

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 28-JAN-2014	Repository ☐ Reference No. 10561820
OWNER INFORMATION (Type or Print)					
Name [REDACTED]				Daytime Telephone Number [REDACTED]	
Address [REDACTED]				E-mail Address	
City LA CRESCENTA State CA 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 JTNBB46K473 [REDACTED]			Make TOYOTA	Model CAMRY HYBRID	Model Year 2007
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 01-JAN-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: BRAKES (PWS)				Failure Mileage	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 2007 TOYOTA CAMRY HYBRID. THE CONTACT STATED THAT WHILE TRAVELING VARIOUS SPEEDS, THE BRAKES MADE A LOUD, STRANGE NOISE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS FOUND THAT THE ENTIRE BRAKE ASSEMBLY NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS CONTACTED ABOUT THE FAILURE. THE FAILURE MILEAGE WAS NOT AVAILABLE.					
See attached report from Toyota Service This is a serious problem. Repair Invoice attached					
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.					

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

See attached Repair Invoice

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



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**



safercar.gov

**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**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



3333 Foothill Blvd. - La Crescenta, CA 91214
(818) 248-9363 - Fax: (818) 236-3380

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m. Mon, Tues, Thur, Fri
7:00 a.m. to 8:00 p.m. Wed
8:00 a.m. to 4:00 p.m. Sat

R/O Open Date	R/O Number
2/05/13	6009468/1
R/O Close Date	Status
2/06/13	Pre-Invoice
Mileage In	Mileage Out
137320	137320
Service Advisor / Tag #	
Jaime Guzman/4857	

BAR# ARD173742 FRA# CAD981392467

Dealer Code 04094

Work Phone		Vehicle Identification Number	
LA CRESCENTA, CA		JTNBB46K473	
Home Phone		Delivery Date	In-Service Date
		1/18/07	
Year	Make	Model	Body
2007	TOYOTA	CAMRY	
		Color	License Number
		GRAY	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: CUSTOMER REPORTS A BARKING TYPE SOUND FROM ENGINE AREA UPON START UP (SOP HERE) Work performed by Monte Cueto (543) Installed 44050-30660 :ACTUATOR ASSY, BRAKE 1@1770.00 Installed 00475-1BF03 :BRAKE FLUID 3@7.16 REPLACED ACTUATOR FOR BARKING TYPE NOISE CAUSED BY INTERNAL ISSUE BLEEDED BRAKES AND TEST DROVE AND CONFIRMED REPAIR Sub Total: 2341.48	550.00 1770.00 21.48
#2 - WCI: KNOW YOUR VEHICLE - WORLD CLASS INSPECTION -VEHICLE HEALTH REPORT PROVIDED VIA EMAIL -PERSONALIZED WEBSITE WITH HISTORY AVAILABLE 24/7 Sub Total: .00	
#3 * BULB: REPLACE LIGHT BULB REPLACE REAR LIC PLATE LIGHT BULB Work performed by Monte Cueto (543) COMPLETED	Internal
#4 * Customer Reports: LA REGION GOODWILL PARTICIPATION \$700.00 Installed MISC :BRAKE ACUATOR Qty: 1	Warranty
Please Note: BILL CEC CENTER 50% AFTER TAX \$1251.35	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER: Any warranties on the products sold hereby are those made by the manufacturer. I expressly disclaims all warranties, either express or implied, of merchantability or fitness for a particular purpose, and the seller does not assume for it any liability in connection with the sale of the product herein does not apply where prohibited by law.

GUARANTEED SATISFACTION

If you have any questions or comments please call or see

Kevin Young or Lidia Guevara
Service Director Customer Relations
818-248-9363

Signature or initials

OR SAFETY ITEMS OR SPECIAL ORDERS.

LABOR	550.00
PARTS	1791.48
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAXES	161.23
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	2502.71

