



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

**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

Repository ☐

12-JAN-2018

JUN 5 2018

Reference No.

11062441

OWNER INFORMATION (Type or Print)

Name

Address

City

BLUFTON

State

SC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Cell

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

4T1BE46K97L

Make

TOYOTA

Model

CAMRY

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)

01-JUL-2014

☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY/WIPER (PWS), 162000 STRUCTURE: BODY

Failure Mileage

30000

Failure Speed

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 2007 TOYOTA CAMRY. DURING THE SUMMER MONTHS, WHENEVER THE VEHICLE WAS PARKED OUTDOORS, THE SUNLIGHT CAUSED THE DASHBOARD TO MELT. ADDITIONALLY, THERE WAS A GLOSS THAT REFLECTED FROM THE DASHBOARD ONTO THE WINDSHIELD. THE CONTACT STATED THAT THE REFLECTION IN THE WINDSHIELD MADE THE VEHICLE UNSAFE TO DRIVE. STOKES BROWN TOYOTA OF HILTON HEAD (100 FORDING ISLAND RD, BLUFTON, SC 29910, (888) 994-0079) WAS NOTIFIED. THE CONTACT WAS INFORMED THAT A WARRANTY REPAIR WAS PROVIDED BY THE MANUFACTURER, BUT THE DEADLINE HAD BEEN EXCEEDED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 30,000.

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 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

9/4/17
Contacted Toyota in Fort Pierce FL regarding the dash being sticky/tacky with a terrible glare to the windshield when hot, making it hard to see. Was told they would notify Toyota. Was told they by Capra that they sent notices out for dash, emissions, Visor, & electrical. 2017 fixed. Never received the other three. Am afraid to drive as it really obstructs my vision in the hot weather.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
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National Highway
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1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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 (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration