

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

 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 JAN 15 2012		Repository ☐			
Reference No. 10482092					
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City WEST ROXBURY	State MA	Zip Code [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 4T1BE30K05U [REDACTED]		Make TOYOTA	Model CAMRY	Model Year 2005	
Date Purchased Oct. 1 2005	Dealer's Name and Telephone Number Wellesley Toyota		Engine: No. Cylinders 6	Fuel Type: regular gas	
Original Owner [REDACTED]	Dealer's City Wellesley	State MA	Zip Code [REDACTED]		
Transmission Type auto	☒ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 22-SEP-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: VISIBILITY/WIPER (PWS)		Master Driver's Power Window Switch		Failure Mileage 73000	Failure Speed any
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 0	Number of Deaths 0	Reported to Police N Reported to Toyota	
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 2005 TOYOTA CAMRY. THE CONTACT STATED THAT SHE ATTEMPTED TO CLOSE THE FRONT DRIVER SIDE WINDOW AND IT BEGAN TO OPEN AND CLOSE INDEPENDENTLY. AFTER SEVERAL WEEKS OF THE MALFUNCTION, THE WINDOW WOULD OPEN INDEPENDENTLY AS THE VEHICLE WAS STARTED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC FOR DIAGNOSIS AND THE FRONT DRIVER SIDE WINDOW WAS REPLACED HOWEVER, THE FAILURE RECURRED. THE VEHICLE WAS TAKEN TO A DEALER AND THE CONTACT WAS INFORMED OF A RECALL UNDER NHTSA CAMPAIGN ID NUMBER: 12V491000 (VISIBILITY: POWER WINDOW DEVICES AND CONTROLS) BUT WAS ALSO ADVISED THAT HER VIN WAS NOT INCLUDED IN THE RECALL. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 73,000 AND THE CURRENT MILEAGE WAS 75,000.					
master power switch the part failed in the same way as the original					
Vehicle repaired 11-7-12 It was a safety hazard					
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.					

to have snow, rain, sleet and ice to have the driver's side window. The vehicle couldn't be

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

secured with an open driver's side window

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

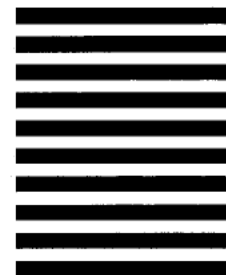
Official Business
Penalty for Private Use \$300



West Roxbury, MA



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

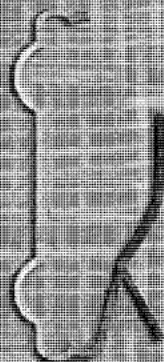
POSTAGE WILL BE PAID BY ADDRESSEE

**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

Vehicle Safety Hotline
888-327-4236



Department of Transportation
U.S. Department
of Transportation

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

REPAIR INVOICE

Speen Street Automotive



150 SPEEN STREET (REAR) FRAMINGHAM, MA 01701
(508) 620-0005

NAME	[REDACTED]			TYPE	TOYOTA	NO.	070494
ADDRESS	[REDACTED]				CAMRY	2005	REPAIR
CITY	WEST ROXBURY, MA	[REDACTED]		VIN	4T1BE30K05U [REDACTED]	DATE	11/07/2012
H. PHONE		W. PHONE	[REDACTED]	LIC #		MECH. #	None
OPEN DATE	11/07/2012	TIME		EXT :	WHITE LE SEDAN 4 CYL AT		
				COMPLETION DATE			

PARTS	Description	Part Number	Qty	Price	List	Ext.
PWR WNDW MSTR SW, USED		LI/641-50645L	1	175.00	175.00	175.00
LABOR	Mechanic		Hours	ShopRate		Amount
000003			1.00	94.00		94.00
	REPLACE LEFT FRONT POWER WINDOW MASTER SWITCH. ASSEMBLE AND CHECK SWITCH OPERATION, OK.					
000011			0.00	0.00		0.00

***** 90 DAYS PARTS & LABOR WARRANTY *****
***** ON USED PARTS *****

NOTES
DRIVERS WINDOW PROBLEM

Hours of operation: 8:00 a.m.-5:00 p.m. Monday-Friday
***** MAINTENANCE MEANS LONG LIFE FOR YOUR CAR *****

Totals include a discount of \$ 26.90

LABOR	PARTS	OTHER	TAX	TOTAL
84.60	157.50	0.00	9.84	251.94
	CASH ☐	CHARGE ☐	CHECK ☒	

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.
ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER (ABOVE NAMED DEALERSHIP) HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

AUTHORIZED BY

RECEIVED BY

11/7/2012 [Signature]

Narrative Description

The contact owns a 2005 Toyota Camry. The contact stated that she attempted to close the front driver side window and it began to open and close independently. After several weeks of the malfunction, the window would open independently as the vehicle was started. The vehicle was taken to an independent mechanic for diagnosis and the power window master switch on the driver's side was diagnosed to be the problem. The contact saw a recall notice in the Boston Globe and the internet that mentioned a recall for Toyota Camry models from 2005-2010 due to failure of the power window master switch. The owner called Wellesley Toyota to ask if the vehicle was included and they took the VIN and said no. The contact called the Toyota Corporation on their toll free line. The representative took the VIN and said that the vehicle wasn't included in the recall, but that the owner could file a report so that if the vehicle were included in a later recall, the owner would be notified.

The vehicle was taken to an independent mechanic and the front driver side master power switch for the windows was replaced. However, the failure recurred. The part failed in the same way as the original. The auto repair shop informed the owner of a Recall under NHTSA campaign ID number: 12V491000 (Visibility: Power window devices and controls). The technician called Toyota, but was also advised that the VIN for the vehicle was not included in the recall. The vehicle was repaired at the auto repair shop on 11-7-12, and a copy of the invoice is enclosed. It was a safety hazard to have snow, rain, sleet, and ice enter the driver's side window while the vehicle was in operation. The vehicle couldn't be secured with an open driver's side window. The failure mileage was 73,000 miles and the current mileage was 78,000.