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ON-SITE OFFICE OF DEFECTS INVESTIGATION POTENTIAL UNINTENDED ACCELERATION INVESTIGATION

CASE NUMBER - IN10012
LOCATION - WISCONSIN
VEHICLE - 2009 TOYOTA CAMRY
CRASH DATE - March 2010

Submitted:

August 10, 2010



Contract Number: DTNH22-07-C-00044

Prepared for:

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National Highway Traffic Safety Administration
National Center for Statistics and Analysis
Washington, D.C. 20590-0003

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The crash investigation process is an inexact science which requires that physical evidence such as skid marks, vehicular damage measurements, and occupant contact points be coupled with the investigator's expert knowledge and experience of vehicle dynamics and occupant kinematics in order to determine the pre-crash, crash, and post-crash movements of involved vehicles and occupants.

Because each crash is a unique sequence of events, generalized conclusions cannot be made concerning the crashworthiness performance of the involved vehicle(s) or their safety systems.

Technical Report Documentation Page

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15. <i>Supplementary Notes</i> On-site potential unintended acceleration investigation involving a 2009 Toyota Camry.					
16. <i>Abstract</i> This on-site investigation focused on a 2009 Toyota Camry, which was alleged to have experienced an Unintended Acceleration (UA) that led to an alleged loss of control by the driver. The crash occurred against a building that was adjacent to a parking lot. The restrained 76-year-old female driver was traveling north on a city street approaching the parking lot entrance. The driver initiated a left steering maneuver to travel around a double parked delivery van and immediately initiated another left steering maneuver and entered the parking lot. Immediately after entering the parking lot, the driver initiated a right steering maneuver and entered a diagonal parking space. The driver stated during the SCI interview that she slowly entered the parking space and stopped the vehicle. She said she was stopped for at least 20 seconds with her foot on the brake and was about to shift the transmission into park when the alleged UA occurred. The driver stated that suddenly the vehicle's engine began to roar and the vehicle rapidly accelerated forward. The vehicle traveled over a curb and traversed 7.6 m (24.9 ft) where the front plane impacted a building. The driver was certain that she had stopped the vehicle and had her foot on the brake. Two security cameras located on a police headquarters building located south of the parking lot captured the entire crash sequence. The vehicle does not appear to slow appreciably as it approaches and travels into the parking space. The vehicle does not stop and continues through the parking space and impacts the building. No brake lights are seen until after the impact as the vehicle travels backward approximately 1 meter (3.3 ft) and stops. The vehicle's Event Data Recorder (EDR) recorded 5 seconds of pre-crash data. The brake was recorded as "Off" for 5 seconds of pre-crash recording. The accelerator was recorded as "Off" from 5 to 3 seconds and as "Full" for the remainder of the recording.					
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This on-site investigation focused on a 2009 Toyota Camry LE (**Figure 1**), which was alleged to have experienced an Unintended Acceleration (UA) that led to an alleged loss of control by the driver. This crash was brought to our attention by the National Highway Traffic Safety Administration (NHTSA) on April 1, 2010 through the Office of Defects Investigation in Washington D.C. This investigation was assigned on April 7, 2010. The crash involved the Toyota, which experienced the alleged UA in a parking lot and impacted a building. The crash occurred in March, 2010, at 1052 hours, in Wisconsin and was investigated by the local police department.

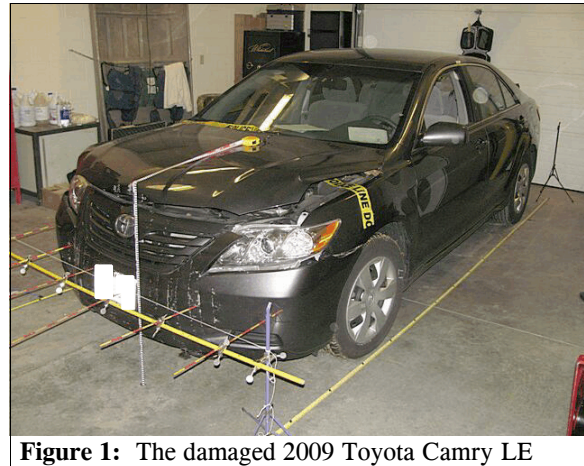


Figure 1: The damaged 2009 Toyota Camry LE

The Toyota was inspected and the vehicle's Event Data Recorder (EDR) was imaged on April 14, 2010. The crash scene was also inspected on April 14, 2010. The driver was interviewed on June 7, 2010. This report is based on the police crash report, vehicle inspection, crash scene inspection, exemplar vehicle inspection, driver interview, review of video of the crash captured by two security cameras, occupant kinematic principles, and evaluation of the evidence.

