

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ----11318570 ----
Date: Tuesday, April 7, 2020 2:02:35 PM
Attachments: [REDACTED]

Questionnaire

From: [REDACTED]
Sent: Tuesday, April 07, 2020 12:47 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: FW: Follow up to ODI Complaint ----11318570 ----

Hi,
This defect was known to Toyota Corp. For this reason, there was an extended warranty on this car when it was sold to me. The dealer failed to disclose that warranty to me. I am attaching the buyer guide form.

Sincerely
[REDACTED]

Sent from my T-Mobile 4G LTE Device

----- Original message -----
From: "EVOQ (NHTSA)" <EVOQ@dot.gov>
Date: 4/7/20 11:30 AM (GMT-05:00)
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint ----11318570 ----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



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

18-MAR-2020

Repository ☐

Reference No.
11318570

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City NORRISTOWN

State PA

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [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
4T1BF1FK4CU [REDACTED]

Make
TOYOTA

Model
CAMRY

Model Year
2012

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

☐ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Multiple Failure:

1

Incident Date(s)

01-NOV-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Failure Mileage
98000

Failure Speed
50

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: DOTMAL9ABC036)

☐ 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. WHILE OPERATING THE VEHICLE, THE TRANSMISSION WOULD SUDDENLY DOWNSHIFT CAUSING THE VEHICLE TO STALL *LN

THE CAUSE OF THE FAILURE WAS UNKNOWN

THE VEHICLE WOULD START TO SHUTTER AND VIBRATE, CAUSING THE CONTACT TO BE CONCERNED FOR HIS SAFETY

THE CONTACT STATED THAT WHILE DRIVING AT SPEEDS ABOVE 50 MPH, THE TRANSMISSION WOULD DOWNSHIFT CAUSING THE SPEED TO ABRUPTLY REDUCE AND THE VEHICLE TO SHUTTER AND VIBRATE. THE CAUSE OF THE FAILURE WAS NOT DETERMINED. THE LOCAL DEALER THOMPSON TOYOTA (122 WEST SWAMP RD, DOYLESTOWN PA) AND THE MANUFACTURER WERE NOTIFIED OF THE FAILURE BUT NO ASSISTANCE WAS OFFERED. THE FAILURE MILEAGE WAS 98,000. *JB

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.

BUYERS GUIDE

IMPORTANT: Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

TOYOTA	CAMRY	2012	4T1BF1FK4CU
VEHICLE MAKE	MODEL	YEAR	VEHICLE IDENTIFICATION NUMBER (VIN)

WARRANTIES FOR THIS VEHICLE:

☐ AS IS - NO DEALER WARRANTY

THE DEALER DOES NOT PROVIDE A WARRANTY FOR ANY REPAIRS AFTER SALE.

☒ DEALER WARRANTY

☐ FULL WARRANTY.

☒ LIMITED WARRANTY. The dealer will pay 100 % of the labor and 100 % of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty, and for any documents that explain warranty coverage, exclusions, and the dealer's repair obligations. *Implied warranties* under your state's laws may give you additional rights.

SYSTEMS COVERED:

THOMPSON ORGANIZATION USED VEHICLE
POWER TRAIN PLUS LIMITED WARRANTY
COVERS DEFECTS OF INTERNALLY
LUBRICATED PARTS OF THE ENGINE,
TRANSMISSION, FRONT DRIVE ASSEMBLY,
TRANSFER CASE, AND ALTERNATOR

DURATION:

30 DAYS OR 1,000 MILES FROM
DELIVERY DATE, WHICHEVER OCCURS
FIRST.
NO DEDUCTIBLE

*REPAIR WORK MUST BE DONE BY
SELLING DEALER*

NON-DEALER WARRANTIES FOR THIS VEHICLE:

- ☐ MANUFACTURER'S WARRANTY STILL APPLIES. The manufacturer's original warranty has not expired on some components of the vehicle.
- ☐ MANUFACTURER'S USED VEHICLE WARRANTY APPLIES.
- ☐ OTHER USED VEHICLE WARRANTY APPLIES.

Ask the dealer for a copy of the warranty document and an explanation of warranty coverage, exclusions, and repair obligations.

- ☐ SERVICE CONTRACT. A service contract on this vehicle is available for an extra charge. Ask for details about coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of your purchase of this vehicle, *implied warranties* under your state's laws may give you additional rights.

ASK THE DEALER IF YOUR MECHANIC CAN INSPECT THE VEHICLE ON OR OFF THE LOT.

OBTAIN A VEHICLE HISTORY REPORT AND CHECK FOR OPEN SAFETY RECALLS. For information on how to obtain a vehicle history report, visit ftc.gov/usedcars. To check for open safety recalls, visit safercar.gov. You will need the vehicle identification number (VIN) shown above to make the best use of the resources on these sites.

SEE OTHER SIDE for important additional information, including a list of major defects that may occur in used motor vehicles.

Si el concesionario gestiona la venta en español, pídale una copia de la Guía del Comprador en español.