

 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		
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received SEP 27 2011 16-AUG-2011		Repository ☐
						Reference No. 10419672
OWNER INFORMATION (Type or Print)						
Name			Daytime Telephone Number		E-mail Address	
Address						
City		State	Zip Code	Evening Telephone Number		
BRUNSWICK		GA				
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
				TOYOTA	CAMRY	2007
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:	
3-2004	Boch Toyota			No: Cylinders		
Original Owner	Dealer's City	State	Zip Code	4		G
☒	Norwood	MA	02062			
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)	
AUTO	☒ Cruise Control				01-JUN-2009	
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Code: 130000 VISIBILITY				Failure Mileage	Failure Speed	
				40000	0	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE						
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
N/A						
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police		
☐ Yes ☒ No	☐ Yes ☒ No			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 DRIVERS SUN VISOR FAILED TO STAY IN PLACE AND OBSTRUCTED THE VIEW OF THE ROAD. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER AND THE FAILURE DIAGNOSTIC TEST INDICATED THAT AN INTERNAL LINKAGE FAILED WITHIN THE VISOR. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED. THE FAILURE MILEAGE WAS 40,000 AND THE CURRENT MILEAGE WAS 90,000. THE VIN WAS UNKNOWN.						
Toyota Motor Corp. agreed to pay for repair/ replacement. Replacement done 9/1/2011... NO COST.						
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)

After calling your office - I received a phone call back from Toyota Motor Corp. The rep. told me she had personally received several customer complaints about the same issue: Driver's side failure of sun visor in 2007 Camry. They agreed to cover cost of repair / replacement → \$140.00 with no cost to me.

This still seems like a bigger issue!

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

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Penalty for Private Use \$300

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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



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 Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration