



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

24-JUL-2008

Repository ☐

Reference No.
10235652

OWNER INFORMATION (Type or Print)

Name

Address

City

FOREST LAKE

State

MN

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

4T1BG12K7T

Make

TOYOTA

Model

CAMRY

Model Year

1996

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

010000 STEERING

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

24-JUL-2008

Failure Mileage

104800

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 1996 TOYOTA CAMRY. THE CONTACT WENT TO HIS INSURANCE COMPANY AFTER HAIL DAMAGED HIS VEHICLE. THE INSURANCE REPRESENTATIVE DISCOVERED NHTSA CAMPAIGN ID NUMBER'S 96V037000 (EXTERIOR LIGHTING:TAIL LIGHT) AND 99V307000 (STEERING WHEEL AND HANDLE BAR); HOWEVER, THE DEALER STATED THAT HIS VIN WAS NOT INCLUDED IN THE RECALLS. THE CURRENT AND FAILURE MILEAGES WERE 104,800.

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)

although the dealer stated there were no recalls for my car despite the attached sheet I got from my insurance company and wasn't going to do the work for free, I went ahead with the repair of the tail light due to safety reasons and being pulled over by the police. Attached is the invoice for that. Please advise me as to how best to get the steering wheel set nut issue resolved as well as a reimbursement for the work done to date. Thanks.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

SAINT PAUL MN 55101

18 AUG 2006 PM 2 L

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

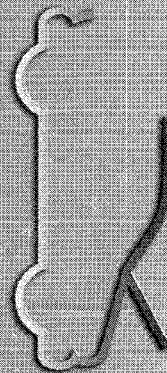
WASHINGTON, DC

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

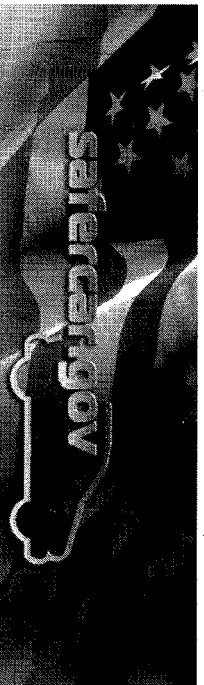
or call:

Vehicle Safety Hotline

888-327-4236



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



6/2008 at 06:38 PM
07

Thurs. 1:15 - CAR

MN-2691849-01
23gv08g1

ESTIMATE OF RECORD

1996 TOYO CAMRY DX 4-2.2L-FI 4D SED white Int:grey

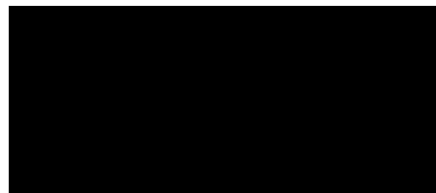
VEHICLE RECALLS

The National Highway Transportation and Safety Administration (NHTSA) has issued 2 safety-related recall notice(s) that may apply to the selected vehicle.

NHTSA ID: 99V307000 Issued: 10/29/99 No. of vehicles: 00540037
Vehicle Description: Passenger Vehicles. The steering wheel set nut may not have been sufficiently tightened causing steering vibration and looseness.
This can result in a loss of Vehicle control.
Dealers will tighten the steering wheel set nut. Owner notification began November 30, 1999. Owners who take their Vehicles to an authorized Dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact toyota at 1-800-331-4331 or Lexus at 1-800-255-3987. Also contact the National highway traffic safety administration's auto safety hotline at 1-888-dash-2-dot (1-888-327-4236).

NHTSA ID: 96V037000 Issued: 02/16/96 No. of vehicles: 00000756
The plastic material of the bulb holders of the rear Tail light assembly does not have sufficient heat resistance. When the bulb is illuminated, the resulting high temperature can cause the bulb holder to deform.
As the bulb holder deforms, the bulb can lose electrical contact, resulting in an inoperative lamp, increasing the risk of a Vehicle accident.
Dealers will inspect the rear combination lamp bulb holder to see if it is the defective material. The defective bulb holder together with the wiring harness will be replaced with a correct bulb holder and harness.
System: Lighting; lamp or socket; Tail lights.
Vehicle Description: Passenger Vehicles.
Note: Owners who take their Vehicles to an authorized Dealer on an agreed upon service date and do not receive the free remedy within a reasonable time, should contact toyota at 1-800-331-4331. Also contact the National highway traffic safety administration's auto safety hotline at 1-800-424-9393.

Regarding



car



7325 BROOKLYN BOULEVARD, BROOKLYN PARK, MINNESOTA 55443

(763) 566-0060

CELL: 651-276-4726

CUSTOMER NO.	LAUREL HANSEN	565	TAG NO.	07/24/08	INVOICE NO.
FORREST LAKE, MN	LABOR RATE	104,965	MILEAGE	WHITE/	STOCK NO.
	VEHICLE D.O.C. NO.	96/1001A/CAMRY/4 DOOR SEDAN			DELIVERY DATE
	F.T.E. NO.	P.O. NO.	07/24/08	DELIVERY MILES	SELLING DEALER NO.
	BUSINESS PHONE	COMMENTS			

JOB# 1 CHARGES

LABOR-----
J# 1 36TOZZM1 MISC BODY ELEC-MNR UNITS: 0.50 TECH(S):534 56.25
DIAG CUST STATES RT REAR BRAKE LIGHT KEEPS BLOWING OUT
LAST FEW DAYS AFTER REPLACING BULB
FOUND BULB GOOD BUT SOCKET BAD
REPLACED RIGHT REAR LIGHT HARNESS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	81555-06010	SOCKET & WIRE, RR	33.98
TOTAL - PARTS				33.98

JOB# 1 TOTALS-----
LABOR 56.25
PARTS 33.98

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 90.23

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$93.00 (+TAX)

COMMENTS-----
LUTHER CCC APPOINTMENT CREATED 2008-07-21 03:33:00PM TAK
EN BY ROBERT ELLIS
DELETED OPERATION(S)-----
50TOZZM2 CAMPAIGN/RECALL

TOTALS	
TOTAL LABOR....	56.25
TOTAL PARTS....	33.98
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.34

TOTAL INVOICE \$ 92.57

THANK YOU FOR YOUR BUSINESS!!
We are now using Toyota Motor Oil
!! Night Service !!
Open Until 2am
Monday through Thursday

CUSTOMER SIGNATURE

ALL PARTS NEW
ORIGINAL EQUIPMENT
UNLESS OTHERWISE
SPECIFIED