



SEP 10 2009

DOT Auto Safety Hotline

U.S. Department
of Transportation**Vehicle Owner's Questionnaire**
To Report Vehicle Safety DefectsNational Highway
Traffic Safety
Administration1-888-DASH-2-DOT
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

13-JUL-2009

Reference No.
10276494**OWNER INFORMATION (Type or Print)**

Name

Address

City

NORTH TONAWANDA

State

NY

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

4T1BB46KX9L

Make

TOYOTA

Model

CAMRY

Model Year

2009

Date Purchased

8/27/08

Dealer's Name and Telephone Number

VANDERSTYNE TOYOTA 585-225-6600

Engine:

No: Cylinders

Fuel Type:

G4H

Original Owner

☒

Dealer's City

ROCHESTER, NY

State

NY

Zip Code

14626

4

44321D

Transmission Type

AUTOMATIC

☒ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

11-JUL-2009

☒ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 120000 EXTERIOR LIGHTING; 121000 EXTERIOR LIGHTING: HEADLIGHTS

Failure Mileage

16000

Failure Speed

50

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 2009 TOYOTA CAMRY HYBRID. WHILE DRIVING APPROXIMATELY 50 MPH AT NIGHT, THE CONTACT NOTICED THAT THE LOW BEAM HEADLIGHTS DID NOT PRODUCE ENOUGH LIGHT. HE WAS UNABLE TO SEE A GROUP OF PEOPLE STANDING IN THE ROAD, BUT MANAGED TO AVOID A CRASH. THE VEHICLE WILL BE TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING. THE CURRENT AND FAILURE MILEAGES WERE 16,000.

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.

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

I TOOK THIS CAR TO THE ABOVE MENTIONED TOYOTA DEALER FOR SERVICE AND INSPECTION ON AUG. 25, 2009. VANDERSTINE TOYOTA COULD NOT FIND ANY DEFECT IN THE HEADLIGHTS. I STILL MAINTAIN AND SOME OTHER TOYOTA CAMRY OWNERS ALIKE THE LIGHTS ARE INADEQUATE ON LOW BEAM HEADLIGHTS, HIGH BEAM WORKS VERY GOOD. I SPOKE TO ANOTHER TOYOTA DEALER AND THEY SAY THEY HAVE HAD NO COMPLAINTS ABOUT THE HEADLIGHTS ON TOYOTA CAMRY VEHICLES. I WOULD APPRECIATE IT IF THE HIGHWAY ADMINISTRATION COULD LOOK INTO TESTING THESE LIGHTS ON BEHALF OF ALL OF US. THANK YOU.

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

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 Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?

safercar.gov

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