



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
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

16-JUL-2015

Repository ☐Reference No.
10734577

OWNER INFORMATION (Type or Print)

Name

Address

City

HIGHLAND PARK

State NJ

Zip Code

Daytime Telephone Number

E-mail Address

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

JTNBB46K673

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

Powertrain

Multiple Failure:

Incident Date(s)

05-JAN-2015

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)

Failure Mileage

117883

Failure Speed

25

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).

WHILE I WAS DRIVING ON LEVEL GROUND WITH THE FOOT LIGHTLY ON THE ACCELERATOR, A WARNING BELL AND VARIOUS WARNING LIGHTS WENT OFF (INCLUDING ABS AND CHECK VSC SYSTEM). WHEN I PUT ON THE BRAKES I HAD TO PUSH MUCH HARDER THAN USUAL IN ORDER TO SLOW THE VEHICLE. THESE CONDITIONS CONTINUED FOR THREE MILES, AT WHICH POINT THE WARNING SIGNALS DISCONTINUED AND THE BRAKING RETURNED TO NORMAL.

BOTH AN INDEPENDENT REPAIR SHOP AND THE LOCAL TOYOTA DEALER DID NOT FIND ERROR CODES OR IDENTIFY A CAUSE FOR WHAT I EXPERIENCED. THE DEALER INSTALLED A NEW BRAKE FLUID RESERVOIR AS PART OF A LIMITED SERVICE CAMPAIGN. IT WOULD NOT, HOWEVER, INSTALL A NEW BRAKE ACTUATOR ASSEMBLY OR BRAKE STROKE SENSOR AS PART OF THE ZE1 WARRANTY ENHANCEMENT SINCE IT DID NOT FIND ERROR CODES. TOYOTA'S NATIONAL CUSTOMER EXPERIENCE CENTER WOULD ALSO NOT AUTHORIZE THE REPLACEMENT OF THESE PARTS DUE TO A LACK OF ERROR CODES.

1 yr. 8 months 13,000
SIX MONTHS AND 5000 MILES LATER THE PROBLEM HAS NOT HAPPENED AGAIN.

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.



Driven by a better way

DCH Brunswick Toyota/SCION

1601 LIVINGSTON AVE., NORTH BRUNSWICK, NEW JERSEY 08902

TEL: (732) 418-7888 FAX: (732) 418-9134

www.dchbrunswicktoyota.com

NORTH BRUNSWICK, NJ

SERVICE ADVISOR KEVIN SCESNEY

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
10JAN15	14JAN15		JTNBB46K673		T1188		14JAN15	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:50	15:51	07	TOYOTA CAMRY		0.00	01JAN07	605	605
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
117915	118225							

TECH. TYPE. HOURS LIST/UNIT NET/UNIT TOTAL

FOLLOWING DATE... / /

95 ISP 0.00 (N/C)

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER. TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT; SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED, TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

EXCLUSION OF WARRANTIES

THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

** PRE-INVOICE **

DCH BRUNSWICK TOYOTA / SCION'S MISSION STATEMENT

*"To be an innovative
industry leader totally
committed to customer
satisfaction, employee
satisfaction, integrity
and teamwork"*

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

I hereby authorize the repair work herein set forth 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 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 and/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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

TEMP CONTACT:

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE



DCH

AUTO GROUP

Driven by a better way

**DCH Brunswick Toyota/Scion**

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07:50	15:51	07	TOYOTA CAMRY		0.00	01JAN07	605	605
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
117915	118225							

THAT IS PROBLEM WERE TO OCCUR CUSTOMER IS TO
DROP OFF AT DEALERSHIPS FOR FURTHER
DIAGNOSTIC.

B PERFORM EOU RECALL - LIMITED SERVICE

CAMPAIGN EOU - 2007 - 2011 MY CAMRY
HYBRID VEHICLE - BRAKE RESERVOIR TANK
REPLACEMENT

CAUSE: SSC EOU

AGG53A EOU-REPL BRAKE MSTR CYLINDER &
BLEED SYSTEM-CAMRY HYBRID

95 WP 1.40

1 04004-32133 RESERVOIR

SUB-ASSY,

3 00475-1BF03 BRAKE

FLUID

C PERFORM COMPLIMENTARY DCH EXPERIENCE MULTI

POINT INSPECTION \$29.95 VALUE

N/C.....YOUR NEXT SERVICE

APPOINTMENT IS PRESET FOR THE FOLLOWING

DATE.../.../...

MPI PERFORM COMPLIMENTARY DCH EXPERIENCE

MULTI POINT INSPECTION \$29.95 VALUE

N/C.....YOUR NEXT SERVICE

APPOINTMENT IS PRESET FOR THE

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN
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PERIOD OF 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST
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WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS,
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REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE
TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE
NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED
WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

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ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A
REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE
DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE
GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION
PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B)
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DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR
FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY
IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE.
BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING
DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY,
DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR
INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION,
EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS
PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF 'STRICT
LIABILITY', NEGLIGENCE OR OTHERWISE.

I hereby authorize the repair work herein set forth 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
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 and/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.

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X

DCH BRUNSWICK TOYOTA / SCION'S MISSION STATEMENT

*"To be an innovative
industry leader totally
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satisfaction, employee
satisfaction, integrity
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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF
THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE



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07:50	15:51	07	TOYOTA CAMRY		0.00	01JAN07	605	605
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
117915	118225							

A CUSTOMER STATES STATES WHILE DRIVING THE VEHICLE HAD WARNING LIGHT AS ABS, VSC, WARNING LIGHT, CUSTOMER STATES FELT LIKE LOST BRAKES AND HAD TO PUSH VERY HARD ON BRAKE PEDAL, LIGHTS STAYED ON AND THEN WENT OFF, CUSTOMER DROVE A COUPLE MILES, PLEASE CHECK AND ADVISE.

