

Step 1: Complete this form.

Step 2: Click here to save the form to your computer.

Step 3: Click here to access the upload web page.

Temporary Complaint Number (TCN): AEN13-42416

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

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Required Information in **Bold**

Form Approved: O.M.B. No. 2127-0008

Vehicle Information

CL-10561996-6036

Vehicle Identification Number (VIN) (See instructions on the next page to locate the VIN.)

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17			

JAN 23 2014

Select/Enter Make

TOYOTA

Enter Model

CAMRY

Select/Enter Year

2003

Incident Information

Approximate Incident Date

11/18/2013

For multiple incidents enter the first date of occurrence.

(mm/dd/yyyy)

Was there a Crash? ☐ Yes ☒ No

Was there a Fire? ☐ Yes ☒ No

Failure Mileage 117,000 miles

For multiple incidents enter the first failure mileage.

Number of Persons Injured, if any 0

Speed (at time of incident) 35 mph

Number of Deaths, if any 0

Description (up to 1000 characters)

0 characters remaining

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database.

Do not include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...).

While driving our Toyota around the neighborhood for errands, the engine had seemed hard to start, seemed like it was "missing", then the a/c quit and the car overheated and started smoking profusely. We limped it home to find no coolant in the radiator and the a/c dead for some reason. We filled the radiator back up & limped it to our mechanic approximately 3 miles away. He found a bad a/c fan, no freon in the system, the radiator leaking, and a few other issues. He fixed these items & we paid an almost \$1,200.00 bill. These repairs came without warning & we had no major problems with the car prior than that. The only thing we noticed was in the mornings upon first starting, there would be a white cloud of smoke out the rear. We had the car taken in several times, but no problem could be found in relation to that smoke. Also the check engine light had come on two years prior, but despite having 3 different mechanics look at it & hook it up to the computer diagnostic system, no problem could be found for the check engine light. It was re-set three times, but eventually came back on every time. Had we been going any faster, or had been on an interstate when this car "died", its stopping abruptly like it did could have resulted in a serious accident and or injury. After bring the auto home from the repair shop, paying the \$1,200.00 repair, we drove it about 10 miles, when it did the exact same thing, a/c died, car overheated, buried needle, & smoke poured out of the engine. We returned to the mechanic, who went through different files he had on repairs and problems & had found a notice in Motor magazine from two weeks prior that stated Toyota had put out a "bulletin" for persons whom worked on Toyota's about this exact issue. Toyota recommendation was either a new engine or a rebuilt one. What solution would this be to replace a bad engine with another one?

If your component is not listed below, please describe the component in the above description field.

Failed Component 1

Engine

Failed Component 2

Select the Component

Failed Component 3

Select the Component

NAM
18314
END

Personal Information

First Name		
Last Name		
Email	(provided earlier and locked for your security)	
Daytime Phone		Evening Phone
Address 1		
Address 2		
City	Port St Lucie	
State	FLORIDA	Zip Code

General Instructions

Purpose of Form

The Safety Complaint Portable Form is offered as an easy way for vehicle owners to submit vehicle-related safety complaints. Your complaint information will be entered into NHTSA-ODI's vehicle owner's complaint database and used with other complaints to determine if a safety-related defect trend exists.

How and Where to File

The Safety Complaint Portable Form can be filed electronically by uploading the completed and saved form to NHTSA by using the Upload Web page. Just three easy steps are needed to submit your complaint information. These are given at the top of this form and are explained in more detail below.

Note: JavaScript must be enabled to use this form. This setting can be made on the Reader's Edit > Preferences > JavaScript panel.

Step 1: Complete this form. The Portable Form must be completed before submitting it for entry in our system. If you need to amend a submitted form, you must contact the Hotline at the phone number below.

Step 2: Save this form. Click the link contained in Step 2 at the top of this form and choose an easily accessible location on your computer for the form file. You will need to browse to this location in the next step.

Step 3: Upload this form. To ensure that your complaint information is loaded into our system as you entered it, access our Upload Web page using one of these methods:

- Click on the link contained in Step 3 at the top of this form,
- Click on the link provided in the email you received with this form, or
- Use the link: <https://www-odi.nhtsa.dot.gov/portable/index.cfm#upload>.

Follow the instructions on the Upload page to browse on your computer to locate your saved Portable Form and to upload it to our system.

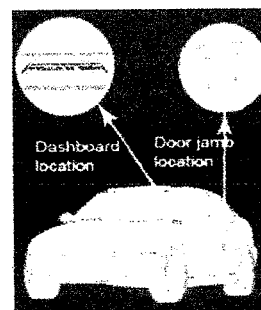
Step 4: (Optional) Check the status of your Portable Form. You can check the status of your Portable Form on the Track Form tab of the Portable Form home page. You will need to enter the email address and TCN of the form and then select the Get Status button. A status message will be shown indicating that your Portable Form has not yet been received, that it is being reviewed, or that processing has been completed. Additional information may be provided, depending on the status.

To contact NHTSA-ODI if you have any questions on filling out this form or would like to file your vehicle safety complaint by phone, please call the Hotline Monday - Friday 8am to 8pm Eastern at (888) 327-4236, TTY: (800) 424-9153.

Specific Instructions

Vehicle Information

Vehicle Identification Number (VIN): The VIN is a 17-character identifier found on the dashboard (see image) and driver's side door jamb stickers (see image) on your vehicle, on the vehicle registration and on your car insurance card. A utility to "test" your VIN is provided right next to the VIN field. After you enter the VIN, you may click on the "Test your VIN" button to test and validate the VIN. All letters in the VIN are automatically converted into uppercase letters.



Make: Some of the Vehicle Makes are already given on the Form. Please choose a Make if it is already present. If your Vehicle Make is not already present, then you may enter your Vehicle Make.

Model: Enter your complete vehicle Model information in this field. Include information such as AWD, XL, etc.

Year: Pick the Model Year of your vehicle or enter it if it is not present in the list.

(Instructions continued on next page.)

888-327-4236 | www.safercar.gov

Department of Transportation, NHTSA . Office of Defects Investigation/CRD, NVS-216 . 1200 New Jersey Ave SE . Washington, DC 20590

Specific Instructions (continued)**Incident Information**

Provide as much information as possible about your incident(s). If you have encountered multiple incidents, enter the details related to the first occurrence.

Approximate Incident Date: Enter a date in mm/dd/yyyy format for when the incident prompting this complaint occurred. You may also click in the entry box and then click the drop-down button that appears to the right of the field. This will display a calendar from which you can choose the incident date.

Description: You may write a narrative description of up to 1900 characters in this field. This Description field provides a spell-checker feature by underlining the misspelled word in red. Additionally, the character counter on the Description field informs you of the number of remaining characters available as you enter the text. Note: Please do not provide any personal information in this field.

Failed Component (1, 2, 3): You may select up to three vehicle components which may have contributed to the incident(s). If you are unsure of which component failed or the failed component is not in the list, you may choose "Unknown or Other".

Personal Information

Enter the information in the fields provided. This information is necessary in case we need to contact you for additional data or to clarify your entries.

PLEASE NOTE: We do NOT share your personal information with the general public.

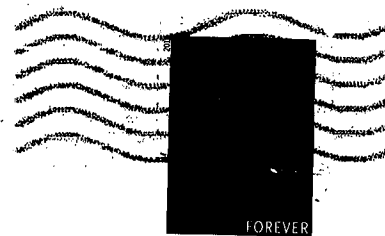
We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sept. 3, 2004).

The Privacy Act of 1974 - Public Law 93-579, As Amended: This information is requested pursuant to the 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 administration enforcement or litigation against a manufacturer, your response, or statistical summary thereof, may be used in support of the agency's action.

Port St. Lucie, FL

WEST PALM BEACH FL 334

13 JAN 2014 PM 4 L



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NHTSA
Office of Defective Investigations
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