



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

Repository ☐

13-FEB-2018

Reference No.

11072514

JUN 05 2018

OWNER INFORMATION (Type or Print)

Name

Address

City

RICHMOND

State

TX

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

4T1BE46K57L

Make

TOYOTA

Model

CAMRY

Model Year

2007

Date Purchased

10/28/2006

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Houston

State

TX

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

27-DEC-2017

☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)

Failure Mileage

99000

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: I-10 & Highway 6, Houston Tx

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. WHILE DRIVING AT AN UNKNOWN SPEED, THE ENGINE SEIZED WITHOUT WARNING. THE VEHICLE WAS TOWED TO THE DEALER (DON MCGILL TOYOTA OF KATY, 21555 KATY FWY, KATY, TX 77450) WHERE IT WAS DIAGNOSED THAT THE ENGINE FAILED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC AND REPAIRED. THE MANUFACTURER STATED THAT THE VEHICLE WAS OUT OF WARRANTY AND PROVIDED CASE NUMBER: [REDACTED]. THE FAILURE MILEAGE WAS 99,000.

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)

See Attachment

Thanks

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

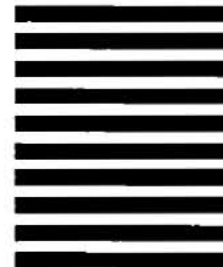
TX 073

15 MAY '18

PM 8 L



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NECESSARY
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BUSINESS REPLY MAIL

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

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 (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration





U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ





ANTER SHELL AUTOMOTIVE

10202 WESTHEIMER RD.

Houston, Texas, 77042

Shell

Shop (713) 781-0611 Cell (713) 898-5472

NAME [REDACTED]		DATE 7-6-18
ADDRESS [REDACTED]		
CITY A Richmond, TX	[REDACTED]	PHONE [REDACTED]
MAKE 2007 Toyota Camry		
NATURE OF SERVICE		
PROMISED		
QUANTITY	DESCRIPTION	AMOUNT
1	Engine Assembly	
1	Block for ASE	
1	Washer	
N/A Complete Engine Assembly		
[Signature]		
Technician		
RECEIVED BY [Signature]		
TAX		
TOTAL		2500.00

INVOICE

Printing Co. - Houston, TX - 832-367-4878

Signature below constitutes acceptance of above service performed as being satisfactory - and that equipment has been left in good condition

Thank You

Dear Sir,

I had purchased Toyota 2007 Camry LE car on 10/28/2006 for approx. \$24,000.00 Vin # 4T1BE46K57U [REDACTED], Car was always been maintained and never had any problem with it, until car the reach mileage of 99897 before the engine ceased. Below is explains on what happen on that day

On December 6th 2017 at 9:22 PM I was returning from Downtown Houston TX and it was very cold that day, I was driving on I/10 going toward Katy and Grand parkway. After I pass Highway 6 I noticed that my car air condition stop working the engine light came on and the car stop. It did not give me any indication that there was a problem. I had to call my insurance company for them to send me a tow trucker.

Next day I took my car to Don McGill Toyota and met Mr. Tony, he said that they will have to run a test on the car to find out the problem and it will cost me \$500. In the afternoon around 3:00 pm he informs that the car engine has been ceased due to excessive oil burning and it needs to be replaced. It will cost me approx. \$7000 to \$8000 to replace and it will be used engine, I was trying to understand how this could happen to Toyota car that has been driven less than 100,000 mileages. Then he immediately said that there is a buyer who will pay me \$1000 for the car, \$500 for the car repairs and \$500 for me. I was upset and pick up the car next day and took it to a local mechanic who replace the engine and charge me \$2500.

After couple of months through a friend of mine I came to know that there was recall for piston rings and Dashboard on 2007 Camry, I call Toyota to find out about this issue and they said that there was no recall for a piston but there was some type of checkup on piston ring, but they only covered vehicles less than 10 years since the manufacturing year.

I have enclosed Don McGill and my local mechanic invoices for your reference, please try to take some action against them, if you want to reach me my email address is [REDACTED]

Thanks in advance
[REDACTED]

5/8/2018

Gmail - DON MCGILL TOYOTA KATY SERVICE INVOICE



DON MCGILL TOYOTA KATY SERVICE INVOICE

1 message

2AMYM - [REDACTED]

Tue, May 8, 2018 at 5:11 PM

To: [REDACTED]

Customer No. [REDACTED]

ATTACHED IS A COPY OF YOUR SERVICE INVOICE. PLEASE CONTACT ME WITH ANY QUESTIONS OR CONCERNS. DON MCGILL TOYOTA OF KATY IS OPEN TILL 8pm MONDAY - FRIDAY AND TILL 5pm ON SATURDAYS. AGAIN, WE THANK YOU FOR CHOOSING US AND APPRECIATE YOUR BUSINESS.

 ***** D U P L I C A T E I N V O I C E *****

 CUSTOMER NO. [REDACTED]
 ADVISOR [REDACTED]
 GENERAL ADVISOR 2288 HAT NO. 459 INVOICE NO. [REDACTED]
 LABOR RATE LICENSE NO MIL IN 99897 COLOR BLACK/ STOCK NO. [REDACTED]
 YEAR/MAKE/MODEL DEL. DATE DEL. MILES
 07/TOYOTA/CAMRY/4 DOOR SEDAN
 VEHICLE ID. NO. [REDACTED]
 4 T 1 B E 4 6 K 5 7 U
 F.T.E. NO. P.O. NO. R.O. DATE 12/07/17 REPRINT# 1
 MIL. OUT
 RICHMOND, TX [REDACTED]
 HOME PHONE [REDACTED] BUS. PHONE [REDACTED] COMMENTS

JOB# 1 CHARGES-----

LABOR-----

J# 1 10TOZ06 CHECK ENGINE LIGHT TECH(S):BLXX 300.00
 CHECK ENGINE LIGHT CAME ON AND VEHICLE WANTED TO DIE.
 HESITATES TO STAY RUNNING. CHECK AND ADVISE.
 VEHICLE OVERHEATED, HAS A CRACKED RADIATOR AND VERY LOW
 COMPRESSION. COOLANT IN EXHAUST FROM BLOW HEADGASKET.
 OIL LEVEL WAS VERY LOW. CHECKED OIL AND FOUND METALIC
 SHAVINGS IN OIL. NEEDS ENGINE AND RADIATOR REPLACEMENT.
 DTC P0117 ENGINE COOLANT TEMPERATURE CIRCUIT AND
 P0327 KNOCK SENSOR BANK 1
 DECLINE AT THIS TIME.

JOB# 1 TOTALS-----

LABOR 300.00

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 300.00

TOTALS-----

 * TOTAL LABOR.... 300.00
 * TOTAL PARTS.... 0.00
 * [] CASH [] CHECK CK NO. [] *
 * TOTAL SUBLET... 0.00
 * [] VISA [] MASTERCARD [] DISCOVER *
 * TOTAL G.O.G.... 0.00
 * [] AMER XPRESS [] OTHER [] CHARGE *
 * TOTAL MISC CHG. 0.00
 * TOTAL MISC DISC 0.00
 * TOTAL TAX..... 0.00

 TOTAL INVOICE \$ 300.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

https://[REDACTED]