

Mark Kubota / TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
January 27, 2014  
Approved By: Bob Waltz

To: All Toyota Dealers  
From: Product Support Division

**Statement and Q&A Regarding  
NHTSA Preliminary Evaluation on  
2007 - 2008 MODEL YEAR TOYOTA CAMRY  
HYBRID ELECTRIC VEHICLES (HEV)  
\*\*\*\*\*IMPORTANT\*\*\*\*\***

**Statement:**

The National Highway Traffic Safety Administration (NHTSA) has opened an investigation called a Preliminary Evaluation on January 23, 2014. A Preliminary Evaluation is an early-stage inquiry to determine if further analysis (an Engineering Analysis) is warranted; this is not a recall. Toyota will be cooperating fully with the agency in its efforts to investigate the allegations.

**Q1: Is this a recall?**

A1: No. This is not a recall. A Preliminary Evaluation is an early-stage inquiry to determine if further analysis by NHTSA (an Engineering Analysis) is warranted.

**Q2: When did NHTSA begin its investigation of the reported cases?**

A2: NHTSA opened the investigation on January 23rd. Toyota received the Preliminary Evaluation Opening Resume on January 24th. However, Toyota has not yet received an Information Request letter. Toyota will be cooperating fully with the agency in its efforts to investigate these allegations.

**Q3: What prompted NHTSA to investigate this issue?**

A3: According to the Opening Resume, NHTSA received 59 consumer complaints alleging incidents of intermittent loss of assisted braking without warning while driving in certain 2007 through 2008 model year Toyota Camry vehicles equipped with the Hybrid Electric Drive system.

**Q4: How many 2007 through 2008 Camry HEV's has Toyota sold that are being investigated?**

A4: According to the Opening Resume, there are 30,000 vehicles under investigation. However, Toyota has sold approximately 100,500 vehicles.

**Q5: What if customers have questions or safety concerns regarding this issue, should he/she go to their dealer?**

A5: If customers have any concerns at all, they should feel free to contact our Toyota customer Experience Center at 1.800.331.4331.