

 INFORMATION ACT (FOIA) - 5 U.S.C. 552(B)(6) U.S. Department of Transportation National Highway Traffic Safety Administration		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 Date Received 22-AUG-2017 OCT 03 2017		Repository ☐ Reference No. 11018870	
OWNER INFORMATION (Type or Print)						Daytime Telephone Number Evening Telephone Number	
Name [REDACTED] Address [REDACTED] City [REDACTED] State [REDACTED] Zip Code [REDACTED]						E-mail Address	
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 4T1BF1FK7CU [REDACTED]				Make TOYOTA		Model CAMRY	
Date Purchased 12/9/2013		Dealer's Name and Telephone Number Colonial Toyota				Model Year 2012	
Original Owner ☐		Dealer's City Milford CT		State CT		Zip Code 06460	
Transmission Type ☐		☒ Antilock Brakes ☐ Cruise Control		Powertrain Multiple Failure: Trans MISSION torque converter		Incident Date(s) 15-MAY-2017	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Codes: 020000 SUSPENSION, 100000 POWER TRAIN						Failure Mileage 90000	
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		Number of Deaths	
				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 2012 TOYOTA CAMRY. THE CONTACT STATED THAT ON TWO OCCASIONS WHILE DRIVING AT 25 MPH, THE VEHICLE SHUDDERED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO COLONIAL TOYOTA IN MILFORD, 470 BOSTON POST RD, MILFORD, CT 06460, (203) 878-7401 WHERE IT WAS DIAGNOSED THAT THE FLOOR MAT WAS TOO CLOSE TO THE ACCELERATOR PEDAL AND THE TIE NEEDED TO BE CUT BUT THE FAILURE PERSISTED AFTER THE REPAIRS. THE VEHICLE WAS TAKEN BACK TO COLONIAL TOYOTA IN MILFORD IN MILFORD, CT 06460, WHERE THE VEHICLE WAS BEING SERVICED. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND STATED THAT THE FAILURE WAS A ZE5 TORQUE CONVERT AND STATED TO THE CONTACT TO TAKE THE VEHICLE TO THE DEALER. THE APPROXIMATE FAILURE MILEAGE WAS 90,000.							
The Dealer finally fix the Torque Converter. Did not have to pay. But that problem need to be address.							
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.							