CRASH CIRCUMSTANCES

Crash Environment: This crash occurred during daylight hours and under clear weather conditions. The alleged UA occurred in a parking lot as the driver was entering a diagonal parking space. The driver entered the parking lot from a 2-lane, undivided city street. The parking space was located 9.8 m (32.1 ft) directly east of the street entrance. A 15 cm (6 in) high concrete curb was located at the end of the parking space. A building, which was impacted during the alleged UA event was located 7.6 m (24.9 ft) north of the parking space. A police headquarters was located south of the parking lot and a public library was located across the street east of the parking lot. The grade on the approach to the parking space was negative 2%, while the grade in the parking space was negative 1.6%. The grade across the grass lawn between the curb and the building was positive 12.5%. The parking lot pavement was dry bituminous and the grass was dry. The Crash Diagram is on page 9 of this report.

Pre-Crash: The Toyota was driven by a restrained 76-year-old female. She was the only occupant in the vehicle. The driver stated during the SCI interview that she purchased the vehicle new in approximately May of 2008. The vehicle was the third Toyota Camry that she had owned. She was the only driver of the vehicle and drove it on a daily basis. Just prior to the crash, the driver was traveling north on the city street and intended to park in the parking lot and return a book to the library. She had just finished exercising at a physical fitness facility, which was located approximately three blocks from the crash site. As she was traveling north on the city street approaching the parking lot entrance, a northbound delivery van doubled-parked in front of the library. The driver of the Toyota initiated a left steering maneuver to travel around the delivery van and immediately initiated another left steering maneuver to enter the parking lot

(Figures 2 and 3). Immediately after entering the parking lot, the driver initiated a right steering maneuver and entered a diagonal parking space. The driver stated that she slowly entered the parking space and stopped the vehicle. She said she was stopped for at least 20 seconds with her foot on the brake and was about to shift the transmission into park when the alleged UA occurred. The driver stated that suddenly the vehicle’s engine began to roar and the vehicle rapidly accelerated forward over the curb toward impact with the building. The driver stated she was certain that she had stopped the vehicle and had her foot on the brake. Two security cameras located on the police headquarters building located south of the parking lot captured the entire crash sequence. The videos showed the Toyota travel around the double-parked delivery van and immediately enter the parking lot. The vehicle did not appear to slow appreciably as it approached and traveled into the parking space. The vehicle did not stop and continued through the parking space and over the curb then impacted the building. No brake lights were visible until after the impact as the vehicle traveled backward approximately 1 meter (3.3 ft) and stops.



Figure 2: Approach of the Toyota; arrow on left shows the location of the impact on the building; arrow on right shows area of double-parked delivery van



Figure 3: Approach through parking lot entrance to parking space (arrow on left); arrow on right shows location of impact on the building

EDR Pre-Crash Data: The EDR (version 1.4.1.0) recorded two front and two side events. The pre-crash data recorded by the vehicle’s EDR is presented in the table below. A row was added to convert the speed from mph to km/h.

“Latest Pre-Crash Page 0” data block

Seconds	-5	-4	-3	-2	-1	-0.5
Speed (mph)	9.9	8.7	8.7	9.9	14.9	27.3
Speed (km/h)	15.9	14.0	14.0	15.9	24.0	43.9
Brake	Off	Off	Off	Off	Off	Off
Accelerator (Volts)	Off 0.78	Off 0.82	Off 0.86	Full 2.54	Full 3.52	Full 2.42
Engine (rpm)	800	800	400	2000	4400	5200

Crash: The front plane of the Toyota (**Figure 4**) impacted the building. The direction of force on the vehicle was within the 12 o'clock sector. The driver's frontal air bag did not deploy. The vehicle traversed a distance of 7.6 m (24.9 ft) from the curb to the building. The tire mark evidence on the grass (**Figure 5**) indicated that the vehicle traveled along a path that was slightly curved to the right. Acceleration marks were evident on the grass (**Figure 6**) and were located approximately 0.6 m (2 ft) from the building. The impact cracked several mortar joints on the inside and outside of the wall but did not displace the cinder blocks or the building's exterior fascia. The vehicle came to final rest heading north with the front end located approximately 1 meter (3.3 ft) from the building.

Post-Crash: The police were notified of the crash at 1052 hours and arrived on scene at 1055 hours. The driver of the Toyota was transported by ambulance to a hospital where she was treated in the emergency room and released. The vehicle was towed due to damage and impounded by the police.

CASE VEHICLE

The 2009 Toyota Camry LE was a front wheel drive, 5-passenger, 4-door sedan (VIN: 4T4BE46K59R-----) equipped with a 2.4-liter, 4-cylinder engine, a 5-speed automatic transmission, and 4-wheel anti-lock brakes with electronic brake force distribution. The front row was equipped with bucket seats, adjustable head restraints, lap-and-shoulder safety belts, driver and front passenger frontal air bags, driver knee air bag, seat-mounted side impact air bags, and side impact inflatable curtain (IC) air bags that provided protection for the front and second rows outboard seating positions. The second row was equipped with a bench seat, lap-and-shoulder safety belts, adjustable head restraints, and Lower Anchor and Tethers for Children (LATCH) in the outboard seating positions. The vehicle's odometer reading



Figure 4: Damage on the front plane of the Toyota from the impact with the building; impressions of the building's fascia are highlighted with tape



Figure 5: Police photo showing tire marks on grass from the Toyota



Figure 6: Police photo showing the final rest position of the vehicle; arrows show marks in the grass from spinning front wheels

at the time of the inspection was 25,417 miles (40,905 kilometers). The specified wheelbase was 278 cm (109.4 in).

The Toyota was subject to two safety recalls. One involved potential driver's floor mat interference with the accelerator pedal. The NHTSA recall campaign identification number is 09V388000. The recall service involved replacing the driver and front right passenger all weather floor mats and modifying the accelerator pedal and carpet area. The recall campaign summary also indicated that a computer upgrade would be loaded which included an override system that would cut engine power in case of simultaneous application of both accelerator and brake pedals at certain speeds and driving conditions. The second safety recall involved the accelerator pedal sensor assembly and the manner in which the friction lever interacts with the sliding surface of the accelerator pedal inside the pedal sensor assembly. The NHTSA recall campaign identification number is 10V017000. The recall service involved installing a reinforcement bar in the accelerator pedal which would allow the pedal to operate smoothly. A copy of each NHTSA recall summary is attached at the end of this report. The service receipt for the recall service performed on the vehicle by the local Toyota dealer on February 11, 2010 is also attached at the end of this report. The driver understood the nature of both recalls and was able to describe what the recall service involved. This incident occurred 2,420 kilometers (1,504 miles) following the recall remedy

CASE VEHICLE DAMAGE

Exterior Damage: The Toyota sustained front plane damage during the impact with the building. The front bumper and hood were directly damaged. The direct damage began 23 cm (9.1 in) right of the front left bumper corner and extended 114 cm (44.9 in) across the bumper. The crush measurements were taken on the bumper bar and the maximum residual crush was 22 cm (8.7 in) occurring at C₄. The left and right wheelbases were unchanged. The induced damaged involved the hood and both headlamp/turn signal assemblies. The table below presents the front crush profile.

Units	Event	Direct Damage		Field L	C ₁	C ₂	C ₃	C ₄	C ₅	C ₆	Direct	Field L
		Width CDC	Max Crush								±D	±D
cm	1	114	22	163	0	5	21	22	7	0	4	0
in		44.9	8.7	64.2	0.0	2.0	8.3	8.7	2.8	0.0	1.6	0.0

Damage Classification: The Collision Deformation Classification for the front impact with the building was 12FDEW1 (0 degrees). The WinSMASH program could not be used to calculate a Delta-V since an impact with a yielding object is out of scope for the program. The wall of the building yielded and was cracked in several locations from the impact. The Barrier Algorithm of WinSMASH was used to calculate a Barrier Equivalent Speed (BES) for the impact. The calculated BES was 22.3 km/h (13.9 mph). A maximum velocity change of 19.1 mph (30.7 km/h)

occurring at 110 ms following the impact trigger was reported in the “Frontal Crash Page 0” data block of the EDR report.

The manufacturer’s recommended tire size was P215/60R16. The Toyota was equipped with the recommended size tires. The vehicle’s tire data are shown in the table below.

Tire	Measured Pressure		Vehicle Manufacturer’s Recommended Cold Tire Pressure		Tread Depth		Damage	Restricted	Deflated
	kPa	psi	kPa	psi	milli-meters	³² nd of an inch			
LF	214	31	221	32	4	5	None	No	No
LR	214	31	221	32	4	5	None	No	No
RR	221	32	221	32	4	5	None	No	No
RF	214	31	221	32	4	5	None	No	No

Vehicle Interior: The inspection of the interior of the Toyota revealed no discernable evidence of occupant contact. There was no deformation of the steering wheel or compression of the energy absorbing steering column.

All the doors remained closed and operational. Prior to the crash, all the window glazings were either closed for operable windows or fixed for the others. There was no damage to any window glazing during the crash. The vehicle sustained no passenger compartment intrusions.

ACCELERATOR PEDAL, BRAKE PEDAL, AND FLOOR MAT

The CTS accelerator pedal, brake pedal, and a floor cover placed in the vehicle by the driver are shown in their initial status at the time of the SCI inspection in **Figure 7**. The floor cover was a 67.3 cm x 59.7 cm (26.5 in x 23.5 in) piece of upholstery cloth that was placed over the Toyota OEM floor mat. A similar upholstery cloth was on the floor at the front right passenger position. **Figure 8** is an on-scene police photograph that shows the condition and position of the upholstery cloth floor cover at the crash scene. **Figure 9** shows the initial status of the Toyota floor mat at the SCI inspection following the removal of the upholstery cloth. The Toyota floor mat was secured by the floor mounted attachments and was not free to move. The product identification on the back of the floor mat was “Front Left PT206-32060.” The carpet under the accelerator pedal was smooth and flat against the toe pan. The distance from the Toyota floor mat to the bottom of the accelerator pedal was 7 cm (2.8 in). The distance from the back of the accelerator pedal to the toe pan was 5.5 cm (2.2 in). A test of the accelerator pedal was conducted by pushing it to the floor and releasing it three times. It functioned smoothly and did not bind for each of the three tests. **Figure 10** shows the CTS accelerator pedal mechanism housing. The identification numbers on the accelerator pedal mechanism housing were 78110-07011, 08060A3A Y, 49033070404 LHD.

“Frontal Crash Page.0” Data Block

ms	mph	km/h	ms	mph	km/h	ms	mph	km/h	ms	mph	km/h
10	1.4	2.3	60	13.4	21.6	110	19.1	30.7	160	18.6	29.9
20	3.3	5.3	70	15.9	25.6	120	19.1	30.7	170	18.5	29.8
30	5.8	9.3	80	17.7	28.5	130	19.0	30.6	180	18.3	29.5
40	8.1	13.0	90	18.5	29.8	140	18.9	30.4	190	18.1	29.1
50	10.8	17.4	100	19.0	30.6	150	18.7	30.1	200	17.9	28.8

The EDR also recorded a side event on the driver’s and passenger’s sides. The time from the pre-crash trigger for the driver’s side was recorded as 0 ms. The velocity change data was recorded beginning at -20 ms and extended to 76 ms in 4 ms intervals. The velocity change for the driver’s side was recorded as 0.0 mph for each recording interval at the B-pillar, C-pillar, and the floor. The deployment times at the driver’s side B-and C-pillars were recorded as “Not Fired.” The time from the pre-crash trigger for the passenger’s side was recorded as 38 ms. The velocity change data was recorded at the B-pillar, C-pillar, and the floor beginning at -22 ms and extended to 74 ms. At -22 ms the velocity change at the B-pillar, C-pillar, and floor were 0.0 mph, -0.1 mph (-0.2 km/h) and 0.1 mph (0.2 km/h), respectively increasing to -1.4 mph (2.3 km/h), -2.3 mph (3.7 km/h), and 0.8 mph (1.3 km/h), respectively at 74 ms. The deployment times at the B-and C-pillars were recorded as “Not Fired.” The EDR pre-crash data was discussed in the Pre-Crash section on page 2 of this report.

