

NHTSA Consumer Complaints as of June 10, 2019

8 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

8 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

8 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

8 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

8 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

8 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

8 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 Unknown/Other CARS SO SOLUTION SHOULD BE
AVAILABLE. SOUTHPORT NC Failure Date: 11/05/2015

8 10838370 2013 TOYOTA AVALON Unknown/Other CARBON
MONOXIDE (CO) HAS BEEN MEASURED IN THE CABIN OF THE CAR WHILE
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

8 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

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8 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 Unknown/
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