

Safety Issue Type: Complaints

February 24 2015 NHTSA ID Number: 10690491

Components: SERVICE BRAKES, EQUIPMENT

NHTSA ID Number 10690491

Incident Date February 02 2015

Consumer Location NEW LENOX, IL

Vehicle Identification Number 4T4BF1FK0DR*****

Complaint Summary

CRASH No STEPPED ON THE BRAKE PEDAL DURING PARKING
FIRE No ACCELERATOR GOT ACTIVATED BY THE BRAKE PEDAL!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!SCARY!
INJURIES 0
DEATHS 0 OUR SECOND CAR 2005 BUICK LACROSSE DOES NOT HAVE THIS PROBLEM!

THE CONSUMER STATED HE AND HIS ARE DEAF. THEREFORE, THE KEYLESS IGNITION IS LIFE THREATENING TO THEM. THE CONSUMER STATED HE HAD TO HOOK THE KEYS TO HIS BELT IN ORDER TO BE REMINDED OF THE ENGINE HE MISTAKENLY LEFT RUNNING PARKED IN THE GARAGE. UPDATED 09/23/15.*JB

UPDATED 4/14/16 *JS

Affected Products (1)

Vehicle

MAKE	MODEL	YEAR
TOYOTA	CAMRY	2013

Associated Documents (2)

Complaint Letter

CL-10690491-2374.pdf 66.794KB

<https://static.nhtsa.gov/odi/cmpl/2015/CL-10690491-2374.pdf>

Response Letter

RL-10690491-9066.pdf 48.039KB

<https://static.nhtsa.gov/odi/cmpl/2015/RL-10690491-9066.pdf>

CL-10690491-2394

Subj: **Keyless**
Date: 6/22/2015 6:24:28 A.M. Central Daylight Time
From: [REDACTED]
To: Jim.Simons@dot.gov

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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

JUL 1 - 2015

We are deaf so keyless ignition is lifetreatening to us!

I have my keys hooked up with a chain to my belt and wife hers to the purse.!

Three times I left engine running in enclosed garage and was reminded of the running engine by pulling on the pants belt, It saved our life.

So FOB cars are not safe !!

Need resolution

[REDACTED]

Monday, June 22, 2015

[REDACTED]

NM
7/6/15
SMD

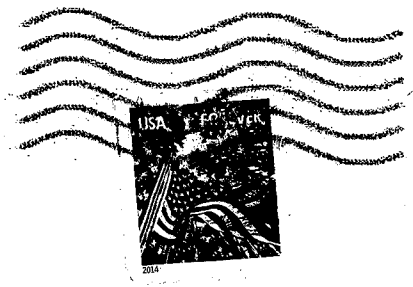


[Redacted]
New Lenox, IL

5 SUBURBAN IL 604

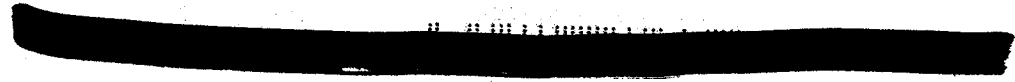
AUTO SAFETY

PM 9 L



NTSB.

1200 NEW JERSEY AVE S.E
WASHINGTON DC 20590





U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue, SE
Washington, DC 20590

October 5, 2015

[REDACTED]
New Lenox, IL [REDACTED]

NVS-216 nlm
Ref. No. 10690491

Dear [REDACTED]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation regarding your vehicle key fob. Due to the unprecedented amount of correspondence received by this office, we are now just getting to your letter. Please accept our apologies for this delay.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

The information you provided will be reviewed and entered into our database. It will be considered with other reports to identify recall inadequacies or safety-related defect trends that require our attention. The NHTSA investigation and recall process can be located on our web site at www.odi.nhtsa.gov/recalls/recallssearch.cfm.

If your letter is requesting motor vehicle or motor vehicle equipment information, we recommend that you visit our Internet web site at www.safercar.gov. This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. You may also contact our toll-free DOT Auto Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236).

If your letter concerns a service/repair problem, warranty or request for reimbursement, this type of complaint does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, or the Office of Attorney General in your

State regarding your problem(s) or request. You have certain rights under your State's lemon law. You may also ask our dealership for a meeting with the manufacturer's district manager regarding your problem or request.

If your letter concerns recall parts availability, please note that it is not unusual for manufacturers to not have an adequate inventory of recall parts or a final remedy shortly after a recall is announced. Recall parts availability and recall remedies can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. Some manufacturers limit the volume of recall parts they automatically deliver to dealers. Due to the volume of vehicles involved in a recall, manufacturers may conduct the recall in phases. Also, manufacturers may limit recall part distribution and ordering to avoid waste by dealerships for parts they did not order or do not need. We recommend that you contact your dealer for any unresolved matters concerning the recall.

In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftc.gov/ftc/complaint.htm

You may also want to seek immediate help with your vehicle complaint by contacting the BBB AUTO LINE Program. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the Federal Trade Commission. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. Proceed to www.lemonlaw.bbb.org to file and review eligibility information, or call BBB AUTO LINE at 800 955 5100.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement