

 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		FOR AGENCY USE ONLY 100148 Date Received MAR 7 2012 08-DEC-2011		Repository ☐ Reference No. 10439012	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State		Zip Code			
CORNELIUS		NC					
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	
4T1BE46K77U				TOYOTA		CAMRY	
Date Purchased		Dealer's Name and Telephone Number				Model Year	
May 2007		Scott Clark Toyota City				2007	
Original Owner		Dealer's City		State		Zip Code	
☒		Charlotte		NC		28227	
Transmission Type		☐ Antilock Brakes		Powertrain		Engine:	
		☐ Cruise Control				No: Cylinders	
				Multiple Failure:		Incident Date(s)	
						06-MAY-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 020000 SUSPENSION						Failure Mileage	
						30419	
						29,992	
FAILURE SPEED							
0							
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		Failure Location:			
		☐ Prior Repair					
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	
☐ Yes ☒ No		☐ Yes ☒ No				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 WAS TAKEN IN TO THE DEALER FOR ROUTINE MAINTENANCE. WHILE INSPECTING THE VEHICLE, THEY FOUND THAT THE FRONT PASSENGER AND REAR DRIVER SIDE STRUTS WERE LEAKING. THE DEALER INFORMED THE CONTACT THAT THE STRUTS NEEDED REPLACING. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE AND THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 30,419 AND THE CURRENT MILEAGE WAS 35,000.							
<i>See attached sheet for details</i>							
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.							

February 29, 2012

Dear NHTSA Officer,

On April 5, 2011 I took my car to Precision Tune Auto Care for my routine oil change and oil rotation. They told me I had 2 leaking struts (right front and left rear). They said I should be covered by Toyota since I only had **29,992 miles** on my car. On May 6, 2011 I went to my nearby Toyota dealership with this issue and was told it did meet the requirements of less than 35,000 miles but my car was more than 3 years old. They offered to replace the 2 struts for \$668.77. Last month I took my car for my 35,000 check up and was told that one of the struts is worse and needs replacement.

According to numerous reports from car associations and the TSB SU007-06 issued by Toyota, this is a huge design flaw with the 2007 Toyota Camrys. I strongly request that Toyota provide replacement shocks for my vehicle at no charge.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]



Precision Tune Auto Care 059-22
312 W. Plaza Dr
Mooresville, NC 28117
(704) 799-0874
PT059-22@precisiontune-nc.net

Invoice Number **55221**
Estimate **174247**
04/05/11
Mileage In Out 29992 mi

Cornelius, NC

Home
Work
Cell
Email

Year 2007
Make TOYOTA
Model CAMRY 2.4 X Auto Man
Tag
VIN 4T1BE46K77U

Customer Comments

203-Premium Plus Oil Change ;;

Technician Comments

203 OIL CHANGE SERVICE COMPLETED;PERFORMED INTAKE AND FUEL INJECTION CLEANING INSTALLED AIR FILTER

R	Date	Part	Description	Quantity	Each	Labor	Disc	Total
Services Performed								
0	488/0/35	203	Premium Plus Oil Change	1.00	16.90	13.00	(29.90)	
-1	488/0/35	5W30	5w30 Engine Oil bulk/qt	4.50				
0	488/0/35	AT4477	OIL FILTER	1.00				
-1	488/0/35	BC	BRAKE CLEANER	0.20				
-1	488/0/35	PFQ	Power Steering Fluid/Qt	0.10				
-1	488/0/35	205	Maintenance Inspection	1.00				
-1	488/0/35	207I	Top Off Fluids	1.00				
-1	488/0/35	220I	Tire Rotation	1.00				
-1	488/0/35	206I	Lubricate Chassis	1.00				
-1	488/0/35	208I	Check & Adjust Tire Pres	1.00				
0	488/0/35	NCEI	NC OBD II Inspection	1.00	6.25	23.75		30.00
0	488/0/35	EEMISSION	EMISSION AUTHORIZATION NUMBER	1.00				
0	488/0/35	510	Air Induction Cleaning	1.00	24.90	65.00		89.90
0	488/0/35	T31	Daytona-Intake Clnr St 1	1.00				
0	488/0/35	T32	Daytona-Intake Clnr St 2	1.00				
0	488/0/35	T33	Daytona-Intake Clnr St 3	1.00				
0	488/0/35	520	Fuel Injection Service	1.00	11.90	48.00		59.90
0	488/0/35	45K	Daytona-Fuel Inj. Cleaner	1.00				
0	488/0/35	SA10171	AIR FILTER	1.00	19.99		(19.99)	

Tax Details

NC Sales Tax

2.91

Thank You for Choosing Precision Tune !

Services / Parts	79.94	Shop Supplies	10.49	Sales Tax	2.91	Deposits	0.00
Labor	149.75	Discount	(49.89)	Other Tax		Payment	193.20
Environmental Fe		Sub - Total	190.29	TOTAL	193.20	Balance	0.00
CASH	CHECK	Visa/MC/ATM	193.20 #	ON ACCT			

We welcome your comments, visit: www.precisiontune.com/WeCare
Chance to win free oil changes and promotional discounts!

