

NHTSA Consumer Complaints as of June 10, 2019

4 11217672 2014 TOYOTA AVALON Unknown/Other WHILE DRIVING ON THE STREET, THE GLASS ON THE SUN ROOF SUDDENLY SHATTERED WITH A LOUD EXPLOSION WITH LARGE SHARDS OF GLASS, THE SHADE WAS CLOSED. THANK GOD, THIS HAPPENED TODAY. WILL TAKE IT IN TOMORROW DIAMOND BAR CA Failure Date: 06/03/2019

4 11140480 2014 TOYOTA AVALON Unknown/Other SUDDEN ACCELERATION ON 6-7 OCCASIONS. AT TRAFFIC LIGHT COASTING FOWARD WITH VERY LIGHT BRAKE PRESSURE CAR ACCELERATES, RPMS RUN HIGH, HAVE TO APPLY "HEAVY PRESSURE" ON BRAKE PEDAL TO STOP. ALSO PULLING INTO A PARKING SPACE, COASTING, LIGHT PRESSURE ON BRAKE CAR ACCELERATES FOWARD. ANYTIME I STOP FOR LIGHT I NOW PLACE CAR IN NEUTRAL AND APPLY HEAVY BRAKE PRESSURE. I HAVE HAD THIS CAR BACK TO DEALER SEVERAL TIMES ON TWO OCCASIONS THEY HAVE OPENED A CASE NUMBER WITH TOYOTA CHECKED THE CAR AND HAVE TOLD ME EVERYTHING IS OK. THIS STARTED AND MILAGE APPROX 9700. TOYOTA WILL BE OPENING ANOTHER CASE FILE 10/16/18 WEST DEPTFORD NJ Failure Date: 10/11/2018

4 10901996 2014 TOYOTA AVALON Unknown/Other FORWARD COLLISION AVOIDANCE SYSTEM. RECALL 15V728000. RECALL WAS DONE. NOW THERE SEEMS TO BE NO AUTOMATIC BRAKING. I HAVE RUN UP ON OTHER CARS AND THERE IS NO BRAKES APPLIED OR WARNING CHIME. MONTGOMERY AL Failure Date: 08/27/2016

4 10901997 2014 TOYOTA AVALON Unknown/Other DASH CHROME TRIM. ON EVERY SUNNY DAY THE BRIGHT WORK ON THE DASH REFLECT THE SUNLIGHT IN TO YOUR EYES.THIS TEMPORARILY BLINDS YOU. I HAVE COMPLAINED TO DEALER. I WAS TOLD THERE IS NO PROBLEM. I HAVE SEEN OTHER COMPLAINTS ON THE INTERNET. SO I AM NOT THE ONLY ONE. I HAVE READ ON THE 2016 MODELS THEY HAVE REMOVED OR DULLED T HETRIM. MONTGOMERY AL Failure Date: 08/27/2016

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4 10816834 2014 TOYOTA AVALON Unknown/Other I RECEIVED A LETTER INFORMING ME OF A PROBLEM WITH THE PCS SYSTEM(RECALL 15V728) AND TOLD TO IMMEDIATELY TURN IT OFF, TO SCHEDULE AN APPOINTMENT AND THE DEALER WOULD DISABLE THE SYSTEM UNTIL A FIX WAS PROVIDED. THE DEALERSHIP RESPONDED THAT THEY WERE DOING NOTHING UNTIL A FIX WAS AVAILABLE. WHAT SHOULD I DO OR WHAT SHOULD BE DONE? CUMMING GA Failure Date: 12/29/2015

4 10850450 2014 TOYOTA AVALON Unknown/Other TOYOTA AVALON PRE COLLISION SYSTEM (PCS) WAS DEACTIVATED DUE TO SAFETY RECALL ON NOVEMBER 3, 2015. NEARLY FOUR AND HALF MONTHS HAVE GONE BY AND TOYOTA DOES NOT HAVE A REMEDY TO FIX THE PROBLEM. THE 2016 MODELS WHICH ARE ESSENTIALLY IDENTICAL HAVE NOT BEEN AFFECTED WHICH LEADS ME TO BELIEVE A REMEDY HAS BEEN IDENTIFIED. HOW MUCH LONGER MUST CONSUMERS WAIT BEFORE THE VEHICLES WILL BE REPAIRED. DENTON TX Failure Date: 11/03/2015

4 10850453 2014 TOYOTA AVALON Unknown/Other TOYOTA AVALON PRE COLLISION SYSTEM (PCS) WAS DEACTIVATED DUE TO SAFETY RECALL ON NOVEMBER 3, 2015. NEARLY FOUR AND HALF MONTHS HAVE GONE BY AND TOYOTA DOES NOT HAVE A REMEDY TO FIX THE PROBLEM. THE 2016 MODELS WHICH ARE ESSENTIALLY IDENTICAL HAVE NOT BEEN AFFECTED WHICH LEADS ME TO BELIEVE A REMEDY HAS BEEN IDENTIFIED. HOW MUCH LONGER MUST CONSUMERS WAIT BEFORE THE VEHICLES WILL BE REPAIRED. DENTON TX Failure Date: 11/03/2015

4 10854783 2014 TOYOTA AVALON Unknown/Other THIS COMPLAINT CONCERNS NHTSA RECALL NUMBER 15V72800 REGARDING THE PRE-COLLISION SYSTEM. THE RECALL IS DATED 11/3/2015. I RECEIVED NOTIFICATION FROM TOYOTA ON 12/8/15 AND DISABLED THE PCS FEATURE AS INSTRUCTED ON THAT DAY. NUMEROUS CONTACTS TO TOYOTA SINCE THEN AND STILL NO ACTION ON A FINAL FIX.THIS IS AN IMPORTANT SAFETY FEATURE THAT I PAID FOR - AND I FEEL IT IS TIME FOR RESOLUTION. YOUR HELP PLEASE. BISMARCK ND Failure Date: 11/03/2015

