

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 26-MAY-2020 JUL 16 2020		Repository <input type="checkbox"/> Reference No. 11325993			
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City ESSEX JUNCTION	State VT	Zip Code [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 4T1BF1FK9FU [REDACTED]		Make TOYOTA	Model CAMRY	Model Year 2015	
Date Purchased 1 NOV 2016	Dealer's Name and Telephone Number TOYOTA OF WATERTOWN (617) 926-5200		Engine: No. Cylinders 4	Fuel Type: GAS	
Original Owner <input type="checkbox"/>	Dealer's City WATERTOWN	State MA	Zip Code 02472		
Transmission Type AUTO	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain AUTO	Multiple Failure: YES	Incident Date(s) 01-JAN-2020	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING			Failure Mileage 27000	Failure Speed 0	
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)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2015 TOYOTA CAMRY. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS THE STEERING WHEEL PULLED TO THE RIGHT WITHOUT WARNING. ADDITIONALLY, WHILE HIS WIFE WAS DRIVING AT UNKNOWN SPEEDS, THE STEERING WHEEL PULLED TO RIGHT WITHOUT WARNING. THE VEHICLE WAS TAKEN TO HERITAGE TOYOTA 1620 SHELBURNE RD, SOUTH BURLINGTON, VT 05403 802) 865-8200 WHERE DIAGNOSED THAT AN ALIGNMENT WAS NEEDED. THE VEHICLE WAS NOT REPAIRED. THE SHOP FOREMAN INFORMED CONTACT THE INTERMEDIATE STEERING COLUMN WAS RUSTED. THE MANUFACTURER WAS CONTACTED HOWEVER NO FURTHER ASSISTANCE WAS PROVIDED. THE FAILURE MILEAGE WAS 27,000. THE VIN WAS INVALID.					
[REDACTED] CLOIDET - HUSBAND					
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.					

26 June 2020

Toyota Motor Sales, U.S.A., Inc.
P.O. Box 259001
Plano, TX 75025-9001

REF: [REDACTED]

To Whom It May Concern,

In reference to our Camry steering problem I am sending the defective lower steering shaft that we were told by our local dealership the reason for the car to be pulling to the right at times. My wife was recently driving the car and had to fight steering to prevent going into the shoulder. I was very disappointed to learn that this was not a safety recall. I have also filed a complaint with the NHTSA (Ref # 11325993). Toyota technicians were initially unable to tell me why the car pulled to the right at times. Only when I told them I was not going to leave the dealership (as I really had a problem that needed to be resolved) was I then able to talk to the shop foreman. He immediately said he knew what the problem was. Seems somewhat strange the shop was not aware of the problem. Was also told it needed an alignment. Week before we had 4 new tires installed and had an alignment done so I knew it was not an alignment problem. With this in mind we went forward to have the steering shaft replaced.

I have seen multiple complaints about the same issue on various web sites on the internet so I know that my problem is not an isolated issue. I have not been able to find any solutions to this problem online. After inspecting the rusty steering joint I am still not convinced that this is really the source of the steering problem.

Would appreciate your engineering team review the enclosed paperwork and the joint itself to determine if this is in fact causing the steering pull we previously experienced. I also feel that the \$634.98 repair bill be looked at for either a full refund or for part of the labor as it only took an hour to replace. I would like to also know if this problem has been previously reported to Toyota as a safety issue.

Best Regards, [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Essex Junction, VT [REDACTED]

Enclosures: Toyota Reference # [REDACTED]
NHTSA Report # 11325993 & Photos

From: toyota@mailva.custhelp.com,

To: [REDACTED]

Subject: Steering Problem [Incident: [REDACTED]]

Date: Thu, May 21, 2020 6:11 pm



Thank you for contacting Toyota Motor Sales, U.S.A., Inc.; we received your email. This email is an automated acknowledgement of your inquiry and we will have a tailored response to you as quickly as possible.

For immediate assistance, please contact the Toyota Customer Experience Center:

1-800-331-4331

Monday through Friday: 7:00 AM to 7:00 PM CT

Saturday: 7:00 AM to 4:30 PM CT

We appreciate your patience.

Sincerely,

Toyota Customer Experience

Subject

Steering Problem

Question Reference #: [REDACTED]

Date Created: 05/21/2020 06:11 PM CT

Date Last Updated: 05/21/2020 06:11 PM CT

Status: Unresolved

From: toyota@mailva.custhelp.com,

To: [REDACTED]

Subject: Steering Problem [Incident: [REDACTED]]

Date: Fri, May 22, 2020 2:59 pm



Thank you for contacting Toyota.

Below is a summary of your most recent email message received and our response.

We appreciate the continued opportunity to be of service to you.

Subject

Steering Problem

Response By Email (Desirae D.) (05/22/2020 02:59 PM)

Dear [REDACTED]

Thank you for contacting Toyota Motor Sales, U.S.A., Inc.

To effectively address your concern, and ensure we have all pertinent information, we ask that you please contact us at our toll free number, (800) 331-4331. Our hours of operation are 7:00 a.m. to 7:00 p.m. Central Time Monday through Friday and 7:00 a.m. to 4:30 p.m. Central Time on Saturdays.

Your case is filed at our National Headquarters under file # [REDACTED]

Sincerely,

Desirae D.

