

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 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		U.S.G. 552(B)(6) FOR AGENCY USE ONLY 100148	
		Date Received SEP 12 2013 09-AUG-2013		Repository ☐ Reference No. 10534524	
OWNER INFORMATION (Type or Print)					
Name		Address		City	
State		Zip Code		E-mail Address	
Daytime Telephone Number		Evening Telephone Number			
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	
JTNBK46K573		TOYOTA		CAMRY	
Model Year		Engine:		Fuel Type:	
2007		No: Cylinders		GAS	
Date Purchased		Dealer's Name and Telephone Number			
OCT 28, 2006		SIERRA Toyota Inc			
Original Owner		Dealer's City		State	
		West Lancaster		CA	
Zip Code		Multiple Failure:		Incident Date(s)	
99534				26-JUL-2013	
Transmission Type		Antilock Brakes		Powertrain	
6 speed		☐		☐	
Cruise Control					
☐					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: VISIBILITY/WIPER (PWS)				Failure Mileage	
				26000	
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		0	
				0	
				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 SUN VISORS FAILED TO STAY IN THE UP POSITION. THE MANUFACTURER WAS CONTACTED ABOUT THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 26,000.					
Included is A CD to help show the problems.					
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.					

NATIONAL HIGHWAY

TRAFFIC SAFETY ADMINISTRATION

ATTACHED COMPLAINT FOR REFERENCE NO.10534524

SIR;

IT IS MY UNDERSTANDING THAT THE 2007- 2011 TOYOTA CAMERY SUNVISORS HAVE ALREADY BEEN INVESTIGATED BY THE NHTSA AND FOUND TO BE A PROBLEM, I FURTHER UNDERSTAND THAT AN AGGEMENT WAS ENTERED INTO BY TOYOTA TO REPLACE BROKEN VISORS ON 2007-2011 MODEL CAMERYS (7 YEARS FROM DATE OF SERVICE, NO MILEAGE RESTRICTION) IN 2012 AS A GOOD WILL PROGRAM.

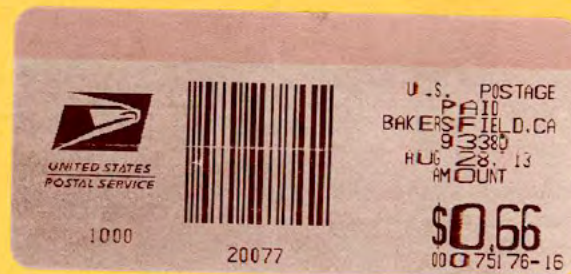
MY 2007 CAMERY VISOR BROKE, I CALLED THE DEALER: THEY SAID NO PROBLEM BRING IT IN AND GET IT FIXED FOR FREE. I TOOK THE VEHICLE IN ONLY TO FIND THAT THE AGGEMENT DOES NOT COVER ANY CAMERY BUILT IN JAPAN (VEHICLES WITH VIN # STARTING WITH A (J) AS MINE IS " JTNBK46K573) I THEN ASKED THEM IF MY CAR WAS NOT A TOYOTA CAMERY , 2007 ,THEY ANSWERED YES. I THEN ASKED THEM IF MY CAMERY WAS PURCHASED IN THE UNITED STATES, AGAIN THEY ANSWERED YES. I THEN I ASKED THEM IF MY CAMERY'S SUNVISORS WERE NOT THE SAME DEFECTIVE DESIGN AS CAMERYS BUILT IN THE UNITED STATES, AGAIN THEY ANSWERED YES. I THEN ASKED THEM WHY THE CAMERY'S VISORS BUILT IN JAPAN WERE NOT COVERED? THE ANSWER THEY GAVE ME WAS SO LAME I COULDN'T BELIEVE IT. ANSWER " NOT ENOUGH COMPLAINTS AND NOT ENOUGH NOISE HAD BEEN RAISED ON THE CARS FROM JAPAN. " A DIFFERENT SUPPLIER OF THE SAME DEFECTIVE DESIGN VISORS, NOT POOR WORKMANSHIP THEREFORE THE VISORS WOULD NOT BE COVERED. TOYOTA DID NOT EVEN SEND OUT A LETTER ABOUT THE POOR DESIGN SO THAT I WOULD HAVE THE OPTION TO REPLACE THE VISOR UNDER MY EXTENDED WARRANTY, \$ 50.00 VERSUS \$300.00, FOR THE SAME VISOR THEY ARE REPLACING HUNDREDS AT ALL DEALERS ACROSS THE UNITED STATES FOR FREE, IF MADE IN THE UNITED STATES.

THE VISOR BLOCKS ALL VISIBILITY FORWARD, YOU CAN NOT EVEN SEE THE END OF THE HOOD AND COVERS 1/2 THE REAR VIEW MIRROR, UNSAFE BY ANY DEFINITION, THE PASSENGER SIDE FAILING IN THE SAME MANNER CANCELS OUT THE PASSENGER SIDE MIRROR, NO DOUBT IT WILL FAIL SOME TIME IN THE LIFE OF THE CAR AS IT IS THE SAME DEFECTIVE DESIGN, JUST NOT USED AS OFTEN.

I TOOK MY CONCERNS TO THE SERVICE MANAGER AT BILL WRIGHT TOYOTA , THEN TO THE OPERATIONS MANAGER AT BILL WRIGHT TOYOTA, BOTH VERY NICE PEOPLE BUT SAID THEIR HANDS WERE TIED BY TOYOTA. I THEN TOOK MY CONCERNS TO THE OWNER OF THE DEALERSHIP , NO RESPONSE. I THEN TOOK MY CONCERNS TO TOYOTA CUSTOMER SERVICE IN TORRENCE CALIFORNIA, CASE NUMBER 1308091328. TOYOTA CUSTOMER CARE CENTER PHONE NUMBER 800-331-4331 THEY EXPLAINED THAT THE AGGEMENT BETWEEN NHTSA AND TOYOTA (GOOD WILL PROGRAM) DID NOT COVER JAPAN MANUFACTURED VEHICLES. THEN I CONTACTED YOUR OFFICE, REFERENCE NUMBER 10534524. BOTH THE DEALERSHIP AND THE CUSTOMER SERVICE CENTER SAY ABOUT 388,000 CAMERYS WERE BUILT IN 2007 BUT WILL NOT GIVE ME A NUMBER HOW MANY WERE IMPORTED FROM JAPAN.

Bakersfield, Ca

DO NOT BEND



U.S. Dept. of Transportation
National Highway Traffic Safety Ad
Office of Defects Investigation
NVS-210

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