



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

10-SEP-2008

Repository ☐

Reference No.  
10241734

OWNER INFORMATION (Type or Print)

Name

Address

City

CINCINNATI

State OH

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 your signature, provide your name or address to the vehicle manufacturer.  
Signature of Owner: [Redacted] Date: 9/26/08

VEHICLE INFORMATION

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

Make

TOYOTA

Model

CAMRY

Model Year

2003

Date Purchased

2003

Dealer's Name and Telephone Number

JOSEPH TOYOTA

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

CINCINNATI

State

OH

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)  
02-SEP-2008

Failure Mileage  
100000

Failure Speed

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 2003 TOYOTA CAMRY. WHILE DRIVING AT AN UNKNOWN SPEED, THE VEHICLE OVERHEATED. THE CONTACT FILLED THE VEHICLE WITH WATER AND DROVE TO A MECHANIC. THE MECHANIC STATED THAT THE ENGINE COOLANT LEAKED WATER BETWEEN THE CYLINDER HEAD AND THE BLOCK. IT WAS ALSO DISCOVERED THAT THREE CYLINDER HEAD BOLTS WERE LOOSE. THE VIN WAS UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 100,000.

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.

copy

September 28, 2008

Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Ave.  
Dept. WC11  
Torrance, CA 90501

Dear Sir,

I hope this is the correct place to send my complaints, and if not would you please pass on to whomever handles this problem.

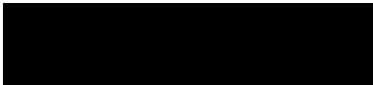
I bought a brand new Camry in 2003, which makes my car five years old. In September 2008 my car started running hot. I took it to my mechanic and he thought it was the thermostat, which we put in a new one at the cost of \$75.00. A couple of days after putting in the new thermostat it continued to run hot. I returned to my mechanic who was at first baffled, so he got on a site that mechanics have to obtain help if they need it, only to find out that there were 11 other people from all over the world who had the same problem as I was having. The problem was "engine coolant water leak between cylinder head and cylinder block. After disassembling the engine found three of the cylinder head bolts loose". The mechanic contacted Toyota, told them what the problem was, only to be told that he needed to "remove the North American motor and replace it with a Japanese motor", at the cost of \$4800.00 and which Toyota had 12 of these motors in stock.

When I contacted Joseph Toyota (where I purchased the car) and spoke with Randy (last name unknown), I was told basically it was my problem, because the power Trane had expired at either 60 months or 60,000 miles (even with the extended insurance) and there was no recall on that part. I explained that my car was only five years old, I had just finished paying off \$18,000 for the car and now after just five years I had to buy a new motor? And again his reply was "there is no recall on that part, so we can not do anything.

I have made a complaint to the U.S. Department of Transportation National Highway Traffic Safety Administration and also Consumer Protector Agency and now to you, Toyota, to state that for the cylinder head bolts to come loose had to be a manufacturing defect and this should be recalled and I should be reimbursed for the having to buy a "Japanese motor" for the cost of \$4800.00 for a five year old car. I also had to incur the expense of renting a car (\$175.00) for the week that it took to figure out the problem, get the motor from Toyota and install it.

If you have any other questions or need any other clarification please contact me. I will be extremely happy to help you help me with this cost.

Thank you,

  
Cincinnati, Ohio 

Encl: Copy of bill for new motor

# JOB INVOICE

TO: [REDACTED]  
 ADDRESS: [REDACTED]  
 2003 TOYOTA COROLLA  
 ATTENTION: [REDACTED]

DATE ORDERED: 7-15-08  
 ORDER TAKEN BY: [REDACTED]  
 PHONE NO.: [REDACTED]  
 CUSTOMER ORDER #: [REDACTED]  
 JOB LOCATION: [REDACTED]  
 JOB PHONE: [REDACTED]  
 STARTING DATE: [REDACTED]  
 TERMS: Miller 100419

| QTY. | MATERIAL                   | UNIT | AMOUNT           |
|------|----------------------------|------|------------------|
| 1    | SHORT BLOCK<br>11400-28311 |      | 269.64           |
| 1    | HEADGASKET<br>11115-28040  |      | 71.87            |
| 1    | W40                        |      | 8.95             |
| 4    | 5 WSSO MOTOR OIL           |      | 12.76            |
| 1    | MISC GASKETS               |      | 21.00            |
|      |                            |      | <u>\$2784.22</u> |

| DESCRIPTION OF WORK       |      |      |         |
|---------------------------|------|------|---------|
| MISCELLANEOUS CHARGES     |      |      |         |
| LABOR                     | HRS. | RATE | AMOUNT  |
| REPLACE<br>SHORT<br>BLOCK |      |      | 1800.00 |

WORK ORDERED BY: [REDACTED]  
 DATE ORDERED: [REDACTED]  
 DATE COMPLETED: [REDACTED]

CUSTOMER APPROVAL  
 SIGNATURE: \_\_\_\_\_

AUTHORIZED SIGNATURE: \_\_\_\_\_

NC 2817

|                     |         |
|---------------------|---------|
| TOTAL LABOR         | 1800.00 |
| TOTAL MATERIALS     | 2784.22 |
| TOTAL MISCELLANEOUS |         |
| SUBTOTAL            |         |
| TAX                 | 297.97  |
| GRAND TOTAL         | 4882.19 |

Job Invoice