



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received 2005 SEP 29 AM 4:02
01-SEP-2005
Repository ☐
Reference No. 10135085

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City DEWEY State AZ 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 [REDACTED] Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4T16C3 [REDACTED]
Make TOYOTA Model CAMRY Model Year 2003

Date Purchased 12-4-03 Dealer's Name and Telephone Number Jim's Toy-Cars-Buick 928-445-7373
Original Owner ☒ Dealer's City Prescott, AZ State AZ Zip Code [REDACTED]
Engine: No. Cylinders 4 Fuel Type: Gas

Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control ☒ Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 181000 VEHICLE SPEED CONTROL:ACCELERATOR PEDAL
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 12-AUG-2006 Failure Mileage 12000 Failure Speed 55 MPH
THE CAR STOPPED IN MIDDLE OF 4 LANE HIGHWAY. THE ONLY THING THAT WORKED WAS RADIO

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM18ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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).

DT: VEHICLE STALLED IN THE MIDDLE OF THE ROAD ON AUGUST 12, 2005. TOOK THE VEHICLE TO THE DEALER AND THEY COULD NOT FIND ANYTHING WRONG AND SENT THE CONSUMER HOME WITH THE INVOICE. THERE WAS NO FOR WARNING. ABOUT 6 WEEKS LATER WHEN PUSHING ON THE ACCELERATOR PEDAL IT SEEMED LIKE IT TOOK A FEW SECONDS FOR THE VEHICLE TO ACCELERATE. *AK

My wife and I were on our way to Prescott Valley, from the Prescott Country Club. We were on a highway HWY 69 which is 4 lanes plus a breakdown lane in the center. I was in the passing lane (Left) because there was a Mobile Park just off the highway and I could see a car about ready to leave the park and pull onto the highway. The car did enter highway 69 and he entered at a good speed so

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

so there was no need for me to be in the passing lane. so I turned my wheels to get back into the right lane. I am now in the center of of the highway and the car stopped. The only thing that worked was the radio and I turned my 4-Ways on and kept trying to get the car to start by TURNING THE IGNITION SWITCH and off. By this time a number of people stopped and pushed off the highway. I was sitting in the car trying to start it. Just as they got me off the highway the ignition caught and it started. Fortunately, behind me was a member of my church. by the name of Dave Bandy. He had been on the Glendall, az police force for about 28 years. He and his wife followed me to the dealer which was about 20 miles.

The dealer charged me for a rental car (my car is still under warranty). My wife and I went home and less than two hours later TIM's called me to come pick my car up. They road tested it and checked the the computer and found nothing wrong. So, they sent me home driving a

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20690

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM**

OR

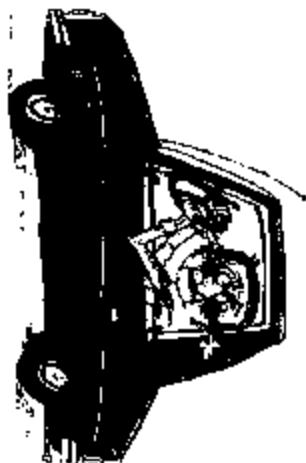
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/hotline

TOYOTA Vehicle Service Survey

August 23, 2005

DEWEY, AZ

|||||

If you have address corrections, please complete the form on page 4

Dear Toyota Customer:

On behalf of Toyota Motor Sales, I would like to thank you for servicing your 2003 Camry at Tim's Buick-Pont-GMC-TOY on August 12, 2005. All of us at Toyota recognize you have many options, and we appreciate you servicing your Camry at one of our dealerships.

Toyota and its dealers are committed to providing you with a quality service experience. Your thoughts and opinions are very important to us. The information you provide will be used by Toyota Motor Sales, USA and Tim's Buick-Pont-GMC-TOY to continuously improve our products and services.

Please complete and return this survey in the enclosed business-reply envelope. You received this survey because you were randomly selected by Toyota, and you may not receive a survey after every service experience.

For added convenience, you can now complete the survey over the Internet in English or Spanish. If you would like to fill-out this survey on-line, please go to:

<http://www.toyotavoice.com>

Then log-on using the following information:

User ID:

Password:

Esta encuesta también está disponible en español en la dirección previamente mencionada.

If you have any additional comments or would like to discuss your experience, please contact the Customer Relations Manager at Tim's Buick-Pont-GMC-TOY at (928) 445-7350, or The Toyota Customer Experience Center at 800-331-4331, where representatives will be happy to assist you.

Again, thank you for taking the time to share your thoughts with us.

