



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 100149

Date Received

2007 AUG -7
26-JUN-2007

Repository ☐

Reference No.
10194225

OWNER INFORMATION (Type or Print)

Name

Address

City

OXFORD

State

NC

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 7/16/2007

VEHICLE INFORMATION

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

4T1BE16K17L

Make

TOYOTA

Model

CAMRY

Model Year

2007

Date Purchased

30-NOV-06

Dealer's Name and Telephone Number

TOYOTA OF HENDERSON 252-438-2181

Engine:

No. Cylinders 4

Fuel Type:

Gas

Original Owner

☒

Dealer's City

HENDERSON

State

NC

Zip Code

27536

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

181000 VEHICLE SPEED CONTROL-ACCELERATOR PEDAL

Multiple Failure: 1 FAILURE OCCURS EVERY TIME I DRIVE THE CAR.

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

31-JAN-2007

Failure Mileage

1880
2879

Failure Speed

60

FAILURE SPEED: IT OCCURS AT ANYTIME, AT ANY ACCELERATION LEVEL

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: DOTM15ABC036)

☐ 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).

TL*THE CONTACT OWNS A 2007 TOYOTA CAMRY. THE VEHICLE HESITATES WHEN THE CONTACT DEPRESSES THE ACCELERATOR PEDAL. TOYOTA STATED THAT NOTHING COULD BE DONE BECAUSE IT WAS A DESIGN FLAW. THE CONTACT BELIEVES THAT THE VEHICLE IS UNSAFE AND DANGEROUS. HE STATED THAT WHEN MERGING INTO TRAFFIC AT 60-65 MPH, THE VEHICLE MAY OR MAY NOT PICK UP SPEED WHEN THE ACCELERATOR PEDAL IS DEPRESSED. THE CURRENT MILEAGE IS 3,880 AND FAILURE MILEAGE WAS 1,000.

4880

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.

TOYOTA Worst car ever owned

by B SMITH from harrisburg pa. (4/05/07)

8 out of 13 people found this review helpful

Pros: nothing good about this car

Cons: performance - handling- rattles-

trying to drive this drive this car like the nissan traded would get me killed!! turning left with oncoming traffic car loses power crawls through intersection acceleration not predictable sometimes jerks ahead from stop with smallest touch of acc. and have to let off to stop acceleration....

Bad Performance of the 2007 Camry , (Dangerous)

by janice bishop from Houston, Tx (4/04/07)

14 out of 16 people found this review helpful

Pros: On the road and in the city as well i get good gas mileage

Cons: when u are on the road and all windows are seale, it sounds as if you have at least one window down.

I use to love Toyota Camry's. I had a 90, 96, 2000 and then a 2007. If I could return this car i would go back to my 2000. This car is really dangerous driving, it feels as though it is slipping in first gear. When I try to merge on to a freeway, if you try to gain speed to bit the traffic, ...

DON'T WASTE YOUR MONEY. IT'S AN EXPENSIVE MISTAKE

by John from FLORIDA (3/31/07)

31 out of 33 people found this review helpful

Pros: Good looks, comfortable enough

Cons: Transmission and drive by wire/Computer problems!!!!

I purchased my 2007 Camry SE and owned it 6 months. The transmission and drive by wire made this an unsafe vehicle and Toyota wouldn't admit it had a problem. After 12,000 miles i replaced the vehicle. I've driven Toyota products for 20 years and have always been very loyal to Toyota

No toyota again

by toyota quality from Cincinnati, oh (3/26/07)

45 out of 47 people found this review helpful

Pros: Reliability perception only!!

Cons: transmission, variability, gas milage, noise

Bought the car on the hype of it being reliable and "consumer choice". Car has had two transmissions in 7500 miles and been back to the dealer a total of 5 times since november

Transmission jerks and is a safety issue

by McCarty from Beechgrove, TN (4/08/07)

3 out of 3 people found this review helpful

Pros: Power, Internal features

Cons: Transmission causes a hard jerk when re-accelerating after slowing to below 40 MPH. Safety issue

Seems to be a good overall vehicle but the transmission problem is both a driving and safety issue which must be fixed

I see an Accord in my future.

by Curtis Hardy from Coming, CA (4/08/07)

1 out of 4 people found this review helpful

Pros: Great 30 MPG on the highway. Everything works fine.

Cons: Noisy car. A lot of road noise, rattles that come and go. Brakes make noise some times.

My Camry has 45,000 miles on it and has started using oil. It goes through about 1/2 quart every 2000 miles. I bought it in July.

There is a lot of noise in the car both road noise and rattles that are there one day and gone the next. They get bad enough to pull over and inspect ...

