



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

15-DEC-2009

Repository ☐

Reference No.
10295774

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City SPRINGFIELD State OH Zip Code [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit vehicle identification number located at bottom of windshield on driver's side

5TNBK46K573

Make

TOYOTA

Model

CAMRY

Model Year

2007

Date Purchased

01-07

Dealer's Name and Telephone Number

Jeffery Kent Toyota 937-325-4601

Engine: 3.5L 268HP

Fuel Type:

No. Cylinders

V-6

Regular

Original Owner

☒

Dealer's City

Springfield

State

OH

Zip Code

45504

Transmission Type

6 Speed

EST-1 Automatic

☐ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s) 06-2008

-12-JUN-2008

07-01-09 - everyday

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

10000

Failure Speed

0

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

Number of Deaths

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 IDLING AT A STOP SIGN, SHE HEARD A STRANGE-CLICKING NOISE. THE VEHICLE WAS TAKEN TO A TOYOTA DEALER FOR INSPECTION. THE TECHNICIANS COULD NOT IDENTIFY THE FAILURE. NO REPAIRS WERE MADE. THE CURRENT MILEAGE WAS 26000. THE VIN NUMBER WAS NOT AVAILABLE.

Vehicle clunked from back to forward. When stepping on the gas you can hear a clunk noise coming from gas pedal and brake area.

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)

Whenever you turn a corner and push back on the gas pedal the RPM & engine are not together. RPM is dropping. According to Toyota no solution.

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?**



**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



**Jeff Wyler**

HILLCREST, Inc.

1501 HILLCREST AVE.

SPRINGFIELD, OHIO 45504

PHONE (937) 325-4601 OR TOLL FREE 1-800-227-4601



TOCS530925

TOCS530925

CUSTOMER NO.	155737	ADVISOR	TONY	10162	TAG NO.	053	INVOICE DATE	07/29/09	INVOICE NO.	TOCS530925
[REDACTED] SPRINGFIELD, OH [REDACTED]		LABOR RATE	LICENSE NO.		MILEAGE	23,652	COLOR	MAGNETIC GR	STOCK NO.	D28620
		YEAR / MAKE / MODEL					DELIVERY DATE		DELIVERY MILES	
		07 / TOYOTA / CAMRY/XLE V6 SEDAN					01/18/07		44	
		VEHICLE I.D. NO.					SELLING DEALER NO.		PRODUCTION DATE	
J I N B K 4 6 K 5 7 3										
F.T.E. NO.		P.O. NO.		R. DATE		07/28/09				
BUSINESS PHONE		COMMENTS								

LABOR & PARTS
J# 1 90TOZ

TRANSMISSION-AUTO. HOURS: TECH(S):206196
CUSTOMER HAS CONCERN WITH SHIFT POINTS
CHECK AND ADVISE
PERFORMED INSPECTION / CHECKED FOR ANY UPDATES TSB
NONE FOUND AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS

0.00

INTERNAL

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
JOB # 1 18241 07/29/09 RENTAL

TOTAL - SUBLET

0.00

INTERNAL

TECHNICIAN CERTIFICATION-----

206196

AARON G SCOTT

6196

TOTALS-----

This facility charges 7% of the total labor charges, up to a maximum of \$15.00, for miscellaneous materials and supplies.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

AUTOMOTIVE FAMILY

LIMITED WARRANTY: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.



Jeff Wyler

HILLCREST, Inc.

1501 HILLCREST AVE.
SPRINGFIELD, OHIO 45504

PHONE (937) 325-4601 OR TOLL FREE 1-800-227-4601



CUSTOMER NO. 155737	ADVISOR TONY	10162	TAG NO. 705	INVOICE DATE 07/01/09	INVOICE NO. TCCS528724
SPRINGFIELD, OH	LABOR RATE	LICENSE NO.	MILEAGE 22,960	COLOR MAGNETIC GR	STOCK NO. D28620
	YEAR / MAKE / MODEL 07/TOYOTA/CAMRY/XLE V6 SEDAN			DELIVERY DATE 01/18/07	DELIVERY MILES 44
	VEHICLE ID. NO. J T N B K 4 6 K 5 7 3			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 07/01/09
BUSINESS PHONE	COMMENTS				

LABOR & PARTS
J# 1 90TOZ
TRANSMISSION-AUTO. HOURS: TECH(S):206196
CUSTOMER HAS CONCERN / HEARS NOISE WHEN GOING FROM PARK TO
REVERSE CLUNKING NOISE
PERFORMED INSPECTION / ADVISED CUSTOMER / PACKS LINING UP
IN TRANS / NO CODES FOUND
ADVISED NO MERIT FOR REPAIR AT THIS TIME
JOB # 1 TOTAL LABOR & PARTS 0.00

LIMITED WARRANTY: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TECHNICIAN CERTIFICATION- 206196 AARON G SCOTT 6196
TOTALS
This facility charges 7% of the total labor charges, up to a maximum of \$15.00, for miscellaneous materials and supplies.
TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

AUTOMOTIVE FAMILY

Reynolds and Reynolds ERAINTIVE C0227185 Q (04/00)

Called Toyota Mfg. 800-331-4331, 6/29/09.

Assigned Case #0906139668.

Called back on 7/20/09, customer relation personnel Pat Cantrell, set up an appt with Jeff Wyler for an inspection of car, kept car over night, said, diagnostic inspection no problem, they heard the noise but no solution down from Toyota on the problem.

Called again Toyota, another #097141517. Yvonne.