FOR  
THE MOST CURRENT INFORMATION  
ON THIS VEHICLE'S SAFETY FEATURES.  
SEE THE OWNER'S MANUAL FOR  
THE MOST CURRENT INFORMATION  
ON THIS VEHICLE'S SAFETY FEATURES.



PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

Additional Consumer  
Complaint Documents

2007-04-42080

# Case Report - 200702121111

## Customer/Caller Summary:

Customer Name/Address:

Denver, CO

Caller Phone:

Caller Alt. Phone:

## Case Summary:

Case Title:	Product; FCRP; Brake System; Performance
Case Type:	Accident
Contact Method:	Phone
Cust Attitude:	Concerned
Coding Type:	Complaint
Category:	Product
Problem Area:	FCRP
Component:	Brake System
Condition:	Performance
VIN:	JTNBB46K973
Dofu:	07/06/2006
Current Miles:	11000
Incident Miles:	0
Model Year:	2007
Model Name:	Camry Hybrid
Region:	Denver
District:	02
Dealer 1:	Stevinson Toy East &scion, 05026
Selling Dealer:	Stevinson Toy East &scion, 05026

## Case History:

Caller Seeks: veh inspection to determine why brakes failed to engage.  
CAC Stated: CM apol & adv case dispatched to region for FCRP inspection. Adv region will f/u w/cust w/in 3 business days.

\*\*\* PHONE LOG 02/12/2007 12:32:54 PM ABaker2  
Caller states: he was in a accident on 2/10/07, cust sts the rear driver door and wheel was hit & front passenger side , cust sts he was unable to stop the veh and the brakes failed, cust sts he ran into a telephone pole. cust sts and the electircal components have failed, cust sts the airbags didn't deploy and he was going 30mph. cust sts the veh is @ Accurate Auto Towing (303-922-6800). cust sts the police had the veh towed and work hasn't been started on the veh

\*\*\* NOTES 02/12/2007 12:32:55 PM ABaker2  
. Cust seeks to know why the brakes didn't apply to prevent the accident why the airbags didn't deploy

\*\*\* SUBCASE 200702121111-1 CREATED 02/12/2007 12:47:40 PM JCabrera

\*\*\* NOTES 02/13/2007 01:27:58 PM JCabrera  
+OUTGOING CUST CALL+  
CM contacted cust at daytime#. Cust sts on Sunday, 2/11/07pm @ approx 12:30pm, he was driving North on Holly st @ 30mph, when suddenly a 99 Chrysler Sedan traveling east on Evans ran a red light & struck his rear driver's door. Sts the veh was pushed & made a 270 degree turn across intersection. Sts he applied the brakes, but veh did not stop. Sts veh made a left turn & came to a halt when front passenger corner struck a telephone pole.

\*\*\* NOTES 02/13/2007 01:38:31 PM JCabrera  
Cust sts when brakes were applied, the veh gradually slowed down, but brakes did not fully engage. Sts no warning lights on dash prior to impact. Sts airbags did not deploy. Cust sts he was traveling alone, was wearing his seatbelt & was not injured. Cust sts his veh sustained damage to the rear driver's door & wheel & front passenger corner. Cust seeks veh to be inspected to determine why brakes failed to engage. Sts veh at body shop; rprs not begun.

\*\*\* NOTES 02/13/2007 01:58:38 PM JCabrera  
===FCRP===  
LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR & EXTERIOR PHOTOS.

\*\*\* SUBCASE 200702121111-1 CLOSED 02/13/2007 01:59:17 PM

Closing subcase.

\*\*\* CASE CLOSE 02/23/2007 09:46:07 AM DRose150

FTS R Whytock insp'd veh 02/16/07 at Accurate Auto Towing, Denver, CO. Owner not present. FTS sts "auxiliary battery dead, had to jump battery. Did computer health ck, fnd code C1241 (low battery positive voltage). Brk pdl stroke flt norm. Brk master fluid full. Had aftermkt rubber flr mat under brk pdl. Fts comm'd to cust had fnd no lks & fnd code C1241, most likely due to dead battery and that TMS wld contact cust w/results. Results of FTS insp forward to C. Hargrave - Legal 02/23/07.

\*\*\* NOTES 03/13/2007 09:50:33 AM JCabrera

+INCOMING CUST CALL+

Cust seeks to know status of case. CM adv veh was inspected on 2/16/07. Adv information collected from inspection was sent to Legal on 2/23/07. Adv will receive results in writing w/in 30 days after inspection. Cust sts he is not happy w/process. Sts if something is not done, he will have to tell someone about this experience. Cust disconnected.

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**Activity Summary:**

Activity	Date/Time	Originator	Additional Information
Notes	03/13/2007 09:50:33 AM	JCabrera	Log notes.
Rule Action	02/23/2007 09:46:23 AM	rulemgr	Action Notify Originator for Closed Case of rule Toyota Priority/Accident Closed Case fired
Case Close	02/23/2007 09:46:07 AM	DRose150	Status = Closed, Resolution Code = Full, State = Open.
Accept	02/13/2007 02:43:45 PM	DRose150	from Queue Denver to WIP default.
Subcase Close	02/13/2007 01:59:17 PM	JCabrera	Number = 200702121111-1, Status = Action CAC, Resolution Code = Full..
Dispatch	02/13/2007 01:58:46 PM	JCabrera	Action Region.
Chg Status	02/13/2007 01:58:46 PM	JCabrera	Case sent to region: Denver
Notes	02/13/2007 01:58:38 PM	JCabrera	Log notes.
Modify	02/13/2007 01:57:53 PM	JCabrera	into WIP default and Status of Action CAC.
Modify	02/13/2007 01:57:02 PM	JCabrera	into WIP default and Status of Action CAC.
Notes	02/13/2007 01:38:31 PM	JCabrera	Log notes.
Notes	02/13/2007 01:27:58 PM	JCabrera	Log notes.
Modify	02/13/2007 01:27:58 PM	JCabrera	into WIP default and Status of Action CAC.
Modify	02/13/2007 01:21:57 PM	JCabrera	into WIP default and Status of Action CAC.
Admin Subcase	02/12/2007 12:47:40 PM	JCabrera	Number = 200702121111-1, Created in WIP default with due date 02/13/2007 03:30:00 PM..
Modify	02/12/2007 12:47:02 PM	JCabrera	into WIP default and Status of Action CAC.
Set Originato	02/12/2007 12:46:16 PM	JCabrera	Set Originator: by JCabrera
Set Originato	02/12/2007 12:46:14 PM	JCabrera	Set Originator: by JCabrera
Accept	02/12/2007 12:45:56 PM	JCabrera	from Queue Toyota Resolution Queue to WIP default.
Rule Action	02/12/2007 12:35:14 PM	rulemgr	Action Toyota Queue Notification of rule Toyota Queue Notification fired
Dispatch	02/12/2007 12:35:08 PM	ABaker2	from WIP default to Queue Toyota Resolution Queue.
Modify	02/12/2007 12:34:38 PM	ABaker2	into WIP default and Status of Action CAC.
Notes	02/12/2007 12:32:55 PM	ABaker2	Log notes.
Modify	02/12/2007 12:32:54 PM	ABaker2	into WIP default and Status of Action CAC.
Phone Log	02/12/2007 12:32:54 PM	ABaker2	Start = 02/12/2007 12:14:30 PM, End = 02/12/2007 12:32:54 PM, Contact = Philip Kennedy.
Create	02/12/2007 12:14:30 PM	ABaker2	Contact = Philip Kennedy, Priority = Customer, Status = Action CAC.

# TOYOTA

Writer's Direct Dial: (310) 468-5027  
Writer's Direct Fax: (310) 381-6317

Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

March 27, 2007

## VIA US MAIL

[REDACTED]  
Denver, CO [REDACTED]

**RE:**                   **Date of Loss:**       **February 11, 2007**  
                          **Vehicle:**             **2007 Toyota Camry**  
                          **VIN #:**               **JTNBB46K973 [REDACTED]**

Dear Mr. [REDACTED]

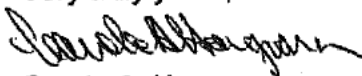
This letter is in response to your recent communication with our Customer Relations Department in regards to the above referenced incident.

It is our understanding that you were operating the vehicle when another vehicle ran a red light and hit the left rear wheel of your vehicle causing it to spin 270 degree across the intersection. You applied the brakes but the vehicle would not stop causing the right front to hit a telephone pole.

Your vehicle was inspected by one of our field technicians on February 16, 2007 at Accurate Auto Towing in regards to your concerns. The brake pedal was tested and found to hold pressure and functioning within factory specifications. The brake master fluid was full with no leaks.

We are very sorry about this most unfortunate incident however based on our inspection of your vehicle it has been determined that it was not the result of any type of manufacturing effect. Thank you for allowing us to address your concerns in this matter.

Very truly yours,



Carole A. Hargrave  
Claims Manager  
Toyota Motor Sales, U.S.A., Inc.





































PASSENGER  
DOOR OPEN



000

11298

mile:



**PROCESSEMENT**

PROCESSEMENT  
PROCESSEMENT  
PROCESSEMENT  
PROCESSEMENT

PROCESSEMENT	PROCESSEMENT
PROCESSEMENT	PROCESSEMENT
PROCESSEMENT	PROCESSEMENT
PROCESSEMENT	PROCESSEMENT

**INFORMATION**

8 A 30785

MFD. BY: TOYOTA MOTOR CORPORATION 05/05  
 GVWR 4655 LB GAWR FR 2645 LB RR 2350 LB  
 THIS VEHICLE CONFORMS TO ALL APPLICABLE  
 FEDERAL MOTOR VEHICLE SAFETY BUMPER AND  
 THEFT PREVENTION STANDARDS IN EFFECT ON  
 THE DATE OF MANUFACTURE  
 JTNEEJ4K [REDACTED] R



C/TR: 1G3/FA13  
 A/TM: -01A/P311

MADE IN JAPAN 954 A



**FILE INFORMATION**

PLATE #  
PLATE # 2-45985E 3  
weight re  
g ov 500 lb.

SSION OF  
RIFAGE A FROD

40PSi, 32PSi

40PSi, 32PSi

40PSi, 60PSi

FORMATION,  
ETARE

8 A 33760

MFD. BY: TOYOTA MOTOR CORPORATION 06/01  
GWR 4655LB GAWR FR 2668LB RR 2359LB  
THIS VEHICLE CONFORMS TO ALL APPLICABLE  
FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND  
THEFT PREVENTION STANDARDS IN EFFECT ON  
THE DATE OF MANUFACTURE SHOWN ABOVE.  
JTLD024027



C/TR: 1G3/FA  
A/TM: -01A/P311 1.3L-16V 4CYL  
MADE IN JAPAN

954 A



















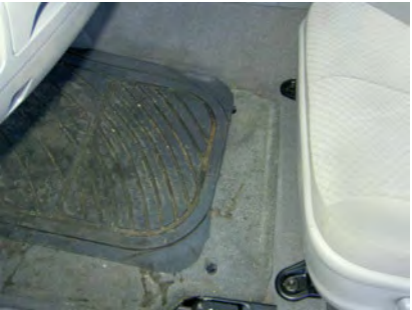


























PE14-001

TOYOTA

3/26/2014

ATTACHMENT 1

RESPONSE 5

Additional Consumer  
Complaint Documents

2007-06-42632

**Case Report - 200703230271****Customer/Caller Summary:**

Customer Name/Address:

Vinton, VA

Caller Phone:

Caller Alt. Phone:

**Case Summary:**

Case Title: Product; FCRP; Brake System; Performance  
Case Type: Accident  
Contact Method: Phone  
Cust Attitude: Concerned  
Coding Type: Complaint  
Category: Product  
Problem Area: FCRP  
Component: Brake System  
Condition: Performance  
VIN: JTNBB46K173  
Dofu: 07/25/2006  
Current Miles: 7000  
Incident Miles: 7000  
Model Year: 2007  
Model Name: Camry Hybrid  
Region: CAT  
District: 0  
Dealer 1: Central Atlantic Toyota, 19022  
Selling Dealer: Shelor Toyota, 45036

**Case History:**

Caller Seeks: FCRP - Toyota to inspect brakes as cause of failure  
CAC Stated: ncr adv will action to region w/3 business for region to c/b, up to 30 days for inspection, and up to 30 days for writtent results

\*\*\* PHONE LOG 03/23/2007 08:46:52 AM JLopez

Caller states: accident on 3/22, dry road conditions, no rpr work done, sts brakes failed, sts hit utility poll @ bank building, traveling 20-25mph, sts brake applied, frontal damage, sts air bag deployed, sts veh was hit on front pass door prior in Dec, Insurance claim#: [REDACTED] ext.53. Veh located at Wood's Towing & Recover: [REDACTED] Vinton VA [REDACTED]

\*\*\* SUBCASE 200703230271-1 CREATED 03/23/2007 02:29:29 PM NRedd

\*\*\* NOTES 03/26/2007 03:14:02 PM NRedd

OUTGOING CALL TO CUSTOMER

ncr left message on both numbers req cust to c/b

\*\*\* PHONE LOG 03/27/2007 08:36:07 AM NRedd Action Type: Incoming call

===FCRP===

Caller sts was in accident on 3/22/07 at approx 5:20 pm, sts was only occupant in vehicle, wearing seatbelt, road conditions was dry. Caller sts no airbag warning lights on. Caller sts driving approx 20 mph, sts was approaching an intersection w/green light, sts was turning left onto Pollard Street, went to press on brake to slow down to make the turn and brake pedal went to floor w/out slowing down vehicle, sts once vehicle was on Pollard Street, vehicle speed picked-up b/c street was at a decline and brakes would not work and vehicle hit utility poll @ bank building. Caller sts knocked a parking sign down. Caller sts airbags deployed. Caller sts vehicle was in 1 previous accident back in December 2006. Caller sts Vinton Police Department came to scene. Caller sts no report # was given. Caller sts Vinton Rescued Squad transported cust to Lewis Gale Medical Center, Salem, VA. Caller sts b/c she has a pacemaker, ambulance took cust to hospital as preventive measures. Caller sts no injuries, sts [REDACTED] in muscles. Caller sts contacted State Farm Insurance, Agent Jim Gross, [REDACTED] Claim# [REDACTED] Caller sts veh was towed to Wood's Towing & Recovery 418 Washington Ave, Vinton VA 24197- Phone#: [REDACTED] Caller sts veh will be moved but not sure where and feels the brakes failed on vehicle causing the accident, sts would like Toyota to inspect brakes and replace vehicle.

Ncr apol & adv for inspection the veh must not have any rprs, advised would need to verify location of vehicle, adv inspection of veh can take up to 30 days & up to another 30 days to receive inspection results in writing. Ncr adv cust would be responsible for towing and any vehicle rental charges pending



outcome of an inspection.

Caller sts will need to discuss w/insurance agent first and will call back.

\*\*\* SUBCASE 200703230271-1 CLOSED 03/28/2007 12:25:21 PM NRedd  
see notes

\*\*\* CASE CLOSE 03/28/2007 12:25:30 PM NRedd  
CASE CLOSED - pending customer calls back

\*\*\* NOTES 03/30/2007 01:23:28 PM AWilson  
Cllr sks to spk with NRedd; NCR apol; Adv that veh was brought Sadisco in Montvale, VA (540-947-5027);  
Scott Thrower w/State Farm Ins Co [REDACTED] NCR thanked; Adv NRedd will c/b by EOB 4/2/07. Cllr  
thanked.

\*\*\* NOTES 03/30/2007 01:40:37 PM NRedd  
OUTGOING CALL TO SADISCO @ 540-947-5027  
ncr spoke to Sadisco Rep, Barry who advised vehicle is not at their locations, sts Sadisco used to handle  
vehicles for State Farm, but thinks now IAA - Insurance Auto Auctions out of Pulaski, VA handles the  
vehicles

\*\*\* NOTES 03/30/2007 01:42:13 PM NRedd  
OUTGOING CALL TO CUSTOMER  
ncr apol & adv customer vehicle is not located at Sadisco, caller sts will need to research and call  
back

\*\*\* NOTES 03/30/2007 01:55:42 PM DHoffman1  
caller sts please adv nicole that cust called state farm & veh is @ IAA pulaski, 1250 east main st,  
pulaski VA, phone 540-994-6490, stock #2983820.

\*\*\* NOTES 03/30/2007 03:07:51 PM NRedd  
OUTGOING CALL TO CUSTOMER  
ncr confirmed req for FCRP Inspection, advised up to 30 days for inspection & another 30 days for written  
response. cust agreed.  
ncr adv will action case to regional office w/3 business days to contact cust back.

LEGAL REQUESTS FIELD CONTACT REPORT W/MANY INTERIOR AND EXTERIOR PHOTOS

\*\*\* NOTES 04/03/2007 02:49:27 PM JMoses1  
cllr sks to spk with c/m. ncr adv cllr c/m not avail but will leave a message for c/m to c/b w/in 1  
b/d.

