

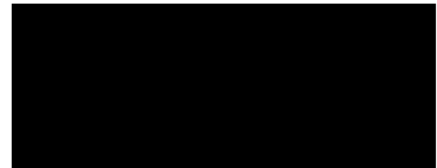
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline 1-888-327-4236		FOR AGENCY USE ONLY 100148	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: TAMPA Tampa State: FL Zip Code: [REDACTED]		Date Received: 02-NOV-2012 Daytime Telephone Number: [REDACTED] Evening Telephone Number: [REDACTED]	Repository ☐ Reference No. 10483136 E-mail Address: [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 4T1BE32KX4U [REDACTED]		Make: TOYOTA Model: CAMRY Model Year: 2004	Fuel Type:
Date Purchased: 8/12 approx Original Owner: ☐	Dealer's Name and Telephone Number: Wesley Chapel Florida Dealer's City: Wesley Chapel State: FL Zip Code: 33544		Engine: No. Cylinders: 4
Transmission Type:	☒ Antilock Brakes ☒ Cruise Control	Powertrain:	Multiple Failure: Incident Date(s): 31-OCT-2012
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: ENGINE (PWS)		Failure Mileage: 104000	Failure Speed:
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 ☐ 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	
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 2004 TOYOTA CAMRY. THE CONTACT STATED THAT THERE WAS AN ABNORMAL SPLASHING WATER NOISE SOUND COMING FROM UNDER THE HOOD AREA. THE CHECK ENGINE WARNING LIGHT WAS ILLUMINATED AND THE VEHICLE BEGAN TO OVERHEAT. THE VEHICLE WAS TAKEN TO THE DEALER AND THE CONTACT WAS ADVISED THAT THE ENGINE BOLTS WERE STRIPPED, WHICH ALLOWED FLUIDS TO MIX WITH THE ENGINE. THE DEALER ADVISED THE CONTACT THAT THE ENGINE WOULD HAVE TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND THE CURRENT MILEAGES WERE 104,000.			
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.			

On Oct 18, 2012, my car started to overheat. We had it towed to our mechanic. On Friday, Oct 19, 2012 our mechanic stated he could not fix it and looks like it is an engine coolant leak. He further stated we needed to take it to the dealership that we bought it from to confirm the engine was none repairable.

On Monday, Oct 22, 2012, the service department called us and confirmed the bad news. Our 2004 Camry 2.4L engine is leaking coolant inside the engine and the engine bolts are stripped. They gave us some options. The dealer could try to repair the bolts by retreading them (no guarantee it would work). Replace the engine (rebuilt and not guaranteed it wouldn't happen again). And finally, trade in the car (not enough to pay off my loan).

After further research, this issue has been happening to Camry since 2002. One post stated it was fixed with the 2004 models, but in 2004 the same engine is in the Highlander and the Camry. The Highlander also has several posts to the same issue. When will Toyota take responsibility for this problem and fix it without coming after the consumer! I have contacted Toyota at 800-331-4331 and filed a complaint and was told the same thing the dealer told me, not their fault. I am really hoping the government takes these complaints and forces Toyota to recall these cars and fix the issues.

Thank you,



Ref #

10483136