



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 100148

Date Received

2007 JUN -8 AM 10:46
25-APR-2007

Repository ☐

Reference No.
10188852

OWNER INFORMATION (Type or Print)

Name

Address

City

ATTLEBORO

State

MA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

4T1BK46K67

Make

TOYOTA

Model

CAMRY

Model Year

2007

Date Purchased
09-OCT-06

Dealer's Name and Telephone Number

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 100

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
23-APR-2007

Failure Mileage
100

Failure Speed
30

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: DOTM19ABC036)

☐ 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

Number of Deaths

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).

TL*THE CONTACT OWNS A 2007 TOYOTA CAMRY. WHILE DRIVING 30 MPH THE TRANSMISSION ENGAGED AND ACCELERATED WITHOUT WARNING. THE FAILURE MILEAGE WAS 100. WHEN CHANGING LANES THE VEHICLE SLOWED DOWN AND ATTEMPTED TO SHUT OFF. THE MANUFACTURER WAS AWARE OF THE FAILURE. HOWEVER, THEY WERE UNABLE TO DIAGNOSE IT. THE CURRENT MILEAGE WAS 9,000. *AK

5/3/07 Factory tech. "Reset Customer's Learned memory" and condition corrected. See attached letter.

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.

May 19, 2007

Toyota Customer Experience Center
Toyota Motor Sales, U.S.A., Inc.
P. O. Box 2991
Torrance, California 90509-2991

Re: Toyota Camry VIN: 4T1BK46K6 [REDACTED]

Gentlemen and Ladies:

On October 7, 2006 I purchased a Toyota Camry 4 door LE sedan, 6 cylinder vehicle from Boch Toyota South in North Attleboro, Massachusetts. I noticed immediately, occasions of sudden surges and also hesitations as I changed acceleration. However, The experience of having a new automobile and being an experienced drive of 43 years of continuous driving, prompted me to just give my new car a chance and see how things went. So I drove my new car and went along, still aware of these quirks.

Time went by until winter and on a day driving with my sister, she became quite alarmed at the feel of the car. She asked me if my car was safe. We were on a major highway and as I changed lanes to pass into the fast lane, the car suddenly lurched and my sister was slightly tossed so that her head and neck took a jolt. It was then that I began my pursuit to have my car tested.

At that same time my husband and I went onto the internet and found numerous mentions of this phenomena with the 6 cylinder Toyota Camry 2007. Those anecdotal stories described situations like mine. Therefore we called Boch Toyota South and made an appointment for my car to be evaluated.

I drove with Norman at Boch Toyota South and he stated that the Camry 6 cylinder had changed its transmission design in 2007, changing from a "cable-based" to a "computer-based" transmission. He assured me that what he saw and felt in the test drive was completely normal and not to worry. He said that my car's computer would get to know my driving patterns and adjust accordingly.

Soon after my test drive with Norman, my husband set up another evaluation with Steve Beals, Service Manager at Boch Toyota South. He concurred with Norman, and Steve drove my vehicle noting that indeed the findings were legitimate, but in accordance with the new design of the automobile. Therefore we pursued this problem with Toyota International and the National Center for Dispute Settlement. It

was then that Steve set up an evaluation with the factory technician. This evaluation took place on May 3, 2007.

When I picked up my car, the written report stated the following and I quote (I am not correcting the spelling errors for purposes of authenticity):

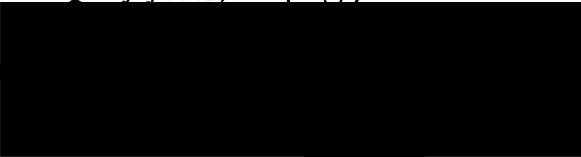
"CUSTOMER STATE VEHICLE TRANSMISSION HAS A SUDDEN LURCH UPON ACCELERATION CUSTOMER HAS DRIVEN WITH SERVICE MANAGER AND SM WAS ABLE TO DUPLICATE CUSTOMERS CONCERN UPON TEST DRIVE CHECK AND ADVISE ALSO HAS DELAY IN SHIFTING DURING ACCELERATION TYPICALLY HAPPENS 2 - 3 PER DAY FTS TO INSP VEHICLE FOR SHIFTING CONCERN. CUSTOMER IS EXPERIENCING NORMAL SHIFT CHARACTERISTIC OF THE PRICE BY WIRE FEEL ASSOCIATED WITH THIS TRANSMISSION. FTS RESET CUSTOMERS LEARNED MEMORY WHICH MINIMIZES CONDITION. HOWEVER THIS CONDITION WILL NOT BE ELIMINATED. THIS VEHICLE IS OPERATING AS DESIGNED."

The technician fixed my car. Since May 3, 2007, the occurrences of lurching and hesitation are gone. Therefore I called the National Center for Dispute Settlement and cancelled the hearing. One other factor I have not mentioned is that my husband, being a retired engineer, also called the National Safety Transportation Board who acknowledged this issue with the Toyota transmissions.

I find it interesting that when I first brought this problem to the attention of the dealership, they did not initially suggest that the factory technician evaluate my car. My husband and I had to escalate this matter upward to get customer satisfaction. Toyota could have avoided a lot of stressful moments if the dealership had indeed responded in a serious fashion to this problem. I, the customer, felt unimportant, and that I was making a "mountain out of a molehill". May I suggest that you coach your dealerships to recommend the factory technician evaluation early in the time frame of transmission complaints? I know there are many others out there with similar problems, based on internet information.

I will continue to keep you informed if I have future problems with my vehicle.

Sincerely yours,


North Attleboro, Mass 

Cc: Boch Toyota South
National Center for Dispute Settlement
National Safety Transportation Board