\*\*\* NOTES 04/04/2007 01:28:55 PM NRedd  
INBOUND CALL FROM CUSTOMER  
Caller sts received a call from a Regional rep Debbie who requested to know the location. Caller sts  
location of vehicle is IAA pulaski, 1250 east main st, pulaski VA, phone 540-994-6490, stock #2983820.  
ncr adv will forward on the message for region to c/b with any questions

\*\*\* NOTES 04/04/2007 01:29:59 PM NRedd  
ncr sent fyi email to DSImonsBaker adv customer returned regional reps call w/vehicle location  
information

\*\*\* NOTES 05/03/2007 10:01:55 AM JAshby  
Ms. Phillips c/b sts would like to speak w/ prev rep NRedd. ncr apol & advd will check to see if rep is  
avail. ncr advd prev rep is unavail & advd will note into case cust seeks a c/b. ncr advd for cust will  
receive a c/b eob (1) day. caller advd ph#540-344-5355 as a c/b#

\*\*\* NOTES 05/03/2007 11:01:42 AM NRedd  
+++INTERNAL NOTES FROM REGION+++  
Regional Rep DSImonsBaker sent email 5/3/07 @ 10:32 am (pst) advising DSPM advised that the inspection  
has been completed however region has not been supplied w/any of the documentation

\*\*\* NOTES 05/03/2007 11:03:28 AM NRedd  
OUTGOING CALL TO CUSTOMER  
Caller sts their State Farm Insurance company called to advise cust the vehicle has not been inspected as  
of yet & cust req to know when inspection will take place.

ncr apol & adv cust per prev case notes entry, inspection has been completed, results mailed w/in 30  
days. cust thanked

\*\*\* NOTES 05/04/2007 08:00:40 AM TDelton  
NCR apol CM is not avail. Beverly Walsh from State farm calling on behalf of cust would like a cal back  
@ [REDACTED] ref #461236860

\*\*\* PHONE LOG 05/08/2007 07:51:13 AM NRedd Action Type: Incoming call

INBOUND CALL FROM STATE FARM

Beverly Walsh from State Farm Insurance sts vehicle is being held up from being sent to Salvage. ncr adv Insurance rep ncr prev spk to customer & advised inspection was completed 4/23/07 and customer is free to do whatever she wants w/vehicle after inspection. ncr adv parameters are explained to customer prior to inspection as well. ncr adv customer will receive a written response from toyota 30 days after inspection date.

\*\*\* NOTES 05/18/2007 06:11:35 AM DSimonsBaker800  
File forwarded to Technical for review.

\*\*\* CASE CLOSE 05/23/2007 11:54:06 AM DSimonsBaker800  
FCR inspection completed 4/23/07. Customer notified by letter dated 5/23/07, no manufacturing defects found.

**Activity Summary:**

Activity	Date/Time	Originator	Additional Information
Rule Action	05/23/2007 11:54:12 AM	rulemgr	Action Notify Originator for Closed Case of rule Toyota Priority/Accident Closed Case fired
Case Close	05/23/2007 11:54:06 AM	DSimonsBaker80	Status = Closed, Resolution Code = Full, State = Open.
Rule Action	05/18/2007 06:11:42 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	05/18/2007 06:11:35 AM	DSimonsBaker80	Log notes.
Phone Log	05/08/2007 07:51:13 AM	NRedd	Start = 05/08/2007 07:48:49 AM, End = 05/08/2007 07:51:13 AM, Contact = Peggy n Phillips.
Rule Action	05/04/2007 08:00:55 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	05/04/2007 08:00:39 AM	TDelton	Log notes.
Notes	05/03/2007 11:03:28 AM	NRedd	Log notes.
Notes	05/03/2007 11:01:42 AM	NRedd	Log notes.
Rule Action	05/03/2007 10:01:59 AM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	05/03/2007 10:01:55 AM	JAshby	Log notes.
Notes	04/04/2007 01:29:59 PM	NRedd	Log notes.
Notes	04/04/2007 01:28:55 PM	NRedd	Log notes.
Rule Action	04/03/2007 02:49:37 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	04/03/2007 02:49:27 PM	JMoses1	Log notes.
Accept	04/02/2007 05:47:05 AM	DSimonsBaker80	from Queue CAT to WIP Product (FCR/PIR).
Dispatch	03/30/2007 03:09:43 PM	NRedd	Action Region.
Chg Status	03/30/2007 03:09:43 PM	NRedd	Case sent to region: CAT
Modify	03/30/2007 03:09:37 PM	NRedd	into WIP default and Status of Action CAC.
Modify	03/30/2007 03:08:46 PM	NRedd	into WIP default and Status of Action CAC.
Modify	03/30/2007 03:07:52 PM	NRedd	into WIP default and Status of Action CAC.
Notes	03/30/2007 03:07:51 PM	NRedd	Log notes.
Reopen	03/30/2007 03:04:36 PM	NRedd	with Condition of Open and Status of Action CAC.
Rule Action	03/30/2007 01:55:44 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	03/30/2007 01:55:42 PM	DHoffman1	Log notes.
Notes	03/30/2007 01:42:13 PM	NRedd	Log notes.
Notes	03/30/2007 01:40:37 PM	NRedd	Log notes.
Rule Action	03/30/2007 01:23:43 PM	rulemgr	Action Send Notify of rule Toyota Priority/Accident Non Orig Notes fired
Notes	03/30/2007 01:23:28 PM	AWilson	Log notes.
Case Close	03/28/2007 12:25:30 PM	NRedd	Status = Closed, Resolution Code = Full, State = Open.
Modify	03/28/2007 12:25:24 PM	NRedd	into WIP default and Status of Action CAC.
Subcase Close	03/28/2007 12:25:21 PM	NRedd	Number = 200703230271-1, Status = Action CAC, Resolution Code = Full..
Modify	03/27/2007 08:44:37 AM	NRedd	into WIP default and Status of Action CAC.
Modify	03/27/2007 08:43:37 AM	NRedd	into WIP default and Status of Action CAC.
Phone Log	03/27/2007 08:36:07 AM	NRedd	Start = 03/27/2007 08:35:58 AM, End = 03/27/2007 08:36:07 AM, Contact = Peggy n Phillips.
Modify	03/27/2007 08:20:54 AM	NRedd	into WIP default and Status of Action CAC.
Notes	03/26/2007 03:14:02 PM	NRedd	Log notes.
Modify	03/26/2007 03:14:02 PM	NRedd	into WIP default and Status of Action CAC.
Admin Subcase	03/23/2007 02:29:29 PM	NRedd	Number = 200703230271-1, Created in WIP default with due date 03/26/2007 02:29:25 PM..
Modify	03/23/2007 02:29:02 PM	NRedd	into WIP default and Status of Action CAC.
Set Originato	03/23/2007 02:29:00 PM	NRedd	Set Originator: by NRedd
Accept	03/23/2007 02:28:43 PM	NRedd	from Queue Toyota Resolution Queue to WIP default.
Rule Action	03/23/2007 08:47:11 AM	rulemgr	Action Toyota Queue Notification of rule Toyota Queue Notification fired

Dispatch 03/23/2007 08:47:10 AM JLopez  
Modify 03/23/2007 08:46:52 AM JLopez  
Phone Log 03/23/2007 08:46:52 AM JLopez  
Create 03/23/2007 08:30:46 AM JLopez

from WIP default to Queue Toyota Resolution Queue.  
into WIP default and Status of Action CAC.  
Start = 03/23/2007 08:30:46 AM, End = 03/23/2007  
08:46:52 AM, Contact = Peggy n Phillips.  
Contact = Peggy n Phillips, Priority = Customer,  
Status = Action CAC.

# TOYOTA

Writer's Direct Dial: (310) 468-5027  
Writer's Direct Fax: (310) 381-6317

Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
310 468-4000

June 12, 2007

## VIA US MAIL

[REDACTED]  
Vinton, VA [REDACTED]

**RE:**                   **Date of Loss:**       **March 22, 2007**  
                          **Vehicle:**           **2007 Toyota Camry**  
                          **VIN #:**             **JTNBB46K173 [REDACTED]**

Dear Ms. [REDACTED]

This letter will acknowledge our receipt of and respond to your letter of May 30, 2007 in regards to the above referenced incident.

We are sorry that you have so many doubts about our inspection of your vehicle. Please be advised that our field technician was at IAA Pulaski at 1250 E. Main St. Pulaski, VA on April 23, 2007. The fact that we have photographs of the vehicle and specifically of the brake system would confirm that we did do a complete inspection of the braking system in your vehicle.

The photographs clearly show that the master cylinder was full of clear brake fluid, free of any type of contamination as well as free of any type of leaks. The brake pedal was inspected and was firm when pressure was applied. All brake lines were inspected and were found to be connected and free of any type of leaks.

Our inspection reports our considered our work product and are never released. However we did offer to furnish you with the photographs which show that there were no leaks that all the lines were properly connected and that the fluid was clear and free of any type of contamination.

We are very sorry about this most unfortunate incident and your distrust of our inspection however based on our inspection it has been determined that there was no manufacturing defect with the brakes on your vehicle. Thank you for allowing us to address your concerns in this matter.

Very truly yours,

[REDACTED]  
Carole A. Hargrave  
Claims Manager  
Toyota Motor Sales, U.S.A., Inc.

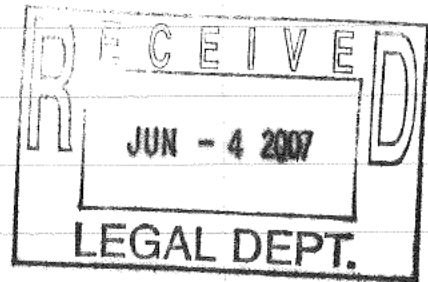
May 30, 2007

Jayata Motor Sales USA Inc.

19001 S. Western Ave.

Irvine, CA 90501

Attn: Legal Dept.



Gentlemen,

On March 22, 2007 my 2007 Jayata Camry Hybrid was Totalled in an accident due to brake failure. When I applied the brake, the pedal went all the way to the floor board making it impossible for me to manipulate the left turn I was making. I had only owned the vehicle 7 mos and had just over 7,000 miles on it. After contacting my insurer, State Farm, I contacted Jayata Customer Experience [REDACTED] and began dealing with them as I felt Jayata should have some responsibility in the matter since the brake definitely failed and the car was entirely too new for this problem to have occurred. I was informed by someone that

Joyata would send an inspector out to inspect the vehicle and I assumed of course that inspection would include a check of the brakes. However, I cannot find out what kind of inspection was made and they will not send me a copy of the inspection report nor will they allow me to personally speak with the inspector so I have no way of knowing whether or not they did inspect the brakes or what they did. According to the enclosed letter from Debra M. Simons-Baker in your Glen Burnie, MD off., they could find no indication that the accident was caused by a manufacturing or design defect. If they won't tell me what the inspection consisted of, how can I even be sure they checked the brakes! There is a discrepancy about the date of the "so called" inspection because on May 2 I called Joyata and was told they had made the inspection but could not tell me the date of the inspection. State Farm called the salvage yard where vehicle was stored and they

were advised that no one from Jayata had been there as of May 2, 2007.

Then I had the enclosed letter saying inspection was made on April 23.

on May 29 I called The Salvage Place myself & was told someone from Jayata was there on May 3rd.

With the discrepancies in these dates it makes me wonder if an inspection was in fact ever made. I was told by Ms. Simons-Baker that she could send me pictures that the inspector took of the vehicle but I told her in no uncertain terms pictures would not tell me one thing about whether or not the brakes failed. I find it very odd that they would give me pictures but not any information on the inspection report itself.

This really makes me wonder about whether or not a "thorough" inspection was made and whether or not this is just a way for you to avoid any responsibility for the brake failure.

Needless-to-say I am very disappointed in Jayata! I trusted you to do the

fair thing with me and that is the reason I did not employ a lawyer from the beginning. Now I am made to wonder if that is what I need to do at this point as I definitely feel you have some responsibility in my claim against you. I know for a fact that I did not choose to total my Camry (which I certainly loved) by hitting a building, a utility pole and having the possibility of killing myself and anyone who might have been on the street (or in the building). It was a nightmare experience and has certainly done a lot of damage to my nervous system as I am very frightened in any car now. If you can prove to me that the brake did not fail, I would not feel the need to engage an attorney. But as I told you, Ms. Simons-Baker advised me that you would not release the inspection report to me. If you have nothing to conceal, then why would you not release a copy of the report to me? Also, I feel that your Inspector



should have talked with me to hear my side of what happened with the accident.

This incident has soured my feelings about Jayeta as I thought you were a reputable firm, but have been very displeased with the manner in which you have handled my claim. It is not so much about the compensation I feel you owe me, but it is the principle of the matter since you will not even tell me whether or not you checked the brakes on my car, and I feel that is because you did not do any kind of check on the brakes.

[REDACTED]

Vinton, Va [REDACTED]

Phone: [REDACTED]

VIN: JTNBB46173 [REDACTED]

CASE # [REDACTED]

Copy to: SCOTT THROWER

STATE FARM  
[REDACTED]



**Central Atlantic Toyota Distributors**  
a division of Toyota Motor Sales, U.S.A., Inc.  
6710 Baymeadow Drive  
Glen Burnie, MD 21060  
(410) 760-1500

May 23, 2007

[REDACTED]  
Vinton, VA [REDACTED]

**RE: Your Vehicle: 2007 Camry Hybrid**  
**VIN: JTNBB46173 [REDACTED]**  
**Date of Loss: March 22, 2007**

Dear Ms. [REDACTED]

We write in response to your inquiries to our National Customer Assistance Center. First and foremost, we are very happy to hear that no one was injured in this incident.

As you may know, on April 23, 2007, a local Toyota representative performed a technical inspection of your vehicle. Based on our inspection, we could find no indication that the incident was caused by a manufacturing or design defect. Therefore, we are unable to offer assistance at this time.

Again, we are very happy to hear that no one was injured in this incident and we appreciate the opportunity to address your concerns. If you wish to submit additional information, please feel welcome to forward any additional information to the above address.

Sincerely,

[REDACTED]  
Debra M. Simons-Baker  
Customer Relations  
Department Specialist

AGEMENT

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FROID
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PSI
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MFD. BY: TOYOTA MOTOR CORPORATION 06/06  
 GVWR 4655LB GAWR FR 2668LB RR 2359LB  
 THIS VEHICLE CONFORMS TO ALL APPLICABLE  
 FEDERAL MOTOR VEHICLE SAFETY, BUMPER AND  
 THEFT PREVENTION STANDARDS IN EFFECT ON  
 THE DATE OF MANUFACTURE SHOWN  
 ABOVE. CAR  
 JTNBB46K173



C/TR: 1D4/FA13 AHV40L-AEXGBA  
 A/TM: -01A/P311 MADE IN JAPAN

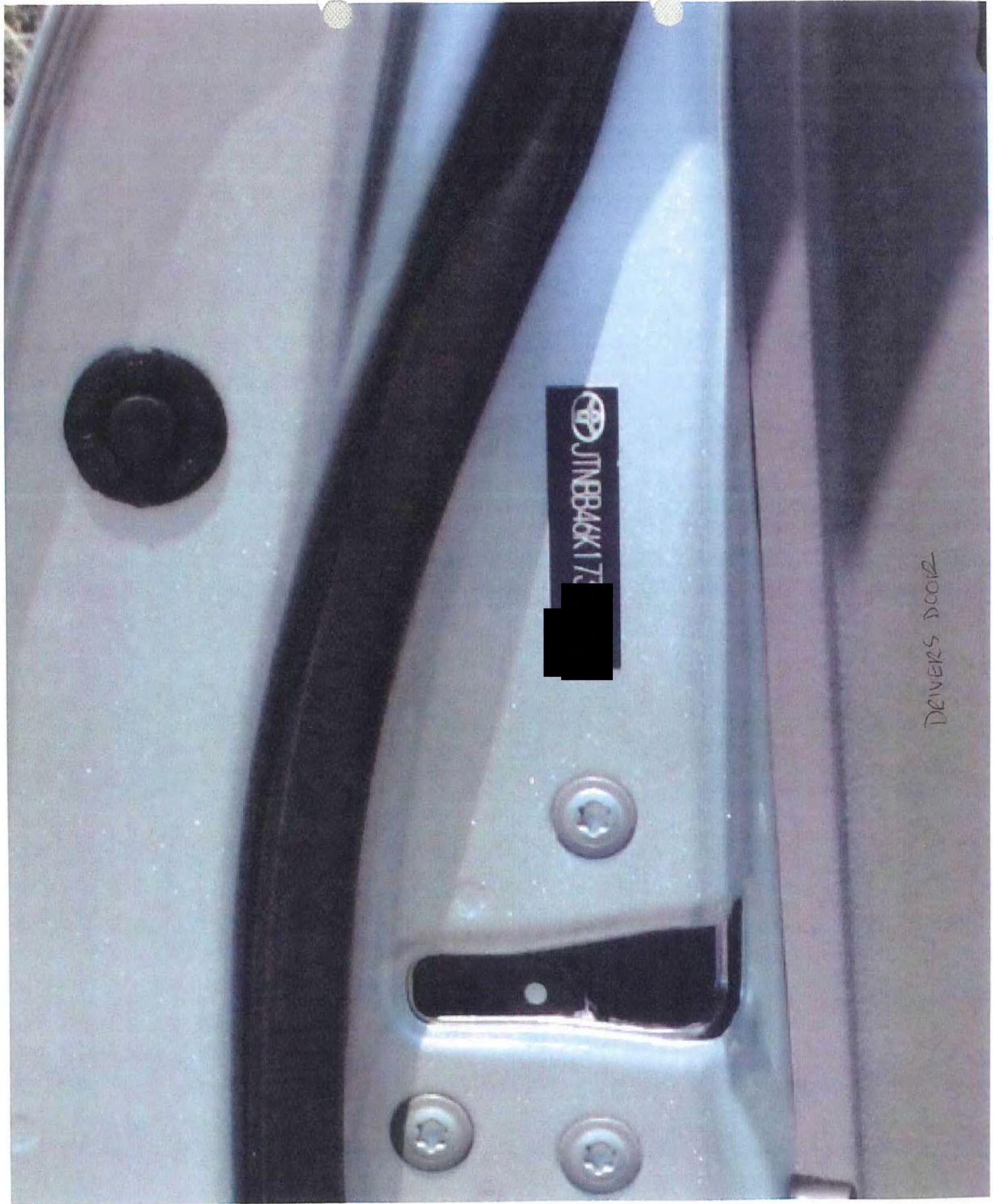
924 A



FRONT HOOD

TOYOTA JINBAK 17  
[REDACTED]

