



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

Repository ☐

07-SEP-2007

Reference No.

10202181

2007 DEC 12 PM 1:48

OWNER INFORMATION (Type or Print)

Name

Address

City

PICO RIVERA

State CA

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 10/2/07

VEHICLE INFORMATION

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

4T1BE32K

Make

TOYOTA

Model

CAMRY

Model Year

2003

Date Purchased
10-AUG-03

Dealer's Name and Telephone Number

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

UNKNOWN

Vehicle Component Code

162900 STRUCTURE:BODY:ROOF AND PILLARS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-JUN-2007

Failure Mileage

10

Failure Speed

35

Headliner

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: DOTM9ABC036)

☐ 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 2003 TOYOTA CAMRY. WHILE DRIVING APPROXIMATELY 35 MPH, THE CONTACT STATED THAT THE HEADLINER ROOFING MATERIAL FELL. THE DEALER STATED THAT THE FAILURE WAS CAUSED BY FAULTY GLUE OR WEAR AND TEAR. THE VEHICLE HAS NOT BEEN REPAIRED. THE POWERTRAIN WAS UNKNOWN. THE CURRENT MILEAGE WAS 30,000 AND FAILURE MILEAGE WAS 10.

The above report was taken incorrectly.
I have attached a letter concerning my complaint.
Thank you

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)

My complaint is attached. Please notify me what is going to happen. I need a follow-up letter. Thank you -

P.S. This is the third Toyota I have had in the past 30 years and I have never had a problem before.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

Official Business
Penalty for Private Use \$300

LONG BEACH CA 90801

11 OCT 2007 PM 2 1

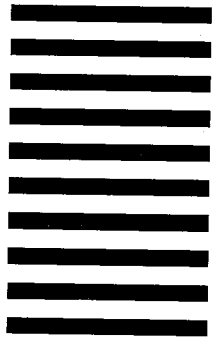
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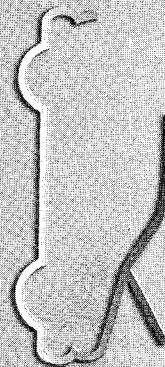
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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline

888-327-4236

nhtsa
www.nhtsa.dot.gov
people saving people

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



September 24, 2007

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office Of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

To Whom It May Concern:

My complaint is against Toyota National Customer Relations specifically Mr. Jeff Shimizo, Service Representative.

I purchased a Toyota Camry in August 2003. My headliner is detaching from the back by the rear all the way across. I called the National Customer Service number and spoke to Jasmine, she told me to take it to a Toyota dealer get an estimate and Toyota would do a Good Will Gester. I took it to Whittier Toyota spoke to Service Manager Adrian, he said to bring back my vehicle to see the Customer Service Representative Mr. Jeff Shimizo. When I took it back and Mr. Shimizo inspected the vehicle he stated it was wear and tear. I said wear and tear is your tires or your engine. He then preceeded to state that it looked like someone had started the tear and that it took off. I stated I was 63 years old and the only who drives the vehicle, why would I do that? I also stated it looked like it to could have been a manufacture defect and that is why it is comeing apart. He stated it could be. Then he asked me if I park my car in the sun, he was very contradictory. He told me whatever Jasmine decided superceeded his decision which was to do nothing because he had made his decision it was wear and tear. I left very upset and frustrated. This is my third Toyota in 30 years and it has never happened to me before.

I spoke to Jasmine and she stated Mr Shimizo had the last word and he would not do anything about the problem because he had stated it was wear and tear. I asked to speak to a Representative and they gave me Laura. Laura stated the same thing, Mr. Shimizo had the last word. I asked to speak to someone over Mr. Shimizo and they would not let me.

I took my car back to Whittier Toyota and spoke to Ken a Service Manager and he looked at it and said it looked worse then what he had thought. He agreed with me and told to call a consumer advocate and report the incident since the Customer Rleations department would not let someone give me a second opinion from a higher authority.

The headliner is detaching more and more day by day. It is a safety hazard because eventually it will all detach and come down. All I want is to have my headliner replaced and to have Headquarters notified of my incident so that hopefully this does not happen to anyone else.

Thanking you in advance,