I authorize you to perform the above repairs and furnish necessary materials. I understand any cost quoted heretofore is an estimate only. Your employees may operate vehicle for inspection

ESTIMATE / WORK ORDER

THIS IS NOT AN INVOICE VALID FOR 30 DAYS

Name _____ Date _____
Mileage 29992 Year 07 Make Tony Model Camaro
Tech 458 Engine 2.4 Auto ☒ Manual ☐

BRAKES	REMARKS	PARTS	LABOR
BRAKE INSPECTION (FREE W/TIRE ROTATION)			
BRAKE FLUID FLUSH (30K) <i>m/miles</i>			
ANTI LOCK BRAKES / LIGHT ON OFF			
MASTER CYLINDER			
POWER BRAKE BOOSTER			
FRONT BRAKE SERVICE <i>40%</i>			
MIDGRADE _____ CERAMIC _____			
ROTOR RIGHT FRONT	SPEC. _____ ACTUAL _____		
ROTOR LEFT FRONT	SPEC. _____ ACTUAL _____		
CALIPER RIGHT FRONT			
CALIPER LEFT FRONT			
DISC HARDWARE FRONT			
BRAKE HOSES FRONT RIGHT LEFT			
WHEEL BEARING FRONT RIGHT LEFT			
GREASE SEAL RIGHT LEFT			
REAR BRAKE SERVICE <i>50%</i>			
MIDGRADE _____ CERAMIC _____			
ROTOR/DRUM RT. RR.	SPEC. _____ ACTUAL _____		
ROTOR/DRUM LT. RR.	SPEC. _____ ACTUAL _____		
CALIPER / WHEEL CYLINDER RIGHT			
CALIPER / WHEEL CYLINDER LEFT			
REAR BRAKE HARDWARE			
REAR BRAKE HOSE RIGHT LEFT			
AXLE BEARING RIGHT LEFT			

A/C SERVICE with AC diagnosis	REMARKS	PARTS	LABOR
PERFORMANCE CHECK			
EVACUATE & RECHARGE			
DYE TEST			
REFRIGERANT			
OIL			
DRYER			
ORIFICE TUBE			
DRIVABILITY with diagnosis	REMARKS	PARTS	LABOR
TUNE UP (30-90K)			
IGNITION COIL			
DISTRIBUTOR CAP AND ROTOR			
IGNITION WIRES			
SCAN TEST			
POWERTRAIN DIAGNOSTIC			
EVAP TEST			
STARTING AND CHARGING			

[illegible]

MANUFACTURER SCHEDULED MAINTENANCE							
7.5K	15K	30K	45K	60K	75K	90K	100K
MAINTENANCE <i>M=Manufacturer Maintenance Recommendation</i>							

FILTERS	NOT Inspected	OK	NEEDS Attention	CONDITION	PRICE
AIR FILTER 5649 not in stock	☹	☺	☹	Dirty	19.99
PCV HOSE	☹	☺	☹		
PCV VALVE (15K)	☹	☺	☹		
FUEL FILTER (15K) NPS	☹	☺	☹		
CABIN FILTER (1YR)	☹	☺	☹		

FLUID SERVICES	NOT Inspected	OK	NEEDS Attention	CONDITION	PRICE
OIL CHANGE TYPE <u>203</u>	☺	☺	☹	5	
OIL FLUSH / TREATMENT (1YR)	☺	☺	☹		
GRAIN PLUG	☺	☺	☹		
TRANSMISSION FLUID (30K)	☺	☺	☹		
TRANSMISSION FILTER (30K)	☺	☺	☹		
FRONT DIFFERENTIAL (30K)	☺	☺	☹		
REAR DIFFERENTIAL (30K)	☺	☺	☹		
TRANSFER CASE (30K)	☺	☺	☹		
POWER STEERING FLUSH (30K)	☺	☺	☹		355

FLUID LEAKS	NOT Inspected	OK	NEEDS Attention	CONDITION	PRICE
TYPE _____					
VALVE COVER GASKET					
OIL PAN GASKET					

DRIVE BELTS	NOT Inspected	OK	Needs Attention	CONDITION	PRICE
SERPENTINE (50K) # _____	☹	☺	☹		
V-BELT (50K) # _____	☹	☺	☹		
TIMING BELT (60K / 90K) # _____	☹	☺	☹		

COOLING SYSTEM SERVICES	NOT Inspected	OK	NEEDS Attention	CONDITION	PRICE
UPPER RADIATOR HOSE (50K)	☹	☺	☹		
LOWER RADIATOR HOSE (50K)	☹	☺	☹		
RADIATOR CAP	☹	☺	☹		
COOLING SYSTEM FLUSH (2YR)	☹	☺	☹		75.00
COOLANT PRESSURE TEST	☹	☺	☹		