AUTOMATIC RESTRAINT SYSTEM

The Toyota was equipped with a Certified Advanced 208-Compliant (CAC) frontal air bag system that consisted of dual stage driver and front passenger frontal air bags, driver knee air bag, driver seat position sensor, and safety belt usage sensors. The front passenger seat was equipped with a weight sensor. Based on the 7th edition of Holmatro’s Rescuer’s Guide to Vehicle Safety Systems, the frontal air bag sensors were located on the inner fenders. None of the frontal air bags deployed in this crash. The manufacturer has certified that the vehicle is compliant to the Advanced Air Bag portion of the Federal Motor Vehicle Safety Standard (FMVSS) No. 208.

The Toyota was also equipped with a side impact air bag system that consisted of roof rail-mounted IC air bags and front seat-mounted side impact air bags. Based on the Holmatro Rescuer’s Guide to Vehicle Safety Systems, the side impact sensors were located within the lower B-and C-pillars. Neither the IC air bags nor the seat-mounted side impact air bags deployed in this crash.

MANUAL RESTRAINT SYSTEM

The Toyota was equipped with lap-and-shoulder safety belts for all the seating positions. The driver’s safety belt consisted of continuous loop belt webbing, an Emergency Locking

Retractor (ELR), sliding latch plate, and an adjustable upper anchor that was located one notch above the full-down position. The front passenger safety belt was similar but was equipped with a switchable ELR/Automatic Locking Retractor (ALR). Both safety belts were equipped with retractor-mounted pretensioners. Neither pretensioner actuated during the crash. The second row lap-and-shoulder safety belts were similar to the front passenger safety belt except that they were equipped with fixed upper anchors.

The inspection of the driver’s safety belt assembly revealed heavy historical usage scratches on the latch plate. There was no discernable evidence of loading on the belt webbing, latch plate belt guide, or the D-ring. The EDR recorded the driver’s safety belt switch status as “belted.”

CASE VEHICLE DRIVER KINEMATICS

Based on the SCI interview, the driver of the Toyota [76-year-old female 165 cm (65 in) 59 kg (130 lbs)] was seated in an upright posture with her back against the seat back and both hands on the steering wheel. The seat track was adjusted 15 cm (5.9 in) rear of the forward position, which corresponded to between the middle and rear track position. The total travel distance from the forward track position to the rear track position was 25.5 cm (10 in). The driver stated she was wearing her safety belt snugly over her shoulder and hips. She was not wearing glasses at the time of the crash.

