

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Repository ☐

28-JUL-2011

AUG 30 2011

Reference No.
10415472

OWNER INFORMATION (Type or Print)

Name

Address

City

SOMERS

State

NY

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

7/28/07

Dealer's Name and Telephone Number

New Rochelle Toyota

Engine:

No: Cylinders 4

Fuel Type:

G

Original Owner

☒

Dealer's City

New Rochelle

State

NY

Zip Code

10801

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

19,135

Incident Date(s)

09-JUL-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION

Failure Mileage

19000

Failure Speed

2

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: DOTM9ABC036)

☐ 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 FRONT DRIVERS SIDE STRUT, AS WELL AS BOTH REAR STRUTS WERE DEFECTIVE. AS A RESULT, ALL FOUR TIRES EXPERIENCED EXCESSIVE TREAD WEAR. THE FAILURES WERE IDENTIFIED DURING A ROUTINE INSPECTION. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE TWO OUT OF THE FOUR STRUTS WERE REPLACED; THE FRONT DRIVER'S SIDE STRUT AS WELL AS ONE OF THE REAR STRUTS. THE TWO STRUTS THAT WERE REPLACED WERE ALSO LEAKING FLUID. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND OFFERED TO COVER THE EXPENSES FOR THE TWO STRUT REPAIRS, BUT REFUSED TO REPLACE THE TIRES. THE FAILURE MILEAGE WAS 19,000 AND THE CURRENT MILEAGE WAS 19,100. THE VIN WAS UNKNOWN.

2 struts defective resulting in excessive tire wear had to replace 4 tires & 2 new struts - The cost \$438 plus strut cost of \$835.

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.

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RNN MOTORS, INC.

D/B/A

**TOYOTA NORTH
SCION NORTH
ENDURANCE MOTOR CARS**

Service & Parts
225 Kisco Avenue * Mt. Kisco, NY 10549
Phone (914) 666-2262 Fax (914) 666-6787
www.theautomall.com
NYS Repair Shop R 7071181

SOMERS, NY

HOME:

CONT:N/A

BUS:

CELL:

PAGE 1

SERVICE ADVISOR: 2 JOHN HUNT

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG
SILVER		07	TOYOTA CAMRY		4T1BE46K77U		19135/19137		
DEL DATE		PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE	
14AUG07 DD				18:00 30JUL11		115.00	CASH	30JUL11	
R.O. OPENED		READY		OPTIONS:		DLR:NOT-HERE ENG:2.4_Liter_DOHC			TIME IN
08:33 30JUL11		11:13 30JUL11							
LINE OPCODE TECH TYPE HOURS						LIST	NET	TOTAL	

A CUSTOMER STATES TO REPLACE L/F & R/REAR STRUTS

999 AS PER CUST. REQ. WE REPLACED L/F AND R/R STRUTS

45	CPT	4.00				460.00	460.00
1	48520-09F40	ABSORBER ASSY, SHOCK			145.77	145.77	145.77
1	48530-09K70	ABSORBER ASSY, SHOCK			172.23	172.23	172.23
PARTS:	318.00	LABOR:	460.00	OTHER:	0.00	TOTAL LINE A:	778.00

B CUSTOMER STATES TIRES ARE SQUEALING

999 ALL TIRES ARE OKAY AT THIS TIME

45	CPT	0.00				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

IMPORTANT
IF YOU CAN NOT RATE
YOUR SERVICE EXPERIENCE AS
EXCELLENT
PLEASE CONTACT ME IMMEDIATELY.
THANK YOU.
JOHN HUNT - SERVICE MANAGER
TOYOTA NORTH
(914) 666-2262
Ext-15

Thank You!

WARRANTY EXPRESSLY LIMITED
TO 30 DAYS OR 3,000 MILES.

*CREDIT CARD
PURCHASES ARE LIMITED
TO A MAXIMUM OF
\$3,000.*

SALES
325 BEDFORD ROAD - MT. KISCO, NY 10549
(914) 666-5181

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Arbitration: Any claim or controversy arising out of or relating to this Agreement's repairs or the breach thereof, shall be settled by arbitration administered by the American Arbitration Association at its office closest to Mt. Kisco, New York, under its Commercial Arbitration Rules by a panel of one arbitrator. The parties will faithfully observe this Agreement and the Rules, abiding by and performing any award rendered. A judgement on the award of the arbitrator may be entered in any court having jurisdiction thereof.

CUSTOMER
AUTHORIZATION X

Service & Parts Hours
Monday, Tuesday, Wednesday & Friday
7:30 AM - 6:00 PM
Thursday
7:30 AM - 8:00 PM
Saturday
8:30 AM - 5:00 PM
RENTAL CARS AVAILABLE

PARTS LIST PRICES ARE NOT
NECESSARILY
MANUFACTURERS SUGGESTED
LIST PRICES.

DESCRIPTION	TOTALS
LABOR AMOUNT	460.00
PARTS AMOUNT	318.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	778.00
LESS INSURANCE	0.00
SALES TAX	57.38
PLEASE PAY THIS AMOUNT	835.38