



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 ☐

09-APR-2008

Reference No.

10223799

2008 MAY -5 AM 7:11

OWNER INFORMATION (Type or Print)

Name

Address

City

DECATUR

State

IL

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 a signature, NHTSA will assume the signature is the vehicle manufacturer.

Signature of Owner

Date 4/14/08

VEHICLE INFORMATION

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

4T1BE32K15U

Make

TOYOTA

Model

CAMRY

Model Year

2005

Date Purchased

08-JAN-05

Dealer's Name and Telephone Number

CROWN TOYOTA

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

☒

Dealer's City

DECATUR

State

IL

Zip Code

62526

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

021000 SUSPENSION:FRONT

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-APR-2006

Failure Mileage

10000

Failure Speed

0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make **BRIDGESTONE**

Tire Model (Name or Number)

POTENZA - Tubeless SBR Radial

Tire Size (Example P215/65R15)

P205/65R17

DOT No. (Example: DOTM9ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type **Excessive wear**

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 2005 TOYOTA CAMRY. THE TIRES HAD TO BE REPLACED EVERY 10,000 MILES. THE CONTACT TOOK THE VEHICLE TO A SERVICE STATION AND WAS INFORMED THAT THE STRUT BOLTS NEEDED TO BE REPLACED. THE STRUTS WERE REPLACED WITH A CAMBER BOLT KIT. THE VEHICLE HAS NOT BEEN TAKEN TO THE DEALER. THE CURRENT MILEAGE WAS 31,000 AND FAILURE MILEAGE WAS 10,000. + 30,000 on 3rd set of tires. Vibration in steering wheel at highway sps.

Frost and alignment specialist

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.

April 14, 2008

[REDACTED]
Decatur, IL. [REDACTED]
[REDACTED]

RE: 2005 TOYOTA CAMRY
Vehicle # 4T1BE32K15U [REDACTED]

To whom it may concern :

We purchased this car new in January of 2005. Our first brand new car! We decided it would be a Camry because of its fine reputation for reliability. We went to "Crown Toyota" our local dealer. We took everything they offered - low interest rate, gap insurance, 'tire max', all the sprays - inside and out, the works. With the impression that these people are looking out for our interests. We made all the required trips for oil changes, tire rotations, filters, even de-carbonation. I mention my tires are getting worn very quickly - "no they're wearing as expected" they say. At about 12,000 miles - they are bald! I thought - bad tires - the ones that came on the car must have been old.

The specialist at "Tarrants" confirms this notion! He says the Camry is made with no camber bolts just straight strut bolts! In other words when I paid \$98.99 at Crown and \$69.99 at Sears for alignments all they did was set the TOE! He put 4 new camber bolt kits and a full alignment for \$164.36!

I'm still not sure of this car, and we don't know if we will keep it, but we do know that Crown had to know something was wrong with the car all along and we will never go back again. Whether or not my next car is a Toyota or not will depend largely on how you respond.

Regards


cc: TOYOTA
NHTSA

