



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 ☐

MAY 6 2018

Reference No.
11083665

OWNER INFORMATION (Type or Print)

Name

Address

City

ATHENS

State

AL

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

4T1BK46K97U

Make

TOYOTA

Model

CAMRY

Model Year

2007

Date Purchased

Dealer's Name and Telephone Number

Serra Toyota

Engine: V6

Fuel Type:

No. Cylinders

6

Original Owner

☐

Dealer's City

Decatur

State

AL

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

05-APR-2018

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 162000 STRUCTURE: BODY

Failure Mileage

104,000

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. THE CONTACT STATED THAT THE DASHBOARD HAD A STICKY RESIDUE AS WELL AS CRACKS. THE GLARE FROM THE STICKY SUBSTANCE WAS IMPACTING THE CONTACT'S VISIBILITY WHILE DRIVING. THE DEALER (BILL PENNEY TOYOTA, 4808 UNIVERSITY DR. NW, HUNTSVILLE, AL 35816, (256) 837-1111) DIAGNOSED THAT THE DASHBOARD NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED AND STATED THAT THERE WAS NO RECALL. THE MANUFACTURER PROVIDED AN EXTENDED WARRANTY CAMPAIGN, BUT INDICATED THAT THE VEHICLE WAS EXCLUDED. THE CONTACT WAS ADVISED TO TAKE THE VEHICLE TO THE DEALER FOR REPAIRS. THE FAILURE MILEAGE WAS NOT AVAILABLE.

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)

I recently purchased this vehicle from an elderly couple and they told me that the dashboard was very sticky and caused a blinding glare when the sun shined on it. I bought the car thinking that Toyota would fix the dashboard since it is a safety hazard. I contacted local Toyota dealer, and they said that 10 year extended warranty for dashboard ended May 2017. They then stated that I would have to pay out of pocket. I told them that I wasn't going to do that, since Toyota has admitted to incorrectly making this dashboard. Urgently need this fixed due to blinding glare.

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

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, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



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



