DRIVERS DOOR









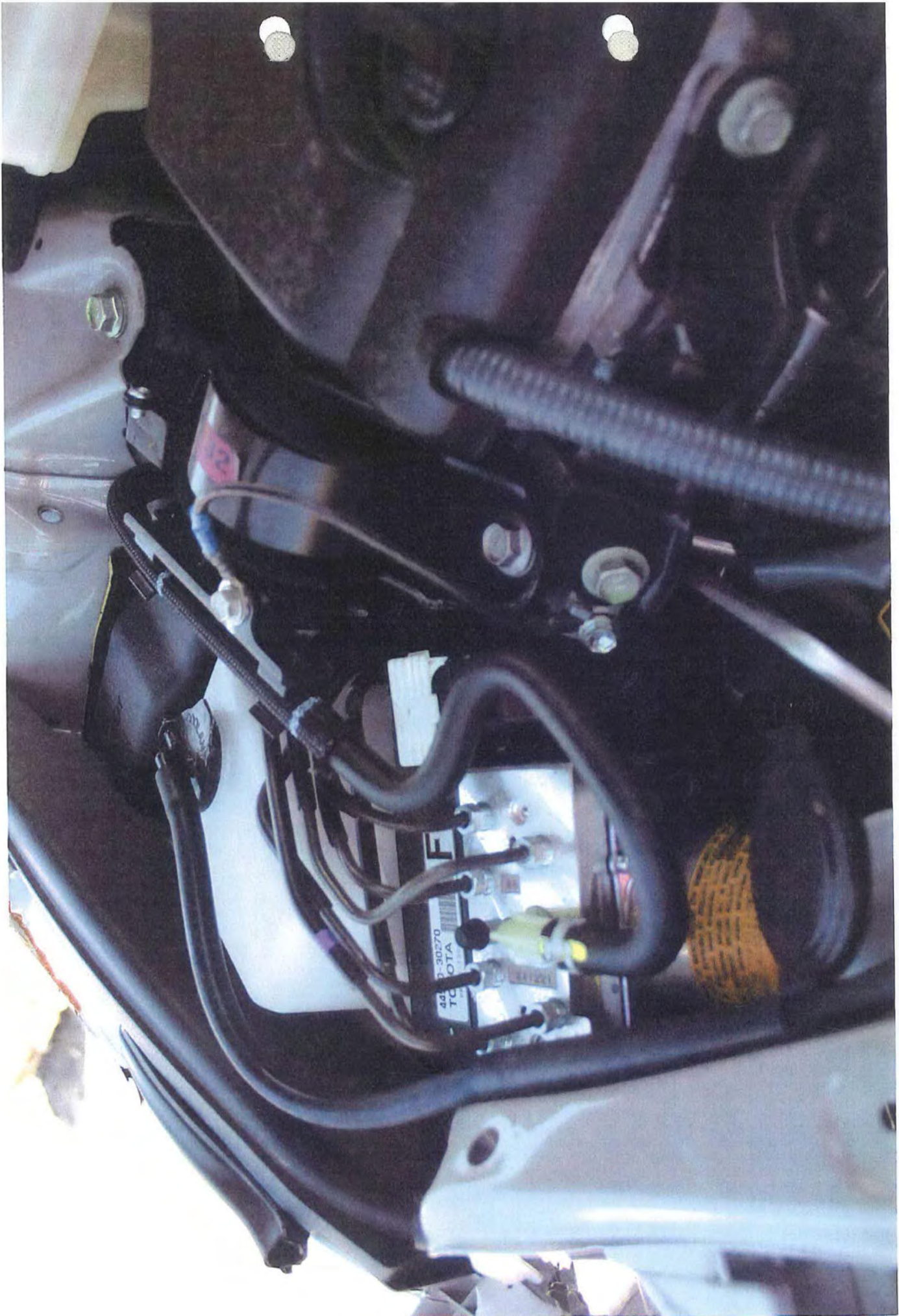
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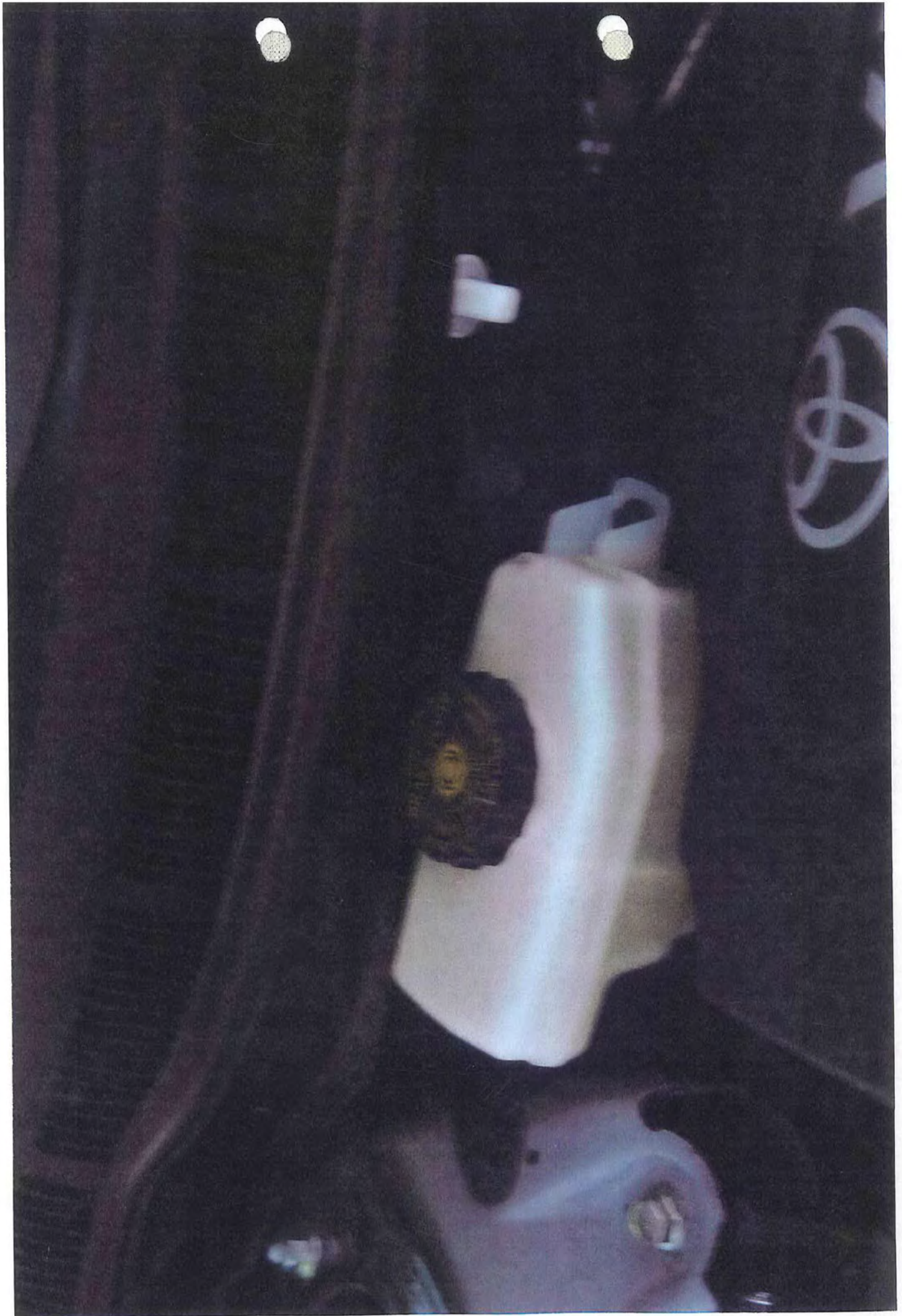