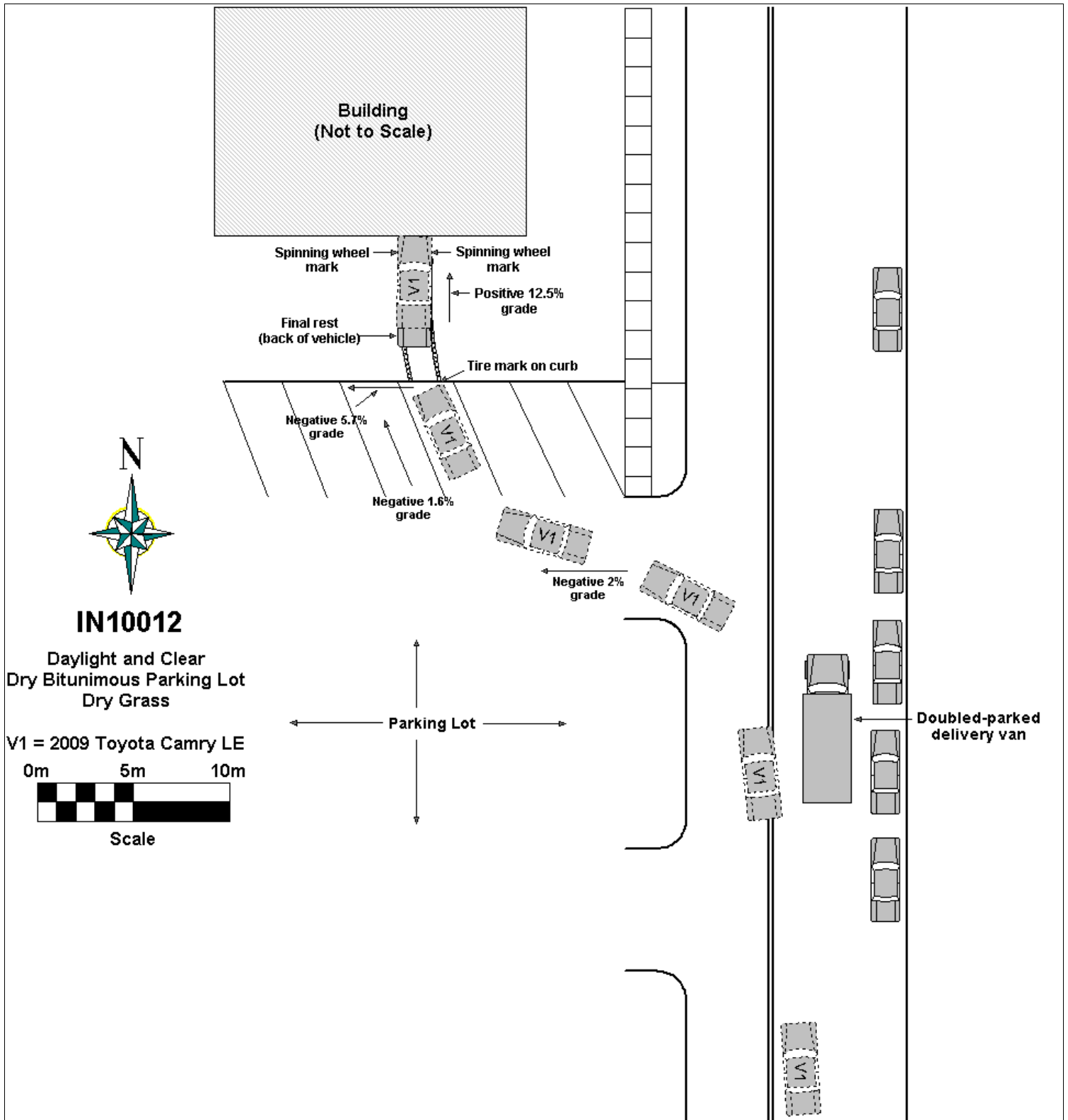
The impact with the building displaced the driver forward and opposite the 12 o’clock direction of force. She sustained a fractured sternum from loading the safety belt.

CASE VEHICLE DRIVER INJURIES

The driver was transported by ambulance to a hospital where she was treated in the emergency room and released. The table below presents the driver’s injury and injury source.

Injury Number	Injury Description (including Aspect)	NASS Injury Code & AIS 90	Injury Source	Source Confidence	Source of Injury Data
1	Fractured sternum, upper body, obliquely oriented and slightly displaced, not further specified, with small left pleural effusion ¹	moderate 450804.2,4	Torso portion of safety belt system	Probable	Emergency room records

¹ The driver was subsequently hospitalized due to pleural effusion, pericardial effusion, and pneumonia. During her 14 day hospitalization, she had multiple ultrasound guided thoracenteses for the pleural effusions with removal of 1.8 liters of fluid from her left plural cavity and 500 milliliters of fluid from her right pleural cavity. She also received one unit of packed red blood cells. The treating physicians were silent regarding any association of her injury with the crash.



RECALLS SUMMARY

Vehicle Make / Model:	Model Year(s):
LEXUS / ES350	2007-2010
LEXUS / IS	2006-2010
TOYOTA / AVALON	2005-2010
TOYOTA / CAMRY	2007-2010
TOYOTA / PRIUS	2004-2009
TOYOTA / TACOMA	2005-2010
TOYOTA / TUNDRA	2007-2010

NHTSA CAMPAIGN ID Number: **09V388000**

Summary:

TOYOTA IS RECALLING CERTAIN MODEL YEAR 2004-2010 PASSENGER VEHICLES. THE ACCELERATOR PEDAL CAN GET STUCK IN THE WIDE OPEN POSITION DUE TO ITS BEING TRAPPED BY AN UNSECURED OR INCOMPATIBLE DRIVER'S FLOOR MAT.

