

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

DOT Auto Safety Hotline

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

Date Received

FEB 12 2013

11-JAN-2013

Repository ☐

Reference No.

10492267

OWNER INFORMATION (Type or Print)

Name

Address

City

MACON

State

GA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Cell

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

4T1BF1FK6CU

Make

TOYOTA

Model

CAMRY SE

Model Year

2012

Date Purchased

1-10-2012

Dealer's Name and Telephone Number

LOWE TOYOTA 478-971-6738

Engine:

No: Cylinders 4

Fuel Type:

GAS

Original Owner

☒

Dealer's City

WARNE ROBINS

State

GA

Zip Code

31088

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

10-DEC-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 220000 SEATS

Failure Mileage

15

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: 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

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 2012 TOYOTA CAMRY. THE CONTACT STATED THAT THE FRONT DRIVER AND PASSENGER SEATS WERE UNCOMFORTABLE TO SIT ON. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE SEATS WERE TAKEN OUT AND SPRINGS WERE ADDED BUT THE PROBLEM RECURRED. THE CONTACT STATED THAT THERE WAS A BAR UNDER THE SEAT THAT WAS SURROUNDED BY 1/4 INCHES OF FOAM THAT WAS CAUSING THE DISCOMFORT. THE MANUFACTURER WAS CONTACTED AND INFORMED THE CONTACT THAT IT WAS NOT POSSIBLE TO CHANGE THE SEATS. THE FAILURE MILEAGE WAS 15 AND THE CURRENT MILEAGE WAS 1,710.

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 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)

*See Attached that was filed with middle GA Better Business Bureau
4 Page Plus Questionnaire*

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



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NECESSARY
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UNITED STATES**

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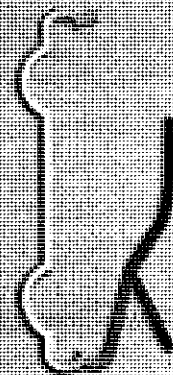
WASHINGTON, DC

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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**



SAFER CAR GOVERNMENT
1200 NEW JERSEY AVENUE SE
WASHINGTON, DC 20077-9382
OFFICE OF DEFECTS INVESTIGATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

COMPLAINT ACTIVITY REPORT: Case #67029700

The Better Business Bureau Servicing Central Georgia and the CSRA

CONSUMER:

[REDACTED]
Macon, Georgia [REDACTED]
[REDACTED]

BUSINESS:

Lowe Toyota Scion of Warner Robins
375 S. Houston Lake Road
Warner Robins, Georgia 31088-8395

478-971-5693

CONSUMER'S ORIGINAL COMPLAINT:

Purchased a new 2012 Camary SE on 12-10-12, has been in for complaints (3) times, repaired once. Not fixed, said they could do no more.

I purchased a new red 2012 Camary SE on 12-10-12 from Lowes Toyota in Warner Robins, Georgia. The VIN#4T1BF1FK6CU [REDACTED] the salesmen were Michael Lawrence and Corey Weber. I traded a 2006 Scion value of \$6,750.00 and \$18,882.57 cash, plus I have the title in my safe at home. Two days later I returned and had body side molding added, I also complained of a very uncomfortable driver's seat. They said they could not find a problem with the seat, I called back a couple more times complaining about the seat so they finally told me to bring the car in. On 12-18-12 they removed the seat and said the springs needed replacing and ordered more springs. While the seat was out of the car I looked under the seat and found that I was sitting on a metal cross beam that had about 1/4 inch of foam between my rear end and the beam. I returned the next week and they replaced the springs and the technician said he would add a piece of foam between the beam and the underside of the fabric to see if that might help too. I left with the car and started home, about 15 miles down the road I called back to the service department and told them the problem was still there and maybe more pronounced with the extra foam. I was told they could do nothing else and from now on I was to go to Sharena Hicks with anymore complaints. I called Ms. Hicks numerous times and she would not return my call, so I called back twice more and on the 4th time I asked to talk to Mr. Lowe. They told me to talk to Ms. Hicks, she was his go between lady. I told them she would not return my call. 10 minutes later Ms. Hick's called me back and said she would look to see what could be done and would get back to me. On 1-18-13 I called back, she said she was still working on in. On 1-23-13 I called and left a message for her to call me back. She never did. I finally called on 1-25-13 and got through to Ms. Hicks and she informed me there was nothing else they could do. After talking to Ms. Hicks on 1-25-13 I called back and requested to speak with Mr. Lowe, this was a 10 a.m. and at this time 1 pm he has not returned by call. My car is now parked in my driveway where it has been since the day the seat springs were replaced it is just too painful to drive. The car has 1,700 mile on it, 240 of those miles were from going too and from Lowes Toyota.

Ps. Even the salesman Michael Lawrence and a couple of my friends can feel the spot in the seat, so it is not just me.

CONSUMER'S DESIRED RESOLUTION:

All I want is a seat that I can sit on and be comfortable and does not pain me to drive, but Ms. Hicks tells me there is nothing else they can do. So if that is the case a refund must be the only option. At the top of Lowe's Contract it says:

Committed to Customer Satisfaction

This is all I am looking for.



CUSTOMER NAME [REDACTED]

SERIAL NO. 4T1BF1FK6CU [REDACTED]

R.O. NO. 308073

RO.DATE 01/03/2013

DEPT (S,B,P,Q) S SERVICE

[1 OF 4]

[1 OF 1]

MILEAGE 1566/1566

ADVISOR NO. 1548

OPERATION NO. 60TOZ10

OP. DESC.

SEATS

SALE TYPE (C/W/I) W TECH.NO(S).

3

COMPLAINT CUSTOMER STATES TALKED TO SALESMAN AND TOYOTA REP NEED TO REMOVE SEAT AND CK IF ANYTHING BROKEN OR WRONG

CAUSE SEAT SPRING ASSY DEFORMED

PARTS ORDERED PER SAM

CORRECTION REPLACED LEFT FRONT SEAR SPRING ASSY FPN 71620-06370

T1-99 T2-13 COMPLETE

WARRANTY

CLAIM NO.

OPERATION NO.

CLAIM NO.

OPERATION NO.

308073

712991

CAMPAIGN NO.

CAMPAIGN DESC.

CAMPAIGN NO.

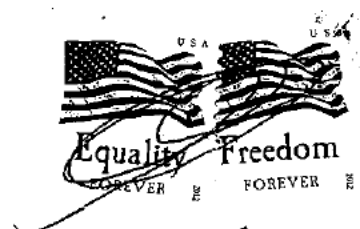
CAMPAIGN DESC.

1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (P=PRINT) (TAB)

- (1) Purchased car on 12-10-2012
- (2) Returned car on 12-14-2012 complained about seat service
People said they could not find any problem with the seat.
- (3) I returned with the car on 12-18-2012, they removed the drivers set and said they were going to order new springs for the seat.
- (4) I returned the next week and they replaced the seat spring
I left with the car and called back to service dept.
and told them "I still had the problem". She was very nice but said they did not know what to do to fix the seat?
- (5) Car has been parked in drive way since seat springs replaced
1700 miles on car 80 mile round trip to dealer x3 = 240mi

[REDACTED]

macon, Ga. [REDACTED]



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metal Bar



Photo Blurred
But you can
see the metal
BAR