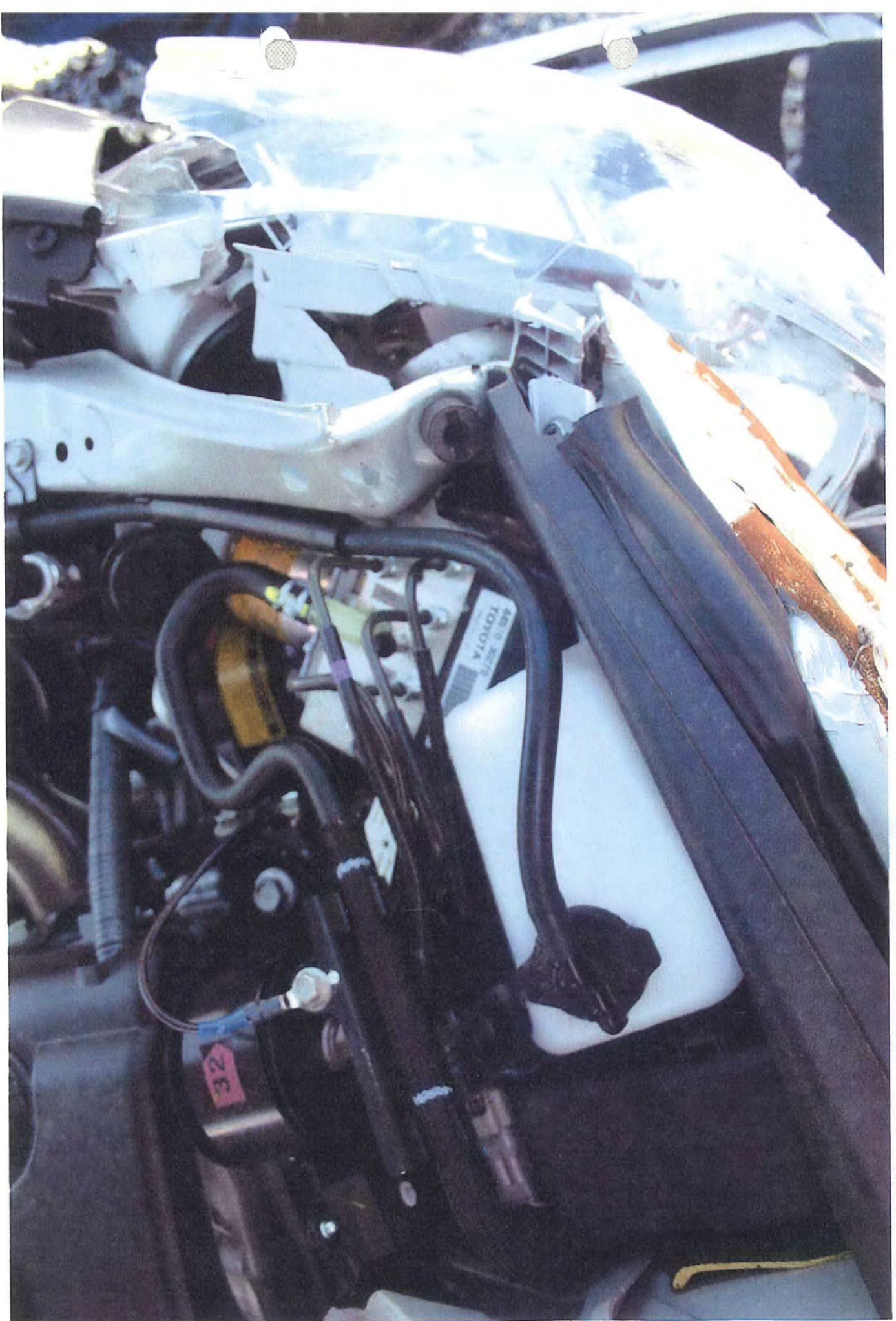


VVT-i  
15 VALVE

HYBRID  
SYNERGY  
DRIVE



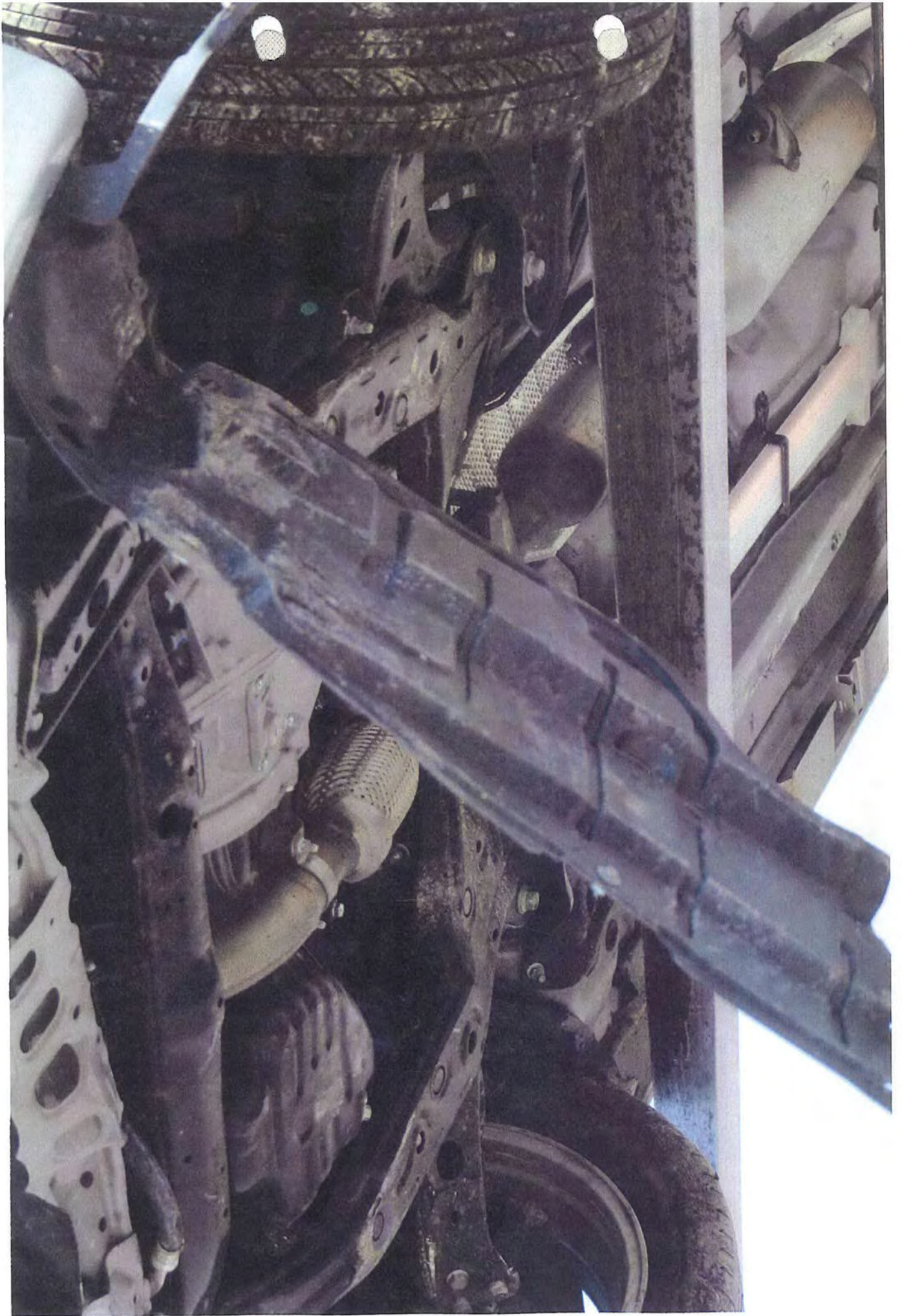


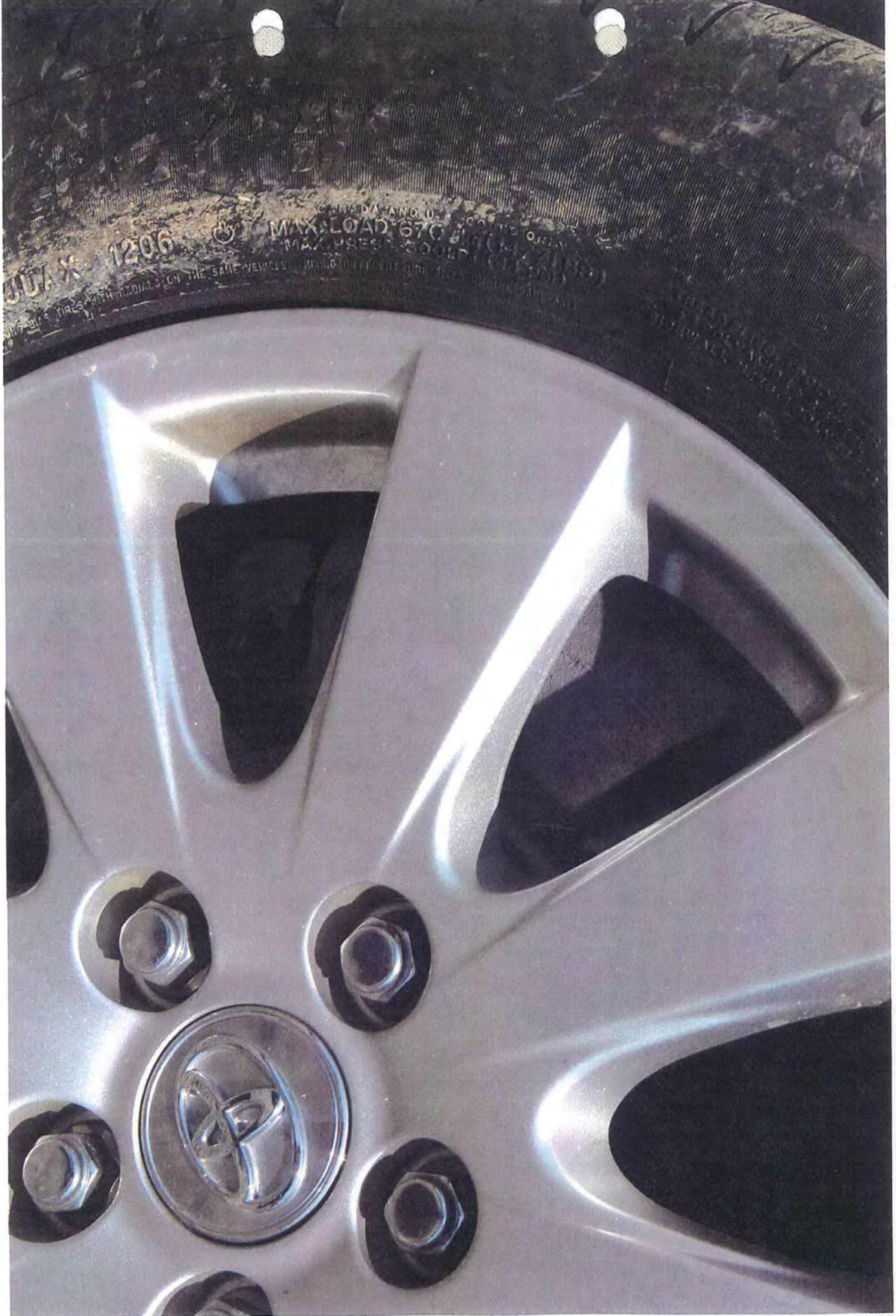




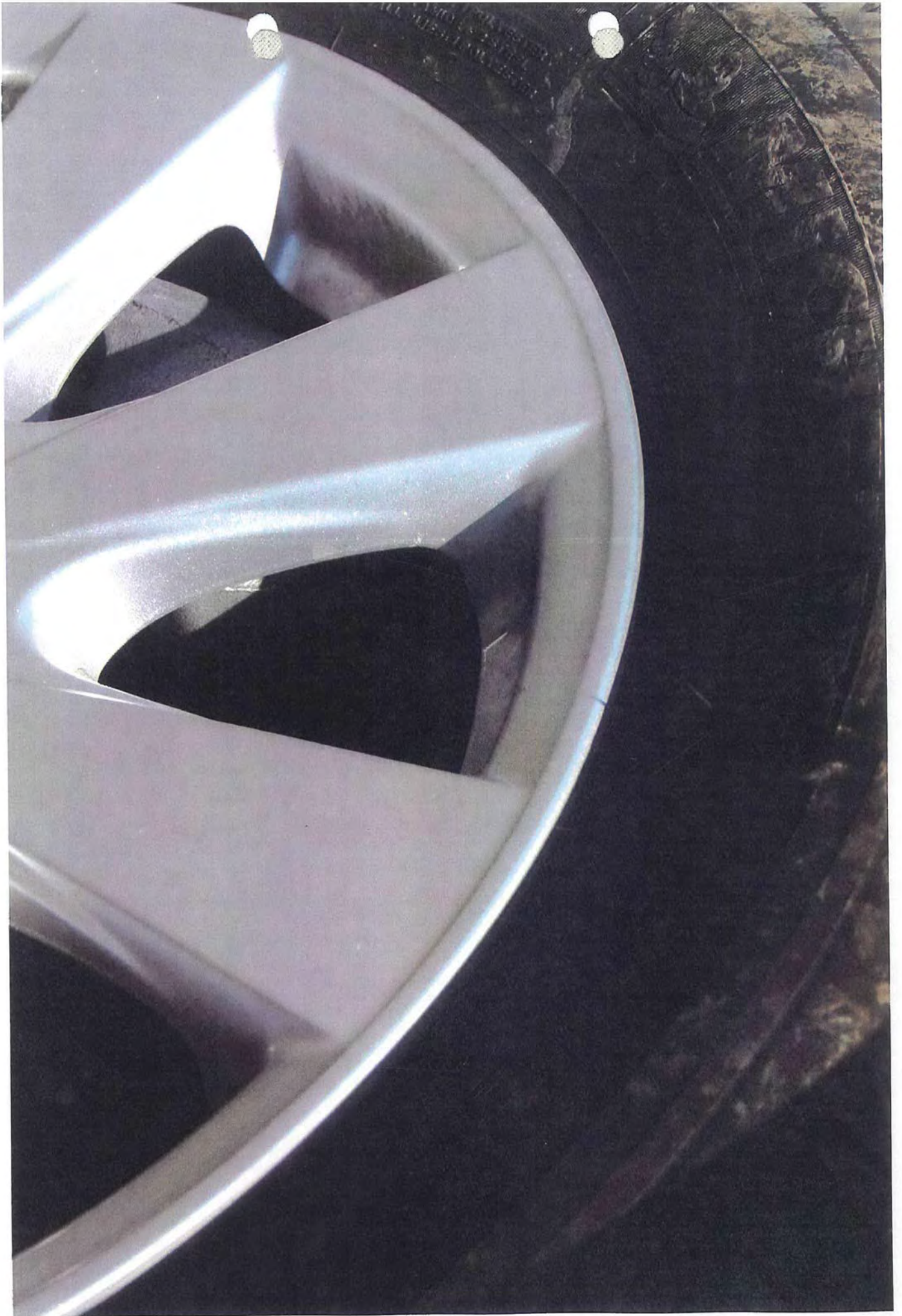
FRONT PASS wheel

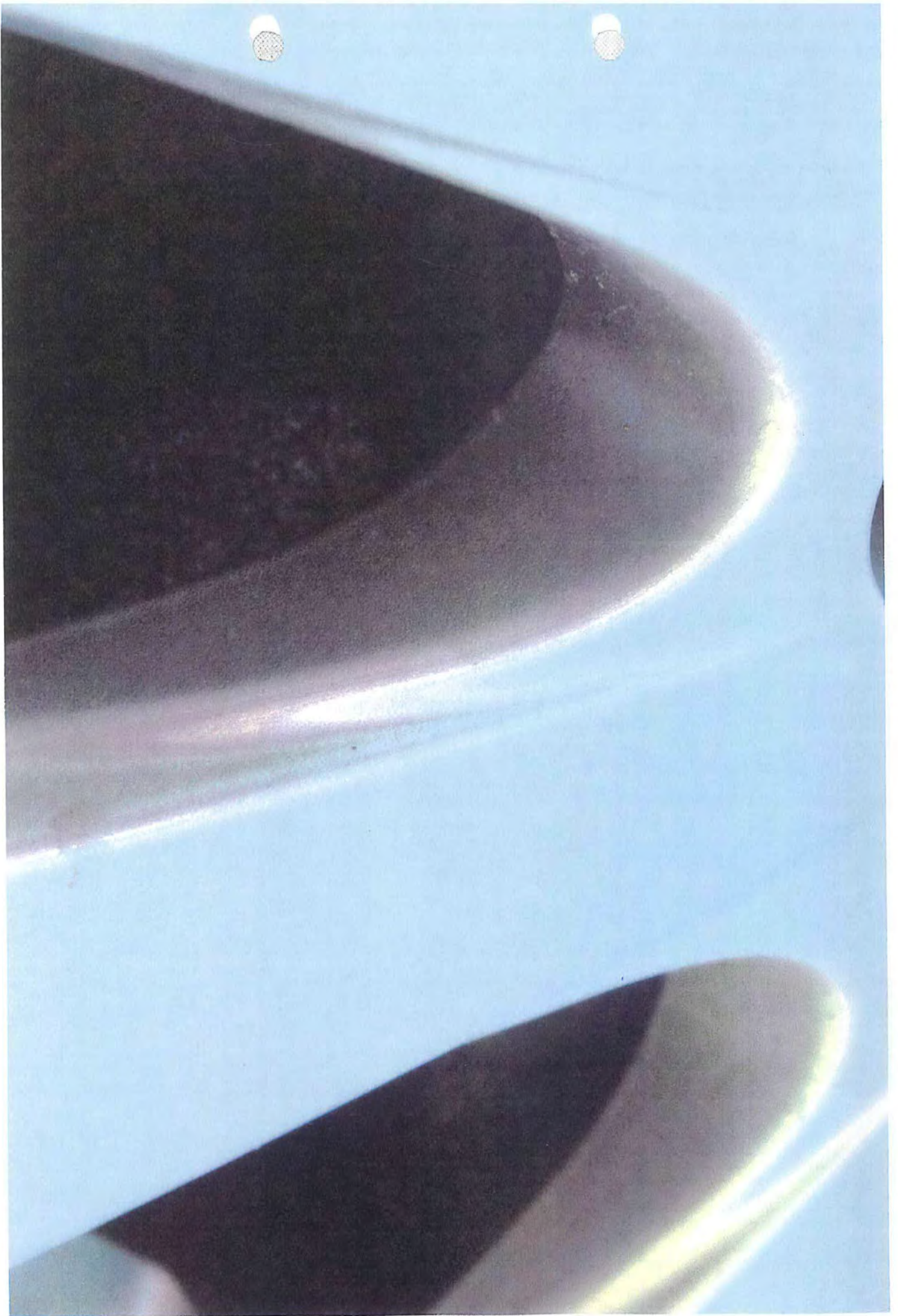






1206  
MAX LOAD 670  
MAX PRESS 300K  
CANADA AND U.S. ONLY  
TIRAS PARA USAR EN EL MISMO VEHICULO. MANTENGA EL PUNTO DE INFLADO



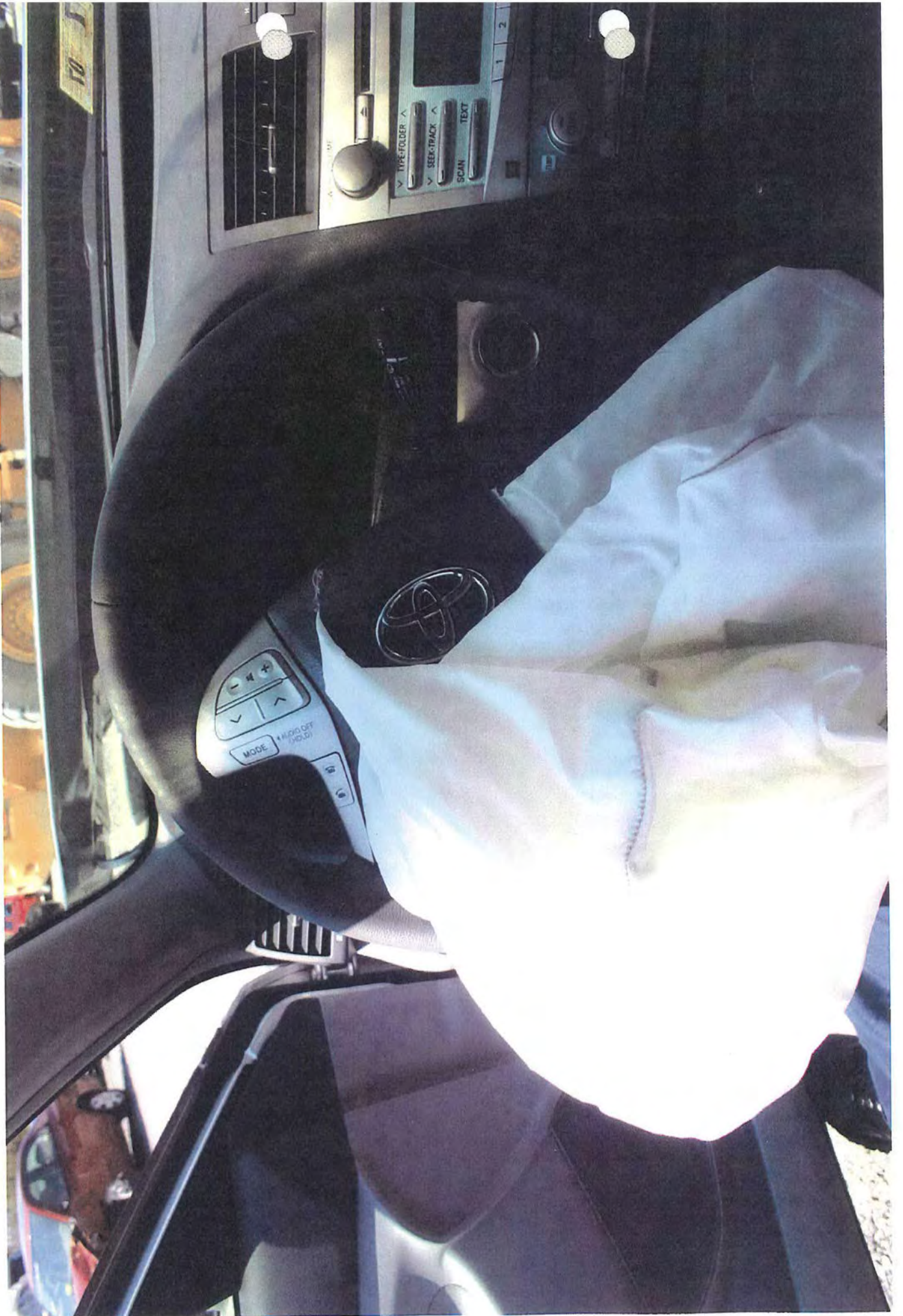














# Case Report - 200703230271

## Customer/Caller Summary:

Customer Name/Address:

[Redacted]  
Vinton, VA  
[Redacted]

Caller Phone:

Caller Alt. Phone:

## Case Summary:

Case Title:	Product; FCRP; Brake System; Performance
Case Type:	Accident
Contact Method:	Phone
Cust Attitude:	Concerned
Coding Type:	Complaint
Category:	Product
Problem Area:	FCRP
Component:	Brake System
Condition:	Performance
VIN:	JTNBB46K173 [Redacted]
Dofu:	07/25/2006 [Redacted]
Current Miles:	7000
Incident Miles:	7000
Model Year:	2007
Model Name:	Camry Hybrid
Region:	CAT
District:	0
Dealer 1:	Central Atlantic Toyota, 19022
Selling Dealer:	Shelor Toyota, 45036

## Case History:

Caller Seeks: FCRP - Toyota to inspect brakes as cause of failure  