FUEL SERVICES	NOT Inspected	OK	NEEDS Attention	CONDITION	PRICE
FUEL INJECTION CLEANING (15K)					59.10
INTAKE CLEANING (30K)					89.6

SAFETY

LIGHTING	NOT Inspected	OK	NEEDS Attention	CONDITION	PRICE
HEAD LIGHT					
TAIL LIGHT					
PARKING LIGHT					
BRAKE LIGHT					
STATE INSP EXP _____ / _____					
WIPER BLADES FRONT REAR					
BATTERY / CABLES					

SUSPENSION		NOT Inspected	OK	NEEDS Attention	CONDITION	LABOR
DRIDLER ARM		☹	☺	☹		
PITMAN ARM		☹	☺	☹		
CENTER LINK		☹	☺	☹		
BUSHINGS		☹	☺	☹		
TIE ROD ENDS		☹	☺	☹		
BALLJOINTS		☹	☺	☹		
WHEEL RACK AND PINION ASSY		☹	☺	☹		
CV AXLE	RIGHT LEFT	☹	☺	☹		
SHOCKS / STRUTS	FRONT Right	☹	☺	☹	Leak	569.95
SHOCKS / STRUTS	REAR Left	☹	☺	☹	Leak	499.95
ALIGNMENT		☹	☺	☹		
TIRE SIZE	PSI 32	☹	☺	☹		



13429 Statesville Road
Huntersville, NC 28078

WWW.ToyotaofNorthCharlotte.Com

(704) 875-9199

Keeping it Simple.

PARTS AND SERVICE HOURS:

MON-FRI: 7:00 AM TO 9:00 PM

SATURDAY: 7:00 AM TO 7:00 PM

BODY SHOP HOURS:

MON-FRI: 7:00 AM TO 6:00 PM

SALES DEPARTMENT HOURS:

MON-SAT: 8:30 AM TO 10:30 PM

SUNDAY: 10:00 AM TO 10:30 PM

CUSTOMER NO. 50382	ADVISOR ERIC OLSEN	125	TAG NO.	INVOICE DATE 05/06/11	INVOICE NO. TOCS273024
[REDACTED] MOORESVILLE, NC	LABOR RATE	LICENSE NO.	MILEAGE 30,419	COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 07/TOYOTA/CAMRY/4 DOOR SEDAN			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 4 T 1 B E 4 6 K 7 7 U			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R. O. DATE 05/06/11
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS		
			MO: 30419		

JOB# 1 CHARGES

LABOR-----
J# 1 45TOZ09 SHOCKS/STRUTS UNITS: TECH(S):770 INTERNAL
C/S SHE WAS ADVISED ELSEWHERE THAT THE R/F & L/R STRUTS ARE
LEAKING ??? // CHECK AND ADVISE // VISUAL ONLY !!!
QUOTED \$668.77 W/TAXES FOR R/F & L/R STRUTS W/ALIGN
== SHOWED MRS ==

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR-----
J# 2 01TOZ01 DECLINED SERVICE UNITS: TECH(S):770 INTERNAL
MRS JUST HAD 30K SERVICE & NCSI COMPLETED ELSEWHERE.
== SPOKE TO MRS ABOUT THE FOLLOWING: R/F & L/R STRUTS
W/ALIGNMENT (\$668.77 // SPECIAL ORDER) & 4 TIRES W/ALIGN
(P215/60R16 // MICHELIN = \$1010.61 -OR- YOKOHAMA =
\$657.81) /// ADVISED MRS THAT IF WE COMPLETE ALL TIRE WORK
& STRUT REPAIRS @ THE SAME TIME DURING THE B3/G3 TIRE SALE
THEN THE TOTAL COST WOULD BE \$1144.60 W/YOKOHAMA TIRES. ==

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

COMMENTS-----
WAITER // NO APPT.

TOTALS

*****	TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. [] *	TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] AMER EXPRESS *	TOTAL SUBLET...	0.00
* [] CHARGE [] OTHER *	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

ALL PARTS RETURNS ARE SUBJECT TO 15% RESTOCKING FEE
ALL ELECTRICAL AND SPECIAL ORDER PARTS ARE NOT RETURNABLE
ALL PARTS RETURNS MUST BE IN ORIGINAL UNDAMAGED PACKAGE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

REMINDER!

The following services
are recommended:

Oil & Filter Change
(Every 5,000 miles or 6 Months)
(whichever occurs first)

Tire Rotation
(Every 5,000 miles or 6 Months)
(whichever occurs first)

Tire Alignment
(Every 15,000 miles or 12 Months)
(whichever occurs first)

668.77 est
657.81 tire

ALL PARTS NEW UNLESS OTHERWISE
INDICATED.

Cornelius, NC



7
US Dept. of Transportation
National Highway Traffic Safety Admin.
Office of Defect Investigation (NVS-210)
1200 N. Jersey Ave. S.E.
West Blvd.
Washington, DC 20590