CNV COULD NOT VERFIY CONCERN AT THIS TIME. PERFORM RECALL AND PERFORMED DIAGNOSTIC, NO TROUBLE CODES AT THIS TIME.

95 ISP 0.00

TECHNICIAN PERFORMED DIAGNOSTIC ON VEHICLE AND FOUND NO DTC CODES CURRENT IN SYSTEM.

TECHNICIAN TOOK VEHICLE ON EXTENSIVE TEST DRIVE WITH EXCEEDING 100 MILES, CUSTOMERS APPROVAL, ON TEST DRIVE VEHICLE WAS ROAD TESTED WITH MASTER TECHNICIAN AND COULD NOT VERIFY CUSTOMER CONCERN. VEHICLE DID HAVE OPEN RECALL ON WHICH WAS PERFORMED BEFORE EXTENSIVE TEST DRIVE. TECHNICIAN DID NOT EXPERIENCE NO BRAKING ISSUE. NO WARNING LIGHTS ARE PRESENT WHILE ON TEST DRIVE. NO DEFECTS FOUND, OR PRESENT. NO REPAIRS MADE. CUSTOMER IS ADVISED

(N/C)

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I hereby authorize the repair work herein set forth 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 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 and/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.

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(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

SCHWARTZ & NAGLE TIRES, IN

900 RARITAN AVENUE (RT #27)

HIGHLAND PARK, NJ 08904

732/572-2060

Invoice # [REDACTED] Dealer ID# [REDACTED] Page 1 of 1

Date 01/06/2015

Emp: 1-165 MB / 1-165 MB

In Jan 05, 2015 10:39 am

Out Jan 06, 2015 5:33 pm

*** INVOICE ***

Sold To:

HIGHLAND PARK NJ [REDACTED]

Home Phone: [REDACTED]

Cell Phone: [REDACTED]

Unit#:

Vehicle: 07 TOYOTA CAMRY HYBRID 2.4L L4

License: [REDACTED]

Mileage: In: 0 Out: 117,883

Vin#: JTNBB46K673 [REDACTED]

PO#:

Salesman	Mechanic	Part #	QTY	Description	Parts	Labor	FET	Total
165	228	CE	1.00	CHECK ENGINE LIGHT DIAGNOSTICS	0.00	69.95	0.00	69.95
165	228	A-CE	1.00	SCAN COMPUTER TROUBLE CODES & ADVISE	0.00	0.00	0.00	0.00
165	228	PH4386	1.00	OIL CHANGE WITH FRAM FILTER	15.95	14.00	0.00	29.95
165	228	A-E1	1.00	UP TO 5 QTS MOBIL SUPER 5W20 & LUBE	5.00	0.00	0.00	5.00
165	228	A-E2A	1.00	WASTE OIL DISPOSAL FEE	2.50	0.00	0.00	2.50
165	228	4TR	1.00	4 WHEEL TIRE ROTATION	0.00	16.95	0.00	16.95
165	228	A-BI	1.00	FREE BRAKE INSPECTION	0.00	0.00	0.00	0.00
165	228	NSP	1.00	SERP BELT# 4PK-1055 WP	30.61	0.00	0.00	30.61
165	228	LABOR	1.00	LABOR REPLACE SERP BELT	0.00	92.00	0.00	92.00
165	228	NSP	4.00	SPARK PLUGS # 3297 WP	19.95	0.00	0.00	79.81
165	228	LABOR	1.00	LABOR REPLACE SPARK PLUGS	0.00	92.00	0.00	92.00
165	228	NSP	1.00	AIR FILTER # 17801-0H010 WP	21.95	0.00	0.00	21.95
165	228	NSP	1.00	CABIN FILTER # 87139-07010 WP	21.95	0.00	0.00	21.95
165	228	RMOC	1.00	RADIATOR SERVICE, WITH COMPLETE	43.95	46.00	0.00	89.95
165	228	A-PF2	1.00	SYSTEM FLUSH, CLEANER & CONDITIONER	0.00	0.00	0.00	0.00
165	228	A-PF3	1.00	ANTIFREEZE LABOR & ROAD TEST INCLUDED	0.00	0.00	0.00	0.00

1) VCS LIGHT WARNING CAME ON CUSTOMER LOST POWER BRAKES AT THAT TIME . LIGHT WENT OFF AFTER A FEW MILES OF DRIVING .

Card Type: VISA

CC#: [REDACTED]

Auth. #

Amount:

\$599.14

Signature: _____

Buyer agrees to pay total amount above, according to cardholder's agreement with issuer.

I have authorized the above work and all necessary parts & granted you approval to test drive my vehicle as needed to test & inspect. An expressed mechanics lien is hereby acknowledged on listed vehicle to secure the amount of repairs. Warranty on parts & labor is 12 months or 12,000 miles, whichever occurs first. Warranty work has to be performed in our shop & cannot exceed the original cost of the repair.

Cash: [REDACTED] Check: 0.00 Credit: 599.14 Charge: [REDACTED]

Parts:	221.72
Labor:	330.90
SHOP SUPPLIES:	7.33
Subtotal:	559.95
Sales Tax:	39.19
Total:	\$599.14

Net due on the 10th of the month.



Recycled Paper

DMI14A00000B1

US Dept. of Transportation
NHTSA
1200 New Jersey Ave. SE
West Building
Washington, D.C. 20590

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