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4 10846236 2014 TOYOTA AVALON Unknown/Other WHILE DRIVING A 40 MILE DISTANCE ON A TWO LANE ROAD THE CONSOLE BECAME EXTREMELY HOT TO THE POINT THAT THE WATER IN MY CONTAINER BECAME VERY WARM. THE ENTIRE AREA WAS HOT TO TOUCH. CAUSE IS UNKNOWN. I MENTIONED IT TO THE DEALER AND WAS TOLD THAT IF IT WAS NOT HAPPENING AT THE TIME, THEY COULD NOT DO ANYTHING. IT HAS HAPPENED ONLY ONCE TO THIS EXTENT. A SECOND OCCURRENCE WAS ONLY SLIGHTLY WARM. SOUTHPORT NC Failure Date: 10/23/2015

4 10808039 2014 TOYOTA AVALON Unknown/Other THE PRE-COLLISION SYSTEM ACTIVATED WITHOUT ANYTHING IN FRONT OF THE AVALON WHILE DRIVING UP AN AIRPORT RAMP. MY DAUGHTER WAS TRAVELLING ABOUT 25 MPH AND THE CAR INITIATED A HARD BRAKING WITH THE DRIVER SEAT BELT TIGHTENING. THE CAR DID NOT STOP COMPLETELY WHICH WAS FORTUNATE AS THERE WAS A CAR BEHIND ME. IT HAPPENED ON 10/1/15. IN REVIEWING POTENTIAL RECALLS TODAY BASED ON MY VIN, I NOTED A RECALL FOR THE PRE-COLLISION SYSTEM. I AM SCHEDULED 12/3/15 TO HAVE THE SYSTEM SHUT DOWN AT THE LOCAL TOYOTA DEALERSHIP AS AN INTERIM REMEDY. CALVIN CHEW SPRING TX Failure Date: 10/01/2015

4 10986211 2014 TOYOTA AVALON Unknown/Other UNDER NORMAL DRIVING CONDITIONS, THIS ONE OWNER CARS DRIVER'S SEAT IS FALLING APART. IT BROKE WHERE THE CONTROLS ARE, AND THE LEATHER FINISH OF THE SEAT COVERINGS [BACK AND BOTTOM] PREMATURELY WORE OFF. WHILE UNDER WARRANTY, THE MFG REPLACED THE LEATHER SEAT PORTIONS TWICE, BOTH TIMES WITH NEW LEATHER WHOSE FINISH ALSO WORE OFF. OUT OF WARRANTY ITS JUST "TOO BAD FOR THE OWNER." THIS HAS BEEN GOING ON SINCE THE CAR WAS BOUGHT NEW. STUART FL Failure Date: 09/02/2015

4 10760202 2014 TOYOTA AVALON Unknown/Other WHILE TRAVELING IN THE LEFT LANE AT HIGHWAY SPEED WITH NO OTHER VEHICLES IN THE LANE IN FRONT OF US FOR AT LEAST 100-150 FEET, THE COLLISION AVOIDANCE SYSTEM RANDOMLY ENGAGED. THIS CAUSED THE VEHICLE TO

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BRAKE VERY HARD, WHICH CAUSED US TO DECELERATE RAPIDLY (LOSING 20-30 MPH IN A SHORT DISTANCE). THE WARNING BEEPS THAT ARE NORMALLY ASSOCIATED WITH RAPIDLY APPROACHING ANOTHER VEHICLE/ BARRIER IN FRONT OF THE VEHICLE ALSO WERE SOUNDING, AND A WARNING LIGHT CAME ON THE INSTRUMENT PANEL. IN ADDITION, THE SEATBELTS ON BOTH FRONT SEAT OCCUPANTS LOCKED AND DREW US FORCEFULLY DOWN AND BACKWARDS INTO THE SEATS. THIS LAST APPROXIMATELY 2 SECONDS, AT WHICH TIME THE BEEPING STOPPED, THE EMERGENCY BRAKING STOPPED AND THE SEATBELTS LOOSENED. THE DRIVER WAS ABLE TO MAINTAIN STEERING INPUT THROUGHOUT AND THE VEHICLE CONTINUED DRIVING NORMALLY AFTERWARD. AT NO TIME DURING THIS EVENT WAS ANOTHER VEHICLE, ANIMAL OR BARRIER IN FRONT OF THE VEHICLE AND THERE WERE NO NEAR-COLLISIONS THAT WOULD OR SHOULD HAVE CAUSED THE SYSTEM TO ENGAGE. PARKVILLE MD Failure Date: 08/29/2015

4 10839628 2014 TOYOTA AVALON Unknown/Other THE 2014 TOYOTA AVALON HAS A BACK UP CAMERA WITH A COMPLEX SET OF GEOMETRIC COLORED BOXES IN THE IMAGE ON THE SCREEN THAT APPEARS WHEN THE CAR IS PUT IN REVERSE GEAR. THE OWNER'S MANUAL DOES NOT HAVE AN ENTRY FOR THE BACK UP CAMERA. SO, WHAT DO THESE VARIOUS COLORED IN THE BACK UP CAMERA SCREEN MEAN? IS INFORMATION FOR THIS SAFETY DEVICE REQUIRED TO IN A REFERENCE BOOK PROVIDED TO THE OWNER BY THE MANUFACTURER? POTOMAC MD Failure Date: 04/05/2014