

NHTSA Consumer Complaints as of December 21, 2018

15 11023867 2013 TOYOTA AVALON Unknown/Other REAR WINDOW IS DISTORTED MAKING IT IMPOSSIBLE TO SEE CLEARLY, WHILE SUNLIGHT DISABLES THE BACK UP CAMERA SO I'M NOT ABLE TO CLEARLY IDENTIFY PEDESTRIANS. I'VE OWNED 5 TOYOTAS SINCE 2005 BUT THIS ONE IS THE WORST AND UNSAFE VEHICLE I'VE EVER OWNED. VERO BEACH FL Failure Date: 08/24/2017

15 10968183 2013 TOYOTA AVALON Unknown/Other VEHICLE WAS STATIONARY IN PARKING LOT. WHILE CHANGING A FLAT TIRE, THE JACK COLLAPSED. THAT ALLOWED THE VEHICLE TO FALL TO THE GROUND. ROCKWALL TX Failure Date: 03/21/2017

15 11030445 2013 TOYOTA AVALON Unknown/Other THE REAR POWER SUNSHADE, WHICH IS STANDARD EQUIPMENT ON THE LIMITED MODEL, RAISES ON ITS OWN AND WON'T GO BACK DOWN CAUSING LOW VISIBILITY. THERE IS NO WAY TO MANUALLY LOWER IT EITHER LAS VEGAS NV Failure Date: 09/06/2016

15 10893410 2013 TOYOTA AVALON Unknown/Other PCS RECALL NOV 2015. VEHICLE TAKEN IN AND TEMPORARY BYPASS MADE (5 FEB 2016). RECEIVED WORD IN JUNE THAT A FIX WAS AVAILABLE. WAS TOLD PARTS NOT AVAILABLE. IT IS AUG AND PARTS STILL NOT AVAILABLE. SINCE THIS IS A SAFETY ISSUE I WAS TOLD NOT TO TAKE LONG TRIPS UNTIL IT IS FIXED. UNACCEPTABLE DESTIN FL Failure Date: 08/05/2016

15 10882882 2013 TOYOTA AVALON Unknown/Other DRIVING FROM PA TO NC.ON RT13 IN SEAFORD, DE, DRIVING SPEED LIMIT HEARD LOUD BANG. SUNROOF EXPLODED & CRACKED FROM INSIDE.DROVE TO 1ST AUTO GARAGE, THEY SAID WE WERE 2ND TOYOTA THIS WEEK WITH CRACKED SUNROOF. THEY GAVE US A ROLL OF DUCT TAPE, TO GET US THROUGH THE MONSOON. TOYOTA CORP RECOMMENDED GOING TO DEALER FOR EVALUATION AS TO HOW THIS HAPPENED. HAVE TO WAIT 2 DAYS FOR APPOINTMENT. MY OLD AVALON HAS MADE MANY LONG TRIPS WITHOUT ANY

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PROBLEM. THIS NEW CAR HAS DEFINITELY NOT BEEN MADE WELL. I AM VERY DISAPPOINTED. HAVERTOWN PA Failure Date: 07/01/2016

15 10859953 2013 TOYOTA AVALON Unknown/Other HEADLINER
AT SUNROOF COMING DOWN. APPEARS TO BE A PROBLEM WITH THIS MODEL WHILE DOING ONLINE RESEARCH. JUST BOUGHT THIS CAR USED A FEW WEEKS AGO AND NOTICED THIS PROBLEM TWO WEEKS LATER.
 WILMINGTON DE Failure Date: 04/15/2016

15 10852089 2013 TOYOTA AVALON Unknown/Other TWO
RELATED PROBLEMS. FIRST, SIX MONTHS AGO, RODENTS GOT INTO ENGINE COMPARTMENT AND CHEWED INTO THE INSULATED LINER OF THE HOOD. FRAGMENTS WERE DANGLING INTO ENGINE WHEN I FOUND IT BEFORE ANY PROBLEMS BUT REPAIR WAS \$400+. LAST WEEK, FILLING GASTANK, A GALLON OF FUEL SPILLED ON GROUND IMMEDIATELY. ATTENDANT SUPERVISING STATION SPOTTED IT AND HIT THE CUTOFF. DEALER FOUND THAT RODENT HAD CHEWED HOLE IN FILLER TUBE. FOR 35 YEARS, I HAVE PARKED MANY CARS IN THIS RURAL NEIGHBORHOOD WITH WILDLIFE. MANY SQUIRRELS AND CHIPMUNKS. NEVER HAD A PROBLEM UNTIL THIS VEHICLE. ONE EPISODE OF ROGUE RODENT UNDER THE HOOD MIGHT HAPPEN. TWO IN LESS THAN A YEAR, AT BOTH ENDS OF THE CAR, BOTH IN TEMPERATE WEATHER MAKES ME WONDER IF THERE IS SOMETHING IN THESE MATERIALS THAT ATTRACTS RODENTS. THESE WEREN'T CATASTROPHIC BUT BOTH EVENTS HAD THE POTENTIAL FOR GREAT CHAOS. I HAVE DOCUMENTATION OF THE REPAIRS IF YOU NEED THEM. NASHVILLE TN Failure Date: 03/19/2016

15 10864979 2013 TOYOTA AVALON Unknown/Other IN NOV 2015
TOYOTA ISSUED SAFETY RECALL FOR PRE-COLLISION SYTEM ON 2013-2015 AVALONS. SIX MONTHS LATER TOYOTA STILL HAS NO SOLUTION. TOYOTA HAS PCS SYSTEMS IN OTHER CARS SO SOLUTION SHOULD BE AVAILABLE.
 SOUTHPORT NC Failure Date: 11/05/2015

15 10838370 2013 TOYOTA AVALON Unknown/Other CARBON
MONOXIDE (CO) HAS BEEN MEASURED IN THE CABIN OF THE CAR WHILE

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DRIVING, WHEN THE ENGINE IS UNDER LOAD. ALSO, THE SMELL OF ENGINE COMBUSTION FUMES IS INCLUDED WITH THE CO. TOYOTA HAS DETERMINED THAT IT IS NOT A "REPAIRABLE CONDITION". TECHNICAL REPAIR MANUALS DO NOT LIST THE CONDITION, THEREFORE NO REPAIR HAS BEEN MADE. TOYOTA HAS NOT HONORED ITS WARRANTY. I HAVE INCURRED A FINANCIAL LOSS. TO DATE, TOYOTA HAS NOT PROVIDED A SOLUTION TO THIS SAFETY PROBLEM. A LETTER WITH DETAILS HAS BEEN SENT TO NHTSA, DATED 1/26/2016.

TULSA OK Failure Date: 07/07/2014

15 10596069 2013 TOYOTA AVALON Unknown/Other NOTICED SOME TIME A GO THE HEADLINER IS SAGGING AT THE BACK WINDOW. WAS AT DEALER FOR SERVICE AND TOLD THEM ABOUT IT. WAS TOLD THEY WOULD ORDER A NEW ONE. AFTER OBSERVING COMPLAINTS ON TNE NHTSA SITE I SEE THIS IS AN ONGOING ISSUE. WE'LL SEE IF THEY ORDER IT, HOPEFULLY TOYOTA RECTIFIES THIS BEFORE PEOPLE REALLY GET A CASE OF THE A__. MORE THAN THAT THOUGH, I HOPE THIS DOESN'T BECOME A REAL SAFETY HAZARD.

WASHINGTON DC Failure Date: 06/03/2014

15 10795189 2013 TOYOTA AVALON Unknown/Other ROAD NOISE VERY LOUD AND DISTRACTING. AFTER SOME INVESTIGATING ON MY OWN I FOUND THE PROBLEM WAS COMING FROM THE LEFT AND RIGHT OUTSIDE MIRRORS. TOOK TO DEALER AND THEY FOUND NO ISSUES.SO I CAME BACK HOME AND DID SOME RESEARCH ON INTERNET AND FOUND OTHERS HAVING SAME COMPLAINT. THE MIRROR HOUSINGS WERE CHANGED ON MODELS AFTER 8/2013 (HAD RIBS ADD TO HOUSING) RETURN TO DEALER AND THEY CHANGED TO THE NEWER HOUSINGS AND THE NOISE WENT AWAY.

JACKSBORO TN Failure Date: 06/05/2013