Toyota no more for me

by David S. Smith from Folsom CA (4/08/07)

4 out of 9 people found this review helpful

Pros: MPG

Cons: Looks handling power

Toyota is nothing but a problem all the time taking it back to the dealer for the trans. Always slipping problems with the A/C not blowing cold air cheap dash rattling sounds and it shakes in the morning on cold starts it was a bad mistake to buy this car people there are better cars out there ...

Toyota's big problem child!!

by Scott B from Santa Rosa, Ca 95049 (4/08/07)

5 out of 7 people found this review helpful

Pros: great power and looks

Cons: everything rattles, transmission has mind of its own, seats to hard

Mine is for sale if you want a good deal. This was my fifth toyota and last. The car has been back to dealer 4 times with rattle and transmission problems and dealer says car is just fine. (NOT) Car is a waste of money!!!! ...

June 25, 2007

Case # 200705300585

Mr. Jake Leitner
Toyota of Henderson
415 Raleigh Road
P. O. Box 1092
Henderson, NC 27536

Dear Jake,

I know you understand our disappointment and frustration concerning the problem with the 2007 Toyota Camry. I know you remember that after our car accident in November last year, [REDACTED] and I upgraded our car from the Corolla (that was totaled) to a Camry for safety reasons at a much higher price. As a friend, we trusted your suggestion that the Camry was safer. After we took the car back to the dealership, due to the driving hesitation, you explained to us, that there is a problem with the transmission with the Camrys and it cannot be corrected.

The safety issue has now increased since the Camry does not respond to acceleration after depressing the gas pedal. The hesitation is getting worse and worse. We cannot drive the car except locally for safety concerns. In heavy traffic as in Raleigh, Durham, Greensboro, etc, it is absolutely dangerous. I refuse to take chances, and get into another car accident, or killed because the Camry has a defective engineering design. We are prisoners in our own car. However comfortable the car maybe, we cannot take it in log trips, which was our intention when we purchased it.

Since you admitted that the problem with the transmission (or acceleration hesitation) is an engineering design problem, and our Toyota Camry was not in the list of cars that could be fixed, I would like to get a letter from you stating those facts. I would like to get your letter within two weeks to be able to find a resolution concerning the car, so I can drive a safe car, and not placing my life in danger.

Sincerely,

[REDACTED]

June 25, 2007

Mr. Mark Rogers,
Case Manager
Toyota of Henderson
415 Raleigh Road
P. O. Box 1092
Henderson, NC 27536

Mr. Rogers,

RE: File No. 0704031

You and I drove my 2007 Toyota Camry months ago when my wife and I took the car back to the dealership to determine the problem with hesitation when the gas pedal was depressed. You acknowledged then that the car had the problem I stated above. You suggested unplugging the battery and seeing if the car would 'reset' itself, eliminating the problem. This action had no impact on the hesitation and the lack of acceleration when attempting to gain speed. I did let you know later that the suggestion to correct the problem had no impact on resolving the issue.

After our phone conversation on June 8, 2007, we both agreed that there is a serious problem with the 2007 Toyota Camry. You admitted then that there was nothing you can do to solve this problem, and that the car could not be repaired.

Since I will continue to pursue any avenue to have this issue resolved, I would like for you to write me a letter, within the next two weeks, stating the facts, as you spoke them to me on our phone conversation mentioned on the second paragraph. You said that there was a problem with the hesitation, as you verified it when you and I drove the car, and that there was nothing that you could do for it. You also indicated that maybe I should pursue arbitration.

I also explained to you that this is a serious safety issue. It is an unsafe car to drive, especially in heavy traffic. We will not risk our lives driving the Camry. We have no use for a car that will not provide safe and secure transportation for us.

Sincerely,



June 25, 2007

Mr. Jason Troy
Toyota Sales USA
9 W 57 St., Ste. 4900
New York NY 10019-2701

Case # 200705300585

Dear Mr. Troy,

After I received your phone message on June 4, 2007, I called the number you left on my answer machine. The call was taken by Ms. Sandra, who told me that I could not talk to you directly, and that she or anyone else in the customer service area could address my issues. Ms. Sandra agreed that there were problems with the hesitation in the transmission of the Toyota Camrys. She suggested that I talk to the case manager at Toyota of Henderson, where I bought the car before any action could be taken by Toyota.

I talked to Mr. Mark Rogers, case manager, Toyota of Henderson, NC. He actually had driven the car with me when I first took it for the transmission hesitation problem. Mr. Rogers again said that there was nothing he could do for me. He suggested I take the case to arbitration. This option seemed irrelevant since the problem cannot be corrected or repaired, based on his admission.