CAC Stated: ncr adv will action to region w/3 business for region to c/b, up to 30 days for inspection, and up to 30 days for writtent results

\*\*\* PHONE LOG 03/23/2007 08:46:52 AM JLopez  
Caller states: accident on 3/22, dry road conditions, no rpr work done, sts brakes failed, sts hit utility poll @ bank building, traveling 20-25mph, sts brake applied, frontal damage, sts air bag deployed, sts veh was hit on front pass door prior in Dec, Insurance claim#: [Redacted] Ph: [Redacted] ext.53. Veh located at Wood's Towing & Recover: 418 Washington Ave, Vinton VA 24197- Phn#: [Redacted]

\*\*\* SUBCASE 200703230271-1 CREATED 03/23/2007 02:29:29 PM NRedd

\*\*\* NOTES 03/26/2007 03:14:02 PM NRedd  
OUTGOING CALL TO CUSTOMER  
ncr left message on both numbers req cust to c/b

\*\*\* PHONE LOG 03/27/2007 08:36:07 AM NRedd Action Type: Incoming call  
===FCRP===  
Caller sts was in accident on 3/22/07 at approx 5:20 pm, sts was only occupant in vehicle, wearing seatbelt, road conditions was dry. Caller sts no airbag warning lights on. Caller sts driving approx 20 mph, sts was approaching an intersection w/green light, sts was turning left onto Pollard Street, went to press on brake to slow down to make the turn and brake pedal went to floor w/out slowing down vehicle, sts once vehicle was on Pollard Street, vehicle speed picked-up b/c street was at a decline and brakes would not work and vehicle hit utility poll @ bank building. Caller sts knocked a parking sign down. Caller sts airbags deployed. Caller sts vehicle was in 1 previous accident back in December 2006. Caller sts Vinton Police Department came to scene. Caller sts no report # was given. Caller sts Vinton Rescued Squad transported cust to Lewis Gale Medical Center, Salem, VA. Caller sts b/c she has a pacemaker, ambulance took cust to hospital as preventive measures. Caller sts no injuries, sts soreness in muscles. Caller sts contacted State Farm Insurance, Agent Jim Gross, 540-890-8391, Claim# [Redacted] Caller sts veh was towed to Wood's Towing & Recovery 418 Washington Ave, Vinton VA 24197- Phone#: 540-982-36663. Caller sts veh will be moved but not sure where and feels the brakes failed on vehicle causing the accident, sts would like Toyota to inspect brakes and replace vehicle.

Ncr apol & adv for inspection the veh must not have any rprs, advised would need to verify location of vehicle, adv inspection of veh can take up to 30 days & up to another 30 days to receive inspection results in writing. Ncr adv cust would be responsible for towing and any vehicle rental charges pending