

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 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 27-AUG-2015 OCT 14 2015		Repository ☐ Reference No. 10759773	
OWNER INFORMATION (Type or Print)							
Name		Address		City		State	
[REDACTED]		[REDACTED]		SILER CITY		NC	
Zip Code		Daytime Telephone Number		Evening Telephone Number		E-mail Address	
[REDACTED]		[REDACTED]		Same		[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				Make		Model	
4T1BK46K17L [REDACTED]				TOYOTA		CAMRY	
Model Year		Engine		No. Cylinders		Fuel Type	
2007		3.5		6		Gasoline	
Date Purchased		Dealer's Name and Telephone Number		State		Zip Code	
2/17/2007		Toyota of Sanford 919-708-5000		NC		27332	
Original Owner		Dealer's City		Transmission Type		Incident Date(s)	
[REDACTED]		Sanford		Automatic		15-JUL-2015	
Antilock Brakes		Powertrain		Multiple Failure:		Incident Date(s)	
[REDACTED]		Front wheel drive		[REDACTED]		15-JUL-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: VISIBILITY/WIPER (PWS)						Failure Mileage	
[REDACTED]						100000	
Failure Speed						AS DRIVING	
[REDACTED]						55 MPH	
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		Failure Location:			
[REDACTED]		Prior Repair		[REDACTED]			
Tire Component Code		Tire Failure Type:		[REDACTED]			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:		[REDACTED]			
Child Seat Component Code:		Failed Part:		[REDACTED]			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)							
Crash		Fire		Number of Persons Injured		Number of Deaths	
[REDACTED]		[REDACTED]		0		0	
Reported to Police		[REDACTED]		[REDACTED]		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 A POPPING SOUND EMITTED FROM THE DRIVER SIDE SUN VISOR AREA. THE CONTACT NOTICED THAT THE INTERNAL CONNECTING BAR FRACTURED. TWO WEEKS LATER, THE PASSENGER SIDE SUN VISOR EXPERIENCED THE SAME FAILURE. THE CONTACT MENTIONED THAT BOTH SUN VISORS FAILED TO GO UP. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 100,000.							
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 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)

Pictures enclosed. Visors have snapped on both driver + passenger sides of the vehicle causing vision to be impaired while driving which can cause an accident. Manufacturer put out a extended warranty recall for 7yrs from date of purchase but did not notify customers unless issue happened during this time. Now they want \$300 per visor for repair.

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

GREENSBORO

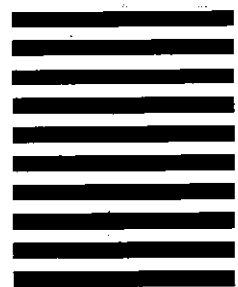
NC 274

09 OCT '15

PM 4 L



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



**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**

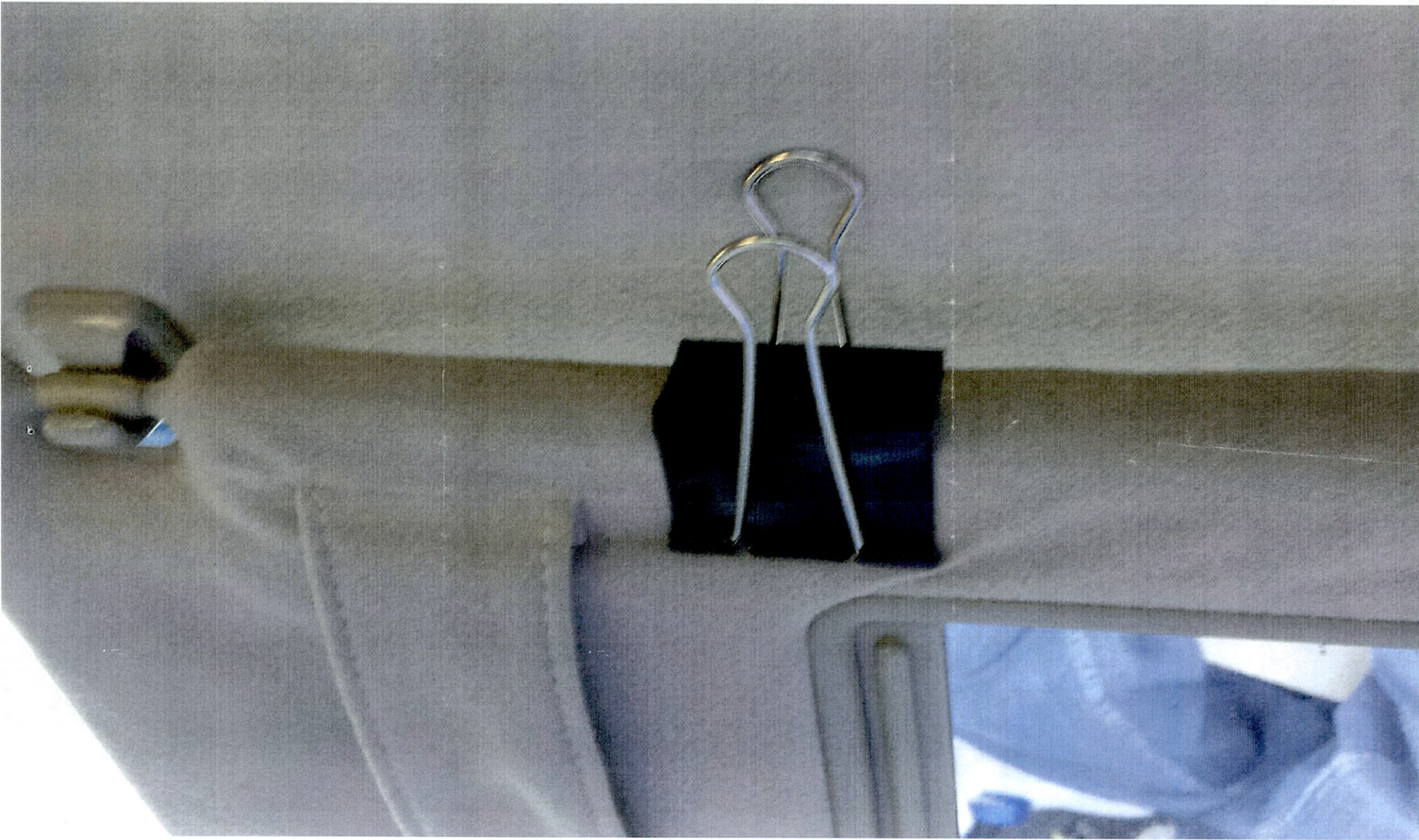


Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Here is a picture of the driver side visor. Close up of the connecting area where it has snapped, causing the visor to drop in front of our face while driving.



This paperclip is how we are keeping the VISOR
from falling in front of our view. This is the passenger
side.



As you can see, you obviously can not drive because your vision is impaired.



no paperclip to hold it. Picture take from passenger side. Just letting visor alone. Will not line up correctly to stay on now.