Consequence:

A STUCK OPEN ACCELERATOR PEDAL MAY RESULT IN VERY HIGH VEHICLE SPEEDS AND MAKE IT DIFFICULT TO STOP THE VEHICLE, WHICH COULD CAUSE A CRASH, SERIOUS INJURY OR DEATH.

Remedy:

TOYOTA FILED AN AMENDED DEFECT REPORT ON NOVEMBER 25, 2009, STATING THAT DEALERS WILL MODIFY THE ACCELERATOR PEDAL AND, ON CERTAIN VEHICLES, ALTER THE SHAPE OF THE FLOOR SURFACE UNDER THE PEDAL. THESE CHANGES ADDRESS THE RISK OF PEDAL ENTRAPMENT DUE TO INTERFERENCE WITH THE FLOOR MAT. REDESIGNED ACCELERATOR PEDALS WILL BECOME AVAILABLE BEGINNING IN APRIL 2010 AND DEALERS WILL REPLACE ANY MODIFIED PEDAL WITH THE NEW PEDAL IF DESIRED. ALSO, DEALERS WILL REPLACE ANY GENUINE TOYOTA OR LEXUS ALL-WEATHER FLOOR MATS WITH REDESIGNED ALL-WEATHER MATS, OR REPURCHASE THE PREVIOUS MATS FROM OWNERS WHO DO NOT WANT THE NEW ONES. ADDITIONALLY, SOFTWARE MODIFICATIONS WILL BE INSTALLED ON CAMRY, AVALON AND LEXUS ES 350, IS 350 AND IS 250 MODELS THAT WILL ENSURE THAT THE BRAKE OVERRIDES THE ACCELERATOR IN THE EVENT BOTH BRAKE AND ACCELERATOR PEDALS ARE APPLIED. TOYOTA WILL BEGIN MAILING LETTERS TO OWNERS IN DECEMBER 2009. OWNERS MAY CONTACT TOYOTA AT 1-800-331-4331, LEXUS AT 1-800-255-3987.

Notes:

TOYOTA RECALL NO. 90L. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Close Window

Vehicle Make / Model:	Model Year(s):
TOYOTA / AVALON	2005-2010
TOYOTA / CAMRY	2007-2010
TOYOTA / COROLLA	2009-2010
TOYOTA / COROLLA MATRIX	2009-2010
TOYOTA / HIGHLANDER	2010
TOYOTA / RAV4	2009-2010
TOYOTA / SEQUOIA	2008-2010
TOYOTA / TUNDRA	2007-2010

NHTSA CAMPAIGN ID Number: 10V017000

Summary:

TOYOTA IS RECALLING CERTAIN MODEL YEAR 2005-2010 AVALON, MODEL YEAR 2007-2010 CAMRY, MODEL YEAR 2009-2010 COROLLA, COROLLA MATRIX, RAV4, MODEL YEAR 2010 HIGHLANDER, MODEL YEAR 2008-2010 SEQUOIA, AND MODEL YEAR 2007-2010 TUNDRA VEHICLES. DUE TO THE MANNER IN WHICH THE FRICTION LEVER INTERACTS WITH THE SLIDING SURFACE OF THE ACCELERATOR PEDAL INSIDE THE PEDAL SENSOR ASSEMBLY, THE SLIDING SURFACE OF THE LEVER MAY BECOME SMOOTH DURING VEHICLE OPERATION. IN THIS CONDITION, IF CONDENSATION OCCURS ON THE SURFACE, AS MAY OCCUR FROM HEATER OPERATION (WITHOUT A/C) WHEN THE PEDAL ASSEMBLY IS COLD, THE FRICTION WHEN THE ACCELERATOR PEDAL IS OPERATED MAY INCREASE, WHICH MAY RESULT IN THE ACCELERATOR PEDAL BECOMING HARDER TO DEPRESS, SLOWER TO RETURN, OR, IN THE WORST CASE, MECHANICALLY STUCK IN A PARTIALLY DEPRESSED POSITION.

