



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

19-MAY-2009

Repository ☐

Reference No.
10269368

OWNER INFORMATION (Type or Print)

Name

Address

City

GULF SHORES

State

AL

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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 6/10/09

VEHICLE INFORMATION

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

4T1BK46K77U

Make

TOYOTA

Model

CAMRY

Model Year

2007

Date Purchased

11-24-06

Dealer's Name and Telephone Number

Palmer's Toyota

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

Mobile

State

AL

Zip Code

36695

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

24-JAN-2009

☐ Cruise Control

28

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 180000 VEHICLE SPEED CONTROL

Failure Mileage

58400

Failure Speed

55

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 DRIVING 55 MPH, THE VEHICLE ACCELERATED ON ITS OWN AND WAS VERY DIFFICULT TO STOP. THE VEHICLE HAS TO BE DRIVEN FIVE OR SIX MILES IN ORDER FOR THE FAILURE TO OCCUR. THE FAILURE HAS OCCURRED ON FOUR OCCASIONS. THERE WERE NO WARNING LIGHTS ILLUMINATED ON THE INSTRUMENT PANEL PRIOR TO THE FAILURE. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION. THE FAILURE MILEAGE WAS 58,400 AND CURRENT MILEAGE WAS 62,261.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Enclosed are copies of Service visits to Eastern Shore Toyota 1-28-09, the dealer closest to my home. They were unable to duplicate problem - I had turned car off upon arrival at lot. and Service at Palmer's Toyota 5-09, the dealer where I purchased car. They were unable to duplicate problem. Palmer's kept car 1 week + drove 72 miles. In all 4 events I pulled the car over/off road, turned car off for at least 30 min - no problem when car re-started.

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



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

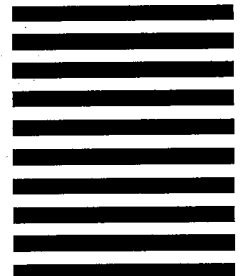
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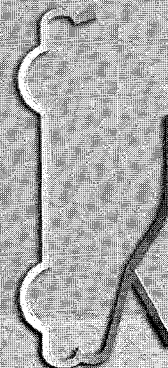
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 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



19108

33255

EASTERN SHORE

INVOICE

29732 FREDERICK BLVD.
 DAPHNE, ALABAMA 36526
 PHONE: 251-625-1919
 FAX: 251-626-3370

GULF SHORES, AL

PAGE 1

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 20294 TED A STUCKEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	07	TOYOTA CAMRY	4T1BK46K77U [REDACTED]		58459/58459	T065
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN07 IS						INV. DATE
01JAN07 DE			10:00 28JAN09		0.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter_DOHC				
08:37 28JAN09	14:51 28JAN09					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	NOISE IN R/R WHEN BRAKING						
	16 FOUND BROKEN BRACKET RUBBING						
	TIRE.....REMOVED LOOSE BRACKET						
	5966 CP					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B	THROTTLE STICKING INTERM						
	12 COULD NOT DUPLICATE CONCERN						
	5966 CP					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE



PALMER'S TOYOTA SUPERSTORE



470 Schillinger Road South - Mobile, AL 36695
(251) 639-0800 - (800) 868-0801
www.palmerstoyotasuperstore.com

CUSTOMER NO.	ERIC	1002	TAG NO.	5556	INVOICE DATE	05/15/09	INVOICE NO.	TOCS316734
GULF SHORES, AL	LABOR RATE	LICENSE NO.	MILEAGE	62,188	COLOR	GRAY/STONE	STOCK NO.	22950
	YEAR / MAKE / MODEL				DELIVERY DATE	DELIVERY MILES		
	07/TOYOTA/CAMRY/4DR LE SEDAN V6				11/24/06	2		
	VEHICLE I.D. NO.				SELLING DEALER NO.	PRODUCTION DATE		
4 T 1 B K 4 6 K 7 7 U				F.T.E. NO.	P.O. NO.	R.O. DATE	05/06/09	
BUSINESS PHONE	COMMENTS				MO: 62261			

JOB# 1 CHARGES

LABOR
J# 1 10TOZ01 DRIVEABILITY CONCERN TECH(S): 840 0.00
CUST STATES WHEN FIRST CRANKED UP AND TAKE OFF FOR FOUR OR FIVE MILES CAR STARTS TO ACCELERATE ON ITS OWN.
TEST DROVE CAR MANY TIMES. NEVER EXPERIENCED CONCERN.
TOYOTA TECHLINE WAS CONTACTED AND CASE NUMBER ISSUED.
TECH NOTED THAT FLOORBOARD WAS LAYERED WITH MULTIPLE MATS.
REMOVED EXTRA MATS THINKING ACCELPEDAL WAS HANGING ON MATS.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

COMMENTS
459-5521
DELETED OPERATION(S)
70TOZ03 RENTAL

TOTALS

*****	TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL SUBLET....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

STEVE BRYARS
SERVICE MANAGER

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES:

The only warranties on the products sold under this Repair Order are those warranties made by the manufacturer. The Seller PALMER'S TOYOTA SUPERSTORE hereby expressly disclaims all warranties, either express or implied, including any implied warranty of MERCHANTABILITY or fitness for a particular purpose, and PALMER'S TOYOTA SUPERSTORE NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PRODUCTS. This disclaimer by the Seller, PALMER'S TOYOTA SUPERSTORE in no way affects the terms of the manufacturer's warranty. Terms of the manufacturer's warranty on replacement parts may be found on the reverse of the customer's copy to this Repair Order.

X
CUSTOMER SIGNATURE

TOYOTA
Rent a Car

Rent your favorite
Toyota today!

Ask about:

- Vehicles for nonsmokers
- Long term rentals
- Unlimited mileage
- Weekend specials

Monday - Friday
7:30 to 6:00
Saturday
8:00 to 4:00
Closed on Sunday