



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 XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

City TALLAHASSEE

State FL

Zip Cod XXXXXX

Daytime Telephone Number

XXXXXXXXXX

E-mail Address

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

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

TOYOTA

Model

CAMRY

Model Year

2007

Date Purchased
01-MAR-07Dealer's Name and Telephone Number
THOMASVILLE TOYOTA

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner
☐Dealer's City
THOMASVILLEState
GA

Zip Code

Transmission Type

AUTOMATIC

☐ Antilock Brakes☐ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Multiple Failure:

2

Incident Date(s)

01-MAR-2007

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Failure Mileage

34

Failure 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: DOTMAL9ABC036)

☐ 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

UPDATED 5/29/09. *NJ

UPDATED 06/01/09.*JB UPDATED 06/22/09 *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 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: Thursday, June 18, 2009 10:23 AM
To: Fogle, Brenda CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10269098

From: Reid, Randy (NHTSA)
Sent: Friday, May 29, 2009 11:40 AM
To: Jackson, Norris CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10269098

Norris, please update ODI 10269098 with the VIN: 4T1BE46K57U [REDACTED] supplied by the owner.

From: [REDACTED]
Sent: Thursday, May 28, 2009 4:22 PM
To: Reid, Randy (NHTSA)
Subject: RE: NHTSA: Follow up to ODI Complaint: 10269098

Thank you for the prompt reply. Did my new information help. I had originally requested a rewrite of the complaint.

From: randy.reid@dot.gov [mailto:randy.reid@dot.gov]
Sent: Thursday, May 28, 2009 4:11 PM
To: [REDACTED]
Subject: RE: NHTSA: Follow up to ODI Complaint: 10269098

[REDACTED]

Thank you for the information. I'm an employee of the Federal Government, and have never been employed by Toyota

Randy Reid

From: [REDACTED]
Sent: Thursday, May 28, 2009 4:01 PM
To: Reid, Randy (NHTSA)
Subject: RE: NHTSA: Follow up to ODI Complaint: 10269098

VIN # 4T1BE46K57U [REDACTED]; please acknowledge your receipt.
Are you in fact a third party acting for Toyota. Please reply asap.

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