What I would like from you is a written document stating that the problem with the transmission cannot be fixed. As I have been told my Toyota representatives, this is a design problem and it cannot be corrected in my car, making it a serious and dangerous problem for me and my family. I do not want to get involved in a car accident that is caused by the car not responding to acceleration when the gas pedal is depressed.

I would like to get your letter within two weeks, stating the facts about the transmission failures in the Toyota Camry which makes it an unsafe car to drive, and as it has been verbally stated by Toyota Sales USA and Henderson Toyota representatives.


Encl: copy of original letter

May 15, 2007

*Mr. Press is the current
President of Toyota*

Mr. James Press,
President, Toyota Motor NA, Inc
9 W 57 St., Ste. 4900
New York NY 10019-2701

Dear Mr. Press,

On April 9, 2007, I wrote a letter to Mr. Katsuaki Watanabe to get his assistance to recover my investment on a 2007 Toyota Camry purchased at your dealer in Henderson, NC. When I did not receive a response from Mr. Watanabe, I wrote to Mr. Tagushi on April 26, 2007. Today, I found out that the gentlemen no longer work for Toyota. As explained in the attached copy of the original letter, the problems with the car make it a hazard to my self, and others on the road. It is placing my life in danger.

Now, I am appealing to you, to have this issue resolved as requested, since the local dealer has indicated that there is nothing they can do about it.

I hope to hear from you shortly.

Truly yours,



Encl: copy of original letter

*This person never
answered this letter.*

April 26, 2007

Mr. Toshiaki Taguchi,
President and CEO, Toyota Motor NA, Inc
9 W 57 St., Ste. 4900
New York NY 10019-2701

Dear Mr. Toshiaki Taguchi,

On April 9, 2007, I wrote a letter to Mr. Katsuaki Watanabe to get his assistance to recover my investment on a 2007 Toyota Camry purchased at your dealer in Henderson, NC. As explained in the attached copy of the original letter, the problems with the car make it a hazard to my self and others on the road. It is placing my life in danger.

Now, I am appealing to you, to have this issue resolved as requested, since the local dealer has indicated that there is nothing they can do about it.

I hope to hear from you shortly.

Truly yours,

[REDACTED]

Encl: copy of original letter
cc : office of the NC Attorney General

April 9, 2007

Mr. Katsuaki Watanabe
Toyota Motor North America
9 West 57th Street, Suite 4900
New York NY 10019

*This person never
answered this letter*

Dear Mr. Katsuaki Watanabe,

In May 2006 my wife and I purchased a Toyota Corolla LE. In November 2006, this car was totaled when we smashed into the side of a car that ran through a red light. As soon as we recovered we returned to Henderson Toyota, our local dealership, where we replaced the Corolla with a 2007 Toyota Camry - because of safety features. We paid for the Camry (2007) around \$4,500.00 more than what we paid for the Corolla (2006.)

The evening we purchased the Camry, we experienced our first problem. The radio and radio panel lights engaged at their whim, though we could sometimes bring the station and lights back by banging on the dash. When the radio was replaced by the dealer, under warranty, we breathed a sigh of relief. However, last week, the Camry started to give us trouble again. This time the problem is hesitation while accelerating. The gas pedal is depressed, the RPM goes up, but the car hesitates, and then it takes a quick jump forward. This problem first frightened us as we attempted to merge onto interstate I-85, and the hesitation continues under all driving conditions. This is a serious and dangerous issue with the car.

At the dealership, the mechanics hooked the car to the diagnostic machine which said that there is nothing wrong with our car. The sales personnel and chief mechanic admitted that there has been a problem with the Camry related to this issue. However, since our car is not listed among those having the problem, there is nothing they can do about it. The chief mechanic drove the car with me, and he verified that the car actually behaved as described. His solution was to disconnect the battery and allow the controls to reset, but the problem remains. I have searched Toyota's customer base on the Internet, and I have found that I am not the only one facing this safety problem with the Camry.

This car is unsafe and is placing our lives in danger. It does not perform as advertised or expected. We have owned this car for less than five months and the car's odometer has barely turned 3,000 miles. Now we have a major safety problem that cannot be repaired.

I am requesting that your Company (Toyota) buy back the Toyota Camry for the total amount of money I have invested in it. The total price of the car that I have paid as of today is \$ 23,186.87. It would be the only fair solution to the problem since Toyota knew the Camry has a defect, but this car was sold to us as a new and working vehicle.

I hope to receive a satisfactory reply shortly, since I do need to have safe and reliable transportation. We do not have public transportation in the area where I live, and I must depend on my own to travel for business or pleasure.

[REDACTED]

cc: office of the NC Attorney General

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**