

U.S. Department
of TransportationNational 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

Date Received

04-MAY-2011

Repository ☐Reference No.
10399122**OWNER INFORMATION (Type or Print)**

Name

Address

City

CHILDERSBURG

State AL

Zip Code

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

4T1BE46K77U

Make

TOYOTA

Model

CAMRY

Model Year

2007

Date Purchased

12-09

Dealer's Name and Telephone Number

Benn Smith Toyota

256-245-5251

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

☐

Dealer's City

Fairfield

State

AL

Zip Code

Transmission Type

Auto

☒ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

27-MAR-2011

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

Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING: ENGINE

ENGINE Motor support's keep breaking this makes
the 3rd set we put on now there broke.

Failure Mileage

50000

Failure Speed

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. THE CONTACT STATED THAT THE VEHICLE BEGAN SHAKING VIOLENTLY. THE CONTACT REPLACED THREE SETS OF MOTOR MOUNTS AS A RESULT OF THEM BREAKING. THE VEHICLE WAS TAKEN TO THE DEALER WHO WAS UNABLE TO DIAGNOSE THE FAILURE. THE MANUFACTURER WAS CONTACTED AND REFERRED HER TO THE DEALER. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE 50,000 WAS AND CURRENT MILEAGE WAS 52,000.

I took to dealer to see if they would fix the problem. and they said I had to pay for some more motor mounts! I told them those have a life time Warranty on them. I can't afford to buy any more Plus

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 Can't see buy any more when these have a life time
Warranty on them. They came from O. Rally Parts. plus there
is the name of the Shop that replaced them and he also
replaced 3 other people's. His # Brian Stewart 256-378-6301
please try and help me with this problem I love my Camry
but I don't think it is right for me to keep try & Paying
for something that keeps Braking. it is shanking Violently
I'm afraid the motor is going to fall out.

Thank you so Very Much

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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



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NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS 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

