



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

2008 APR 11 PM 2:20

Reference No.  
10220159

**OWNER INFORMATION (Type or Print)**

Name

Address

City

NORTH LAS VEGAS

State

NV

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 4-12-8

**VEHICLE INFORMATION**

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

4T1BE46K57U

Make

TOYOTA

Model

CAMRY

Model Year

2007

Date Purchased

05 APR-07

Dealer's Name and Telephone Number

DESERT TOYOTA SCION 702-871-4111

Engine:

No. Cylinders 4

Fuel Type:

Gas

Original Owner

☒

Dealer's City

LAS VEGAS

State

NV

Zip Code

89146

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

130000 VISIBILITY

Multiple Failure: 9

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

18-APR-2007

Failure Mileage

2000

Failure Speed

0

**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

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 VISION IN ALL THE WINDOWS WAS RESTRICTED DUE TO THE GLARE OF THE SUN. THE WINDOWS WERE TINTED A GREENISH COLOR. THE DEALER REMOVED THE TINT; HOWEVER, THE FAILURE CONTINUED. THE TINT WAS REPLACED. THE CONTACT HAS PICTURES OF THE REFLECTIONS. THE FAILURE MILEAGE WAS 2,000 AND CURRENT MILEAGE WAS 5,500. DESCRIPTION OF FAILURES UNDER CERTAIN LIGHT CONDITIONS, FRONT GLASS UP TO 50% OF VISION LOST, + DRIVING INTO GARAGE AREA UP TO 85% IS LOST. FRONT SIDE GLASS UP TO 50% IS LOST. SIDE VIEW MIRRORS UP TO 90% IS LOST. REAR GLASS UP TO 90% IS LOST. ON 11-13-07 I SENT A LETTER + PICTURES TO TOYOTA CUSTOMER EXPERIENCE CENTER. TOYOTA MORTOR SALES USA INC P.O.BOX 2991 TORRANCE CA 90509-2991

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.

ON 11-13-07 I SENT A CUSTOMER CLAIM FORM + PICTURES OF THE PROBLEM WITH THE GLASS TO THE NATIONAL CENTER FOR DISPUTE SETTLEMENT P.O.BOX 688 MT. CLEMENS, MI 48046

2  
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

MADE COMPLAINT TO DESERT TOYOTA ON 10-17-07 ON GLASS, I TALK TO MARK THE SERVICE MANAGER & A TOYOTA REP. THEY SAID NOTHING WAS WRONG & GAVE ME A DASH COVER TO HELP. I AM SENDING YOU A COPY OF THE LETTER THAT TOYOTA SENT ME & A COPY OF THE LETTER THE CENTER FOR DISPUTE SENT ME & A COPY OF MY LETTER I SENT TO TOYOTA, ALSO PICTURES OF PART OF THE PROBLEM ENCLOSED.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Kenneth D. White  
823 Padre Field Ct.  
N. Las Vegas, NV 89030-4764

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300

02 APR 2008 PM 6

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

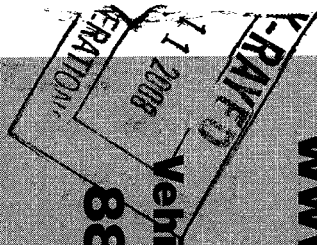
FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Ave SE  
Washington, DC 20077-9382



Think your vehicle  
has a safety defect?



If so:

Use the enclosed  
form to file a report.

or visit:

[www.safercar.gov](http://www.safercar.gov)

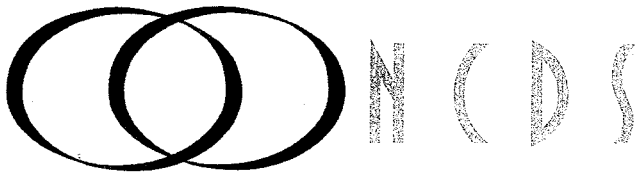
or call:

Vehicle Safety Hotline  
888-327-4236



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





November 19, 2007

**National Center for Dispute Settlement**

22500 Metropolitan Parkway • Suite 200

Clinton Township, MI 48035

(800) 936-4303

(586) 741-0870

Fax: (586) 790-4774

[REDACTED]  
N. Las Vegas, NV [REDACTED]

**RE: CASE #** [REDACTED]

**Customer Name:** [REDACTED]

Dear [REDACTED]

Your request for arbitration within the Toyota Dispute Settlement Program has been received.

