



U.S. Department of Transportation  
National Highway Traffic Safety Administration

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100216

Date Received: 2004 JUN -7 PM 3:18  
07-JUN-2004  
Repository   
Reference No. 10075807

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: LEBANON State: PA Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]  
Evening Telephone Number: [Redacted]  
E-mail Address: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
(In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.)

Signature of Owner: \_\_\_\_\_ Date: 7/1/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 4T1BG28K8W1 [Redacted]  
Make: TOYOTA Model: CAMRY Model Year: 1998  
Date Purchased: 31-JAN-98 Dealer's Name and Telephone Number: Fredericks Toyota 717-274-1461 Engine: No. Cylinders: 4 Fuel Type: Gasoline  
Original Owner:  Dealer's City: LEBANON State: PA Zip Code: 17042  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: \_\_\_\_\_ Vehicle Component Code: 133000 VISIBILITY:POWER WINDOW DEVICES AND CONTROLS  
Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 07-JUN-2004 Failure Mileage: 24,192 Failure Speed: 35 mph  
The right front window would not go back up from the down position.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: \_\_\_\_\_ Tire Model (Name or Number): \_\_\_\_\_ Tire Size (Example P215/65R15): \_\_\_\_\_  
DOT No. (Example: DOTMALSARC058)  Original Equipment  Prior Repair Failure Location: \_\_\_\_\_  
Tire Component Code: \_\_\_\_\_ Tire Failure Type: \_\_\_\_\_

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: \_\_\_\_\_ Date Manufactured: \_\_\_\_\_ Model No./Name: \_\_\_\_\_  
Seat Type: \_\_\_\_\_ Installation System: \_\_\_\_\_  
Child Seat Component Code: \_\_\_\_\_ Failed Part: \_\_\_\_\_

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, i.e. parts repaired or replaced (and if old part is available).

PASSENGER'S SIDE WINDOW MALFUNCTIONED. CONSUMER WAS UNABLE TO OPEN OR CLOSE THE SIDE PASSENGER WINDOW. VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION, AND MECHANIC DETERMINED THAT THE BOLTS NEEDED TO BE TIGHTENED. "AK"

Car has power window option per the dealer repair shop, "The window regulator bolts were all very loose and falling out." Repair involved tightening the bolts. No parts were replaced

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response or a statistical summary thereof, may be used in support of the agency's action.