Consequence:

THE ACCELERATOR PEDAL MAY BECOME HARD TO DEPRESS, SLOW TO RETURN TO IDLE, OR, IN THE WORST CASE, MECHANICALLY STUCK IN A PARTIALLY DEPRESSED POSITION, INCREASING THE RISK OF A CRASH.

Remedy:

DEALERS WILL INSTALL A REINFORCEMENT BAR IN THE ACCELERATOR PEDAL WHICH WILL ALLOW THE PEDAL TO OPERATE SMOOTHLY. GM WILL NOTIFY OWNERS FOR THE PONTIAC VIBE PLEASE SEE 10V-018. THIS SERVICE WILL BE PERFORMED FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN EARLY FEBRUARY AND WILL BE COMPLETED IN LATE APRIL 2010. OWNERS MAY CONTACT TOYOTA AT 1-800-331-4331.

Notes:

TOYOTA SAFETY RECALL NO. AOA. OWNERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov) .

COPY

INVOICE

PAGE 1

SERVICE ADVISOR:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	09	TOYOTA CAMRY	4T4BE46K59R		23913/23913		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28APR08 DD			17:00 11FEB10			CASH	11FEB10

R.O. OPENED: 08:57 11FEB10 READY: 11:17 11FEB10

OPTIONS: DLR:LAKE ENG:2.4 Liters

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A PERFORM AOA SPECIAL SERVICE CAMPAIGN INSTALL ACCELERATOR PEDAL REINFORCEMENT BAR

CAUSE: PERFORM AOA ACCEL. RECALL
 0501B1 PERFORM AOA SPECIAL SERVICE CAMPAIGN
 INSTALL ACCELERATOR PEDAL REINFORCEMENT BAR
 18WTOYS (N/C)
 1 78112-07050 PLATE, ACCELERATOR P (N/C)
 FC: 99/99
 PART#: 78112-07050
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

23913 PERFORM AOA ACCEL. RECALL PERFORM RECALL AOA

B PERFORM OPEN CAMPAIGN 90L PLEASE
 CAUSE: PERFORMED OPEN CAMPAIGN
 9911MA PERFORM 90L RECALL

18WTOYS (N/C)
 1 04009-52106 PAD KIT (N/C)
 1 78118-41010 STOPPER, ACCELERATOR (N/C)
 FC: 99/99
 PART#: 04009-52106
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

23913 PERFORM RECALL 90L

C REPLACE ENGINE OIL & FILTER, REPLACE DRAIN PLUG GASKET, TOP OFF ALL

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS	
		SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

COPY

INVOICE

PAGE 3

SERVICE ADVISOR:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	09	TOYOTA CAMRY	4T4BE46K59R		23913/23913	7	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28APR08 DD			17:00 11FEB10			CASH	11FEB10
R.O. OPENED	READY	OPTIONS: DLR:LAKE ENG:2.4_Liters					
08:57 11FEB10	11:17 11FEB10						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
SHOP	SUPPLIES	AND	HAZARDOUS	WASTE	FEEES		2.68

ANNOUNCING OUR NEW SERVICE HOURS!

our Parts & Service Hours to better serve our community.

Mon.-Thurs. 7 a.m. - 8 p.m.
Fri. 7 a.m. - 6 p.m.
Sat. 8 a.m. - 4 p.m.



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DESCRIPTION	TOTALS
LABOR AMOUNT	26.75
PARTS AMOUNT	18.20
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.68
TOTAL CHARGES	47.63
LESS	0.00
SALES TAX	2.38
PLEASE PAY THIS AMOUNT	50.01

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Motor vehicle repair practices are regulate by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911

TERMS: STRICTLY CASH OR CREDIT CARD UNLESS ARRANGEMENTS ARE MADE IN ADVANCE. IF PAYMENT IS DEFERRED ALL CHARGES ARE DUE WITHIN DAYS FROM DELIVERY DATE. A 1% PER MONTH (12% PER ANNUM) LATE PAYMENT PENALTY WILL BE ASSESSED ON ANY UNPAID BALANCE REMAINING AFTER 30 DAYS.