



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

18-MAY-2009

Repository ☐Reference No.
10269098

OWNER INFORMATION (Type or Print)

Name XXXXXXXXXXAddress XXXXXXXXXXXXXXXXXXXXXXXXXXXX

City TALLAHASSEE

State FL

Zip Code XXXXXX

Daytime Telephone Number

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

Make
TOYOTAModel
CAMRYModel Year
2007Date Purchased
01-MAR-07Dealer's Name and Telephone Number
THOMASVILLE TOYOTAEngine:
No: CylindersFuel Type:
GasOriginal Owner
☐Dealer's City
THOMASVILLEState
GA

Zip Code

Transmission Type
AUTOMATIC
☐ Antilock Brakes
☐ Cruise Control
Powertrain
FRONT WHEEL DRIVEMultiple Failure:
2Incident Date(s)
01-MAR-2007

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Failure Mileage
34Failure Speed
40

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 2007 TOYOTA CAMRY. WHILE ATTEMPTING TO ACCELERATE TO 40 MPH, THE VEHICLE BEGAN TO HESITATE AND THE RPM'S INCREASED. THE VEHICLE WAS REPROGRAMMED TWICE BY THE DEALER, BUT THAT DID NOT REMEDY THE FAILURE. THE DEALER STATED THAT THE CONTACT NEEDS TO LEARN HOW TO DRIVE THE VEHICLE. HE FEELS THAT THIS IS A SAFETY ISSUE BECAUSE A CRASH COULD OCCUR DUE TO THE LACK OF ACCELERATION. THE CURRENT AND FAILURE MILEAGES WERE 20,100. CONSUMER IS UPDATING INFORMATION. *NJ
THE CONSUMER STATED HE NOTICED A VERY ROUGH DOWNSHIFT IN THE TRANSMISSION. THERE WAS NO FIX FOR THE COMPUTER PROBLEM BECAUSE OF A SOFTWARE PROBLEM. THE DEALER FINALLY REPROGRAMMED THE TRANSMISSION. UPDATED EVOQ 05/27/09. *JB UPDATED 05/27/09 *BF

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.

From: Jackson, Norris CTR (NHTSA)
Sent: Wednesday, May 27, 2009 10:18 AM
To: Fogle, Brenda CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10269098

From: Reid, Randy (NHTSA)
Sent: Thursday, May 21, 2009 1:46 PM
To: Jackson, Norris CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10269098

Norris, please add this email to the original complaint ODI 10269098 and assign to a writer for response.

From: [REDACTED]
Sent: Thursday, May 21, 2009 1:27 PM
To: Reid, Randy (NHTSA)
Subject: RE: NHTSA: Follow up to ODI Complaint: 10269098

I purchased the 2007 Camry in March 2007, a little over two years ago @ Thomasville Toyota in Thomasville, Ga. Before we got home; approx 34 miles I noticed a very rough downshift in the transmission. That was the mileage on the car (34). If I had been in Ga I would have taken it back and cancelled the deal. Thomasville Toyota said they would make adjustments to the computer and everything would be OK> What a joke; I was so tired of taken it back, I wanted to scream. I know of a friend who purchased a supposedly new 4 Runner from them. She found out later the car had been titled before she bought it.

Toyota didn't have a fix for the computer because of some kind of software problem. After many trips to the dealer, which by the way, they never recorded; I took the car to Legacy Toyota in Tallahassee, Fl., my home. They said "I needed to learn how to drive the vehicle, as that was the problem." Go figure. I wonder how these people can sleep. This went on for approx 8-12 months. I finally contacted an attorney who send them a letter; whereby they called me to come back to reset the software. They did at that time reprogram the transmission.

The tranny is still not right. I sued them; they paid me some money; but it was my understanding I still had full warranty. I only have 20,300 miles on the car as of today. Legacy treated me like a terrorist, completely out of character, and it's my opinion they don't like to see me coming to the dealership, as they have implied to me; "You didn't buy the car here". What the @\$!% does that have to do with anything. I believe the dealer is responding to Toyota's lack of interest in following through with this issue. They are doing all they can to avoid accepting responsibility for repairing the equipment that is faulty; actually they should replace the equipment two years ago. I have seen many complaints about the tranny, hesitation, and run away rpm's. It's is miserable to go there and be lied to.

I have asked them to put in new transmission, computer and re-input the software pkg. They have refused. I also have a serious problem when I accelerate; where upon the rpm's continue going higher after I have left off the accelerator. I believe this is could be a safety hazard. I have owned many Toyotas, this is absolutely the worst experience with buying a new auto I have ever had. I can get the

VIN number if you need it. I did not think I would hear from you again.

From: randy.reid@dot.gov [mailto:randy.reid@dot.gov]

Sent: Thursday, May 21, 2009 10:58 AM

To: [REDACTED]

Subject: NHTSA: Follow up to ODI Complaint: 10269098

[REDACTED]

Thank you for contacting the National Highway Traffic Safety Administration's Office of Defects Investigation. Please email me the information that you would like to revise on your Vehicle Owner's Questionnaire.

I will update your information upon receipt of your email response.

Sincerely

Randy Reid Chief
Correspondence Research Division