Your application for arbitration describes a complaint relating to a design issue for this particular vehicle rather than a defect covered under warranty. The arbitration process has jurisdiction over service issues covered under Toyota's new vehicle limited warranties. Therefore, your claim is not eligible for the arbitration process.

Although we are unable to assist you with this matter, we appreciate the time you took to explore this situation with NCDS.

Sincerely,

NCDS

Charlotte Evans x.124  
Case Administrator

cc: Denver Regional Office

Toyota Motor Sales, U.S.A., Inc  
19001 South Western Avenue  
Torrance, CA 90501  
800 331-4331  
310 468-7814 Fax

November 26, 2007

[REDACTED]  
North Las Vegas, NV [REDACTED]

Dear [REDACTED]:

Thank you for your recent correspondence addressed to Toyota.

Your correspondence has been reviewed and documented at our National Headquarters. We do attempt to contact each customer by phone, but for some reason have not been able to reach you. If you would like to discuss your experience, please call our office at (800) 331-4331. Your letter is filed under your name and/or file number [REDACTED]. Any representative you reach will be able to work with you.

Our hours of operation are 5:00 am to 6:00 pm PST Monday through Friday and 7:00 am to 4:00 pm PST Saturday.

It is through correspondence such as yours that we are able to continue to improve our services, and we sincerely appreciate the time you have taken to bring the matter to our attention.

Sincerely,



Luis Carrillo  
Toyota Customer Experience

SOMETHING WAS DONE TO THE GLASS THAT WAS NOT ON THE INVOICE, ON 10-11-07 WHEN THE TINT WAS REMOVED FROM THE CAR, WHEN I CAME FOR THE CAR I ASKED JOSE VIMENEZ WHAT THEY HAD DONE TO GET RID OF THAT DARK THING THAT WAS ALWAYS ON THE FRONT GLASS & HE TOLD ME THEY HAD 2 THINGS IN THE BACK THAT THEY USE. I ASKED HIM TO CLEAN UP THE MESS THEY LEFT ON THE INSIDE OF THE BACK WINDOW. SO HE SPRAYED IT WITH SPRAYWAY GLASS CLEANER ON THE INSIDE THE BACK WINDOW. WHEN I DROVE OFF UNDER DIFFEREN LIGHT CONDITIONS EVERYTHING WAS WORSE THAN BEFORE, ALONG WITH THE DARK SPOT ON THE FRONT GLASS & ALL THE DIFFERENT LIGHT & DARK AREAS THAT GOES WITH IT. WHEN THE CAR WINDOWS WERE TINTED ON 10-24-07 THEY ALSO PUT SOMETHING ON THE INSIDE OF THE 2 FRONT SIDE WINDOWS, I COULD TELL THE DIFFERENCE. THE GLASS ON THIS CAR IS TRULY A SAFETY HAZARD & MY CAR IS NOT THE ONLY ON OUT THERE.

[REDACTED]  
[REDACTED]  
NORTH LAS VEGAS, NV [REDACTED]  
[REDACTED]

VIN# 471BE46K57U [REDACTED]

MILEAGE 3850

DEALERSHIP. DESERT TOYOTA + SCION OF LV

ON 10-9-07 I WENT TO THE DEALER TO GET  
OIL CHANGE + TO COMPLAIN ABOUT THE POOR VISION  
THROUR THE GLASS UP TO 90% BLOKED, FRONT SIDE  
+ REAR. THEY SAID THERE WAS NOTHING WRONG  
+ I COULD BE THE DASH + THE COLOR OF THE  
UPHOLSTERY. I WAS GIVING A DASH COVER + IT  
MADE EVERYTHING WORST. I SENT ALONG THESE  
PICTURES SO YOU WOULD HAVE AN IDEA OF WHAT  
I SEE



N LAS VEGAS NV

TO TOYOTA CUSTOMER EXPERIENCE CENTER

TOYOTA MOTOR SALES, U.S.A. INC

P.O. BOX 2991

TORRANCE CA 90507-2991





AT NIGHT IT IS A DIFFERENT SIGHT  
OF REFLECTIONS I SEE