Sincerely,



Elaine Matsuda
Corporate Customer Relations Manager
Toyota Customer Services

AS

ORCHARD

8-12

INSIDE THE ARIZONA REPUBLIC EVERY DAY, AND AT azcentral.com

om

cars • trucks

Find the Right Car for You

A lawyer may do the trick

Dear Tom and Ray:

The steering wheel on my 2003 Acura RSX has locked on me while driving three times now. I took it in to the dealership, but nothing wrong could be found and so the problem went unfixed. I have to quickly stop the car and turn off the ignition, and then when I restart the car, the steering wheel unlocks. The last time, I almost hit a tree. Help before I kill myself or, even worse, someone else.

Tom: Geez, I'm stunned. It's absolutely unconscionable of the Acura dealer to send you away without fixing this, or, at the very least, replacing the parts that are most likely to cause this kind of problem.

Ray: You can't drive this car. To get the dealership's attention, it sounds like you're going to have to engage the services of a lawyer. It's going to cost you a few bucks, but which is more important, your money or your life?

Tom: I'm thinking ... I'm thinking.

Ray: Have the car towed back to the dealer and have the lawyer send a certified letter to the general manager of the dealership, with a cc to American Honda (which owns Acura). The letter should say: "My client cannot drive this vehicle in its

CLICK &
CLACK
TALK CARS

BY TOM & RAY MAGLIOZZI

current condition because it is likely that his death and/or the deaths of other innocent drivers will result. Since this car is under warranty, we insist that you keep it until it is fixed and provide alternative transportation for my client until an Acura factory representative certifies that the repairs have been successfully completed."

Tom: Then ask for the names of anyone with an ownership stake in the dealership and a list of other properties they own, so that the transfer of ownership to your heirs will go more smoothly in the event of your death. That should at least get their attention.

Ray: The most likely problem is in the ignition and cylinder lock assembly; that's the thing you put your key into. When you remove the key, there's a pin that is allowed to slide into one of several holes in the steering column. It's an anti-theft

measure. I'd have to guess that the pin is being allowed to slide in and lock the wheel at other times.

Tom: That could be caused by a bad ignition lock; it could be the shift interlock mechanism in the transmission, which allows the wheel to lock when you're in Park; or it could be a problem with the steering column. If they can't figure it out, they should replace all those things. Lives are at stake.

Ray: I'm betting against the rack and pinion because the wheel reliably unlocks when you turn off the ignition and then turn it back on. But it is a distant possibility, too.

Tom: Another thing for the dealer to consider is whether the car has ever been stolen or repossessed. If someone once tried to pop the ignition and start this car without the key, that might be the cause.

Ray: But we're serious. You absolutely can't drive this car until you're certain it's fixed. In the meantime, report this problem to National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-327-4236.

Got a question about cars? Write to Click & Clack at cars.com, or you can go to www.cartalk.com.

Top 10
convertibles

2005 models picked by the analysts at IntelliChoice, listed alphabetically.

Audi TT Quattro (above).

BMW Z4 2.5i, 3.0i.

BMW 325iC/330iC.

Chevrolet Corvette.

Jeep Wrangler SE V (below).

Lexus SC430.

Mazda Miata.

Mercedes-Benz CLK350/CLK500.

Mercedes-Benz SLK350.

Volkswagen New Beetle GLS.

Source: IntelliChoice

H.J. Heinemeyer
10001 Harford Lane
Doway, AZ 86327

REFERENCE
[Signature]



Reference #10133085

Dewey, AZ

Phone

Problem with 2003 Camry stopping in middle of highway.

Before I go any further here is the name and address of the friend from my church.

Dewey, AZ

Phone

CELL

TO RESUME

About two days after this happened I saw a similar article in the newspaper written by two brothers who call themselves "CLICK & CLACK: That is where I got the phone number to call you.. Todayis Sept 18th and tomorrow I have an appointment at TIM'S (The dealership) to talk to the District manager.

I am enclosing the CLICK & CLACK article.

I have been angry. These people just dumped me in the trash and forgot about. Think of the people I could have killed and it is still a hazard because I only have one car. I also reported this to STATE FARM sine I am insured with them.

I would appreciate hearing from you because I am afraid to drive this car. You people apparently got in touch with TIM'S as soon as you heard from me because they got in touch with me within about a week.

Thank you VERY much.

DEWEY, AZ

PHONE

ADDITION Sept 19, 2005

I took my Camry to TIM'S dealership in Prescott, AZ this morning and they found what was wrong with my car. Either a mouse or a Pack Rat chewed behind the Glove Box and chewed into some of the wires. They said this is not the first time they had this problem and they found it without spending nearly as much time as they had the first time. I think you people built a fire under them and then figured they had better do a better check. Anyhow, my THANKS TO YOU people forfor saving someone's life. GOD BLESS YOU.



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

400 Seventh Street, S.W.
Washington, D.C. 20590

NVS-216 aaj

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures: VOQ

DOT Hotline Pamphlet



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236