



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

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OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City **DOBBS FAIRY** State **NY** Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [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
4T1BE32K66U [REDACTED] Make **TOYOTA** Model **CAMRY** Model Year **2006**
Date Purchased [REDACTED] Dealer's Name and Telephone Number [REDACTED] Engine: [REDACTED] Fuel Type: [REDACTED]
Original Owner [REDACTED] Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
Transmission Type [REDACTED] Antilock Brakes Cruise Control Powertrain [REDACTED] Multiple Failure: [REDACTED] Incident Date(s) **09-JUL-2012**

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: **010000 STEERING** Failure Mileage **38000** Failure Speed [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [REDACTED] Tire Failure Type: [REDACTED]
Tire Component Code [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 2006 TOYOTA CAMRY. THE CONTACT STATED THAT HE HEARD A CLUNKING SOUND WHENEVER THEY COMPLETING A LEFT OR RIGHT TURN. THE CONTACT TOOK THE VEHICLE TO THE DEALER AND WAS TOLD THAT THE INTERMEDIATE SHAFT NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 38,000 AND THE CURRENT MILEAGE WAS 41,000.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

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.

COMPLAINT-

On or about October 26, 2005, I purchased a new 2006 Toyota Camry from Westchester Toyota in Yonkers, New York. I continued to use the service department at Westchester Toyota for standard oil changes and recommended 25 point inspections. On or about March 2009 I noticed a disturbing noise in the steering column of the car. Every time I would make a turn to the right or left I would hear a "clunking" sound. At my next oil change (March 3, 2009) I mentioned this noise to the Service professional at Westchester Toyota. I was told "not to worry" that this noise "does not pose a safety concern". The noise continued and continues to this day.

Subsequently, I became aware of the February 16, 2006 Toyota Technical Bulletin (see attached). The Bulletin states, in pertinent part that "some customers may hear a clunk or knock type noise when turning the steering wheel left or right. A new intermediate shaft has been developed to address this concern."

On my recent visit to Westchester Toyota for an oil change on May 29, 2012, I brought this bulletin to the attention to the Service Consultant as I was expecting Westchester Toyota to remedy this problem by installing the new shaft. I was further expecting Westchester Toyota to install this part free of charge, as it acknowledged through the issuance of the technical bulletin that my 2006 Camry has a defective part.

I was told by the Service Consultant that although the part is defective and should be replaced, it is not a "warranty issue" and it would have only been replaced free of charge if I had complained about this problem during the warranty period (36 months or 36,000 miles, which ever occurs first). I reminded the Service Consultant that I had complained about this problem but was repeatedly told "not to worry". The Service Consultant told me that there was no record of my complaint in Westchester Toyota's computer data base. As I repeatedly mentioned this noise each time I had my oil changed at Westchester Toyota, I find it hard to believe that my file does not indicate my many complaints.

Had I known that this defect was serious enough for the manufacturer to issue a service bulletin, I would have had this problem remedied during the warranty period. I only recently became aware of this bulletin. At this writing, I only have 40, 928 miles on my Toyota Camry and I take good care of my car and expect to have it for many more years.

It is my belief that Toyota Westchester Toyota should stand by its products, especially a product it has openly identified as having a defective part, and replace it free of charge.