



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

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

Date Received

03-SEP-2014

Repository ☐

Reference No.
10630491

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City NORTH MIAMI

State FL

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

Evening Telephone Number

Same

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

4T1BB48K97U [REDACTED]

Make

TOYOTA

Model

CAMRY HYBRID

Model Year

2007

Date Purchased

Aug. 31, 2007

Dealer's Name and Telephone Number

Toyota of Hollywood 954-966-2150

Engine:

No. Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Hollywood

State

FL

Zip Code

33021

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-SEP-2010

☐ Cruise Control

FAILED COMPONENT (S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY

Failure Mileage

360981

Failure Speed

N/A

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: DOTM19AB0036)

☐ 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 THE DASHBOARD SURFACE WAS MELTING AND BECAME STICKY. DUE TO THE FAILURE, A GLARE APPEARED ON THE WINDSHIELD WHICH DISTORTED THE CONTACT'S VISION WHENEVER THE VEHICLE WAS IN MOTION. THE VEHICLE WAS TAKEN TO A DEALER FOR A DIAGNOSIS. THE SERVICE MANAGER CONTACTED THE MANUFACTURER DIRECTLY. THE MANUFACTURER INFORMED THE SERVICE MANAGER THAT THE PROBLEM WAS ONLY CONSIDERED AN AESTHETIC PROBLEM AND WOULD NOT REPAIR THE PROBLEM FREE OF CHARGE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 360,981.

AESTHETIC

SUN IS OUT.

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





ERVICE





