



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

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
Date Received 07-SEP-2010

Reference No.
10354089

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City NORWOOD State MA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number Same
E-mail Address [REDACTED]

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
4T1BE46K57U [REDACTED]
Make TOYOTA Model CAMRY Model Year 2007
Date Purchased Jan. 2007 Dealer's Name and Telephone Number (Clair Toyota) Prime Toyota
Original Owner Dealer's City State MA Zip Code [REDACTED]
Engine: No. Cylinders 4 Fuel Type: gas
Transmission Type: [REDACTED] Antilock Brakes [X] Powertrain [REDACTED] Multiple Failure: [REDACTED] Incident Date(s) 21-MAR-2010
Cruise Control [X]

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 010000 STEERING, 180000 VEHICLE SPEED CONTROL
Failure Mileage 24000 Failure Speed [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM49ABC036) [REDACTED] Original Equipment [REDACTED] Prior Repair [REDACTED] Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash [REDACTED] Fire [REDACTED] Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] 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. THE CONTACT STATED THAT THERE WAS A TORQUE SHUDDER IN THE ACCELERATOR PEDAL AND A VIBRATION IN THE STEERING WHEEL. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALERSHIP SEVERAL TIMES BUT THE PROBLEM WAS NOT REMEDIED. THE CONTACT SPOKE WITH THE MANUFACTURER'S DISTRICT MANAGER WHO WENT OUT TO DRIVE THE VEHICLE AND SHE WAS INFORMED THAT THE FAILURES WERE A DIRECT RESULT OF THE SOFTWARE UPDATE ASSOCIATED WITH RECALL 09V388000 (VEHICLE SPEED CONTROL/ACCELERATOR PEDAL). THE MANAGER STATED THAT THERE WAS NOTHING THEY COULD DO ABOUT THE PROBLEM. THE VEHICLE WAS NOT REPAIRED WHEN THE COMPLAINT WAS FILED. THE CURRENT MILEAGE WAS APPROXIMATELY 31,500. THE FAILURE MILEAGE WAS APPROXIMATELY 24,000.

The problem still exists and there is still nothing they can do about it.

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)

→ Toyota Tech from Mansfield, Mass.
They have told me we cannot go
back & undo the update. I cannot
continue to try to get Toyota to address
problem.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
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**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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**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**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



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