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	Repository ☐
21-JUL-2011 AUG 3 0 2011	Reference No. 10413992

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	
City WALTHAM	State MA	Zip Code [redacted]	Evening Telephone Number [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	Make	Model	Model Year
4T1BK46K47U[redacted]	TOYOTA	CAMRY	2007

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
3/14/07	Acton Toyota 978-263-1500			6	Gas
Original Owner ☒	Dealer's City Acton	State MA	Zip Code 01720		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
Auto	☒ Antilock Brakes ☒ Cruise Control			04-JUL-2011 05

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL	Failure Mileage	Failure Speed
	~~30000~~ 27000	1

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 WHILE MOVING SLOWLY IN TRAFFIC AT 1 MPH, THE VEHICLE RPM INCREASED EXCESSIVELY. HE STARTED TO DEPRESS THE BRAKE PEDAL FIRMLY SO THAT THE VEHICLE WOULD NOT ACCLERATE. THE RPM STARTED TO SLOWLY DECREASE. THE VEHICLE WAS TAKEN TO THE DEALER WHO STATED THAT THEY COULD NOT FIND ANY PROBLEMS WITH THE VEHICLE SPEED CONTROL, AND ALL FIXES WERE IN PLACE FOR ALL THE RECALLS THAT PERTAINS TO THE VEHICLE. THEY INFORMED HIM THAT THEY PUT A BRAKE TO IDLE FIX IN, SO AS SOON AS THE VEHICLE RPM INCREASED, HE COULD DEPRESS THE BRAKE AND THE VEHICLE WOULD GO TO IDLE. THIS FIX DID NOT WORK. THE MANUFACTURER WAS CONTACTED AND A CLAIM WAS FILE. A REPRESENTATIVE WOULD BE SENT OUT TO THOUROUGHLY INSPECT HIS VEHICLE. THE FAILURE MILEAGE WAS 30,000.

See more detailed description on attached service invoice,

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

CUSTOMER #: 26843

313412

INVOICE

PAGE 1

TOYOTA

LEXINGTON TOYOTA, Inc.

409 Massachusetts Avenue
Lexington, MA 02420
Ph: (781) 861-7400
Fax: (781) 861-1199
www.lexingtontoyota.com

[redacted]
WALTHAM, MA [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 75 CHRISTINA OSSINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	07	TOYOTA CAMRY	4T1BK46K47U[redacted]	[redacted]	29139/29139	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DD			17:30 05JUL11		0.00	CASH	05JUL11

R.O. OPENED	READY	OPTIONS:
11:06 05JUL11	17:31 05JUL11	ENG:3.5_LITER_DOHC TRN:A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A C/S WHEN IN STOP&GO TRAFFIC,LIGHTLY PRESSED THE ACCELERATOR, THEN PUT FOOT ON THE BRAKE.WHILE PRESSING THE BRAKE,NOTICED VEH WAS EDGING FORWARD,CUST PUT FOOT HARDER ON THE BRAKE&ENGINE REVED VERY HIGH FOR ABOUT 5 SECONDS THEN DIEDDOWN. PLEASE CHECK AND ADVISE.

11 ENGINE REPAIR

615 ISP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CASE# 1107050911TECH ROAD TESTED VEHICLE, COULD NOT DUPLICATE CONCERN. PERFORMED HEALTH CHECKS- NO CODES STORES. ALL SYSTEMS TESTING OKAY. BRAKE PAD WEAR: FRONT 8MM.REAR: 8MMTIRE WEAR: FRONT 6/32, REAR 5/32.

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LEXINGTON TOYOTA, Inc.

Thank you for your Business!

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

CUSTOMER COPY