Toyota Customer Experience Center

Customer By CSS Web [REDACTED] (05/21/2020 06:11 PM)

Been having a pulling problem. At times it pulls to the right. Pull over shut off and restart and goes away. Saw multiple similar issues on line. Took to local dealer and was told it was as alignment issue! Just had new tires and alignment done. Said I am not leaving today before I get to the bottom of the problem. Told problem to head mechanic and he said I know what the problem is. A rusty steering joint that he has seen before. Electrical steering has to override the binding. Part on order! THIS SHOULD BE A SAFETY RECALL! Will be a \$600 repair. My wife almost went off the road!

Question Reference # [REDACTED]

Date Created: 05/21/2020 06:11 PM CT

Date Last Updated: 05/22/2020 02:59 PM CT

Status: Response Sent

CUSTOMER #: [REDACTED]

INVOICE



1620 Shelburne Road, South Burlington, VT 05403
P.O. Box 1100, Burlington, VT 05402-1100
SERVICE DIRECT (802) 865-8260
TOLL FREE (800) 439-8858
www.heritagenvt.com

ESSEX JCT, VT [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 344 KATHERINE SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
White	15	Toyota CAMRY	4T1BF1FK9FU [REDACTED]	[REDACTED]	28748/28748	T5322

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DL			WAIT 24JUN20		114.99	CARD	24JUN20

R.O. OPENED	READY	OPTIONS:	DLR:
07:32 24JUN20	08:48 24JUN20		[REDACTED]

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A COMPLIMENTARY MULTIPOINT INSPECTION
 MPI COMPLIMENTARY MULTIPOINT INSPECTION
 598 ISER (N/C)
 28748 Performed complimentary multi-point inspection

B CUSTOMER STATES: INSTALL NEW INTERMEDIATE STEERING SHAFT FROM LAST VISIT. QUOTED \$341 FOR THE PART AND \$276 FOR LABOR.
 RPE REPLACE STEERING SHAFT
 598 CP

1 45220-06150 SHAFT ASSY, STEERING	340.50	275.98	275.98
28748 REPLACED THE INTERMEDIATE STEERING SHAFT, THEN TEST DROVE THE VEHICLE.		340.50	340.50

C TECH 598
 INFO TECH 598
 598 ISER (N/C)

CUSTOMER PAY NON-ITEMIZED FOR REPAIR ORDER 18.50
 344

FOR ANY QUESTIONS OR CONCERNS, PLEASE CALL:
 BRANDY ST. PETER 542 8083
 KYLE HECK 542 8061
 DANA LAWRENCE 865 8104
 KATHERINE SMITH 865 8107
 JOE HARSHBARGER 542 8037
 JAY JERGER 542 8015

"Thank You For Your Patronage"



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/item.

DISPOSAL OF HAZARDOUS WASTE
 The State of Vermont requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner.
 Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

DESCRIPTION	TOTALS
LABOR AMOUNT	275.98
PARTS AMOUNT	340.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	18.50
TOTAL CHARGES	634.98
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	634.98

CUSTOMER

1-800-231-4331 (5)

CUSTOMER #: [REDACTED]



INVOICE

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TOLL FREE (800) 439-8856
www.heritagevt.com

DUPLICATE 1
PAGE 1

ESSEX JCT, VT [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 410 BENJI JOHNSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
White	15	Toyota CAMRY	4T1BF1FK9FU [REDACTED]	[REDACTED]	28512/28515	T9798	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DL			WAIT 21MAY20		114.99	CARD	21MAY20
R.O. OPENED	READY	OPTIONS:	DLR [REDACTED]				
08:20 21MAY20	10:52 21MAY20						
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

A COMPLIMENTARY MULTIPOINT INSPECTION
MPI COMPLIMENTARY MULTIPOINT INSPECTION

598 ISER

(N/C)

28515 0.20 Performed complimentary multi-point inspection

B CUSTOMER STATES: VEHICLE KEEPS PULLING TO THE RIGHT. PLEASE CHECK AND ADVISE. ("CAR PULLS SHARPLY TO THE RIGHT AFTER STARTING UP AND DRIVING. IF I TURN OFF IGNITION AND RESTART IT WILL RUN PROPERLY. IT OCCURES AROUND 30% OF THE TIME")

4WA FOREMAN DROVE AFTER STORY, ADVISED THE INTERMEDIATE STEERING SHAFT NEEDS REPLACEMENT

598 ISER

(N/C)

28515 1.00 TEST DROVE AND I WAS UNABLE TO VERIFY THE CONCERN, THERE WAS A SLIGHT DRIFT THAT WENT WITH THE CROWN OF THE ROAD, THIS IS NORMAL. ON A LEVEL PORTION OF THE ROAD THERE WAS NO DRIFT. I THEN LIFTED THE VEHICLE AND CHECKED THE TIRE PRESSURES FROM SIDE TO SIDE WHICH CAN CAUSE A PULL, THE PRESSURES WERE THE SAME, NO PROBLEM FOUND. I THEN LOOKED AT THE TIRES, THE TIRES ARE NOT WEARING UNEVENLY THIS INDICATES THAT THE ALIGNMENT OF THE VEHICLE IS MOST LIKELY WITH IN SPECIFICATION... TALKING WITH THE ADVISOR I WAS TOLD THE CUSTOMER MENTIONED THE CONCERN OCCURRING UNDER ACCELERATION. THIS IS MOST LIKELY TORQUE STEER, THIS IS TRUE THIS IS A NORMAL ATTRIBUTE OF FRONT WHEEL DRIVE VEHICLES.

C** REPLACE CABIN AIR FILTER (PLUS PART)

CAUSE: THE FILTER IS DIRTY ENOUGH TO WHERE IT IS UNABLE TO PERFORM ITS JOB EFFECTIVELY.

CAF REPLACE CABIN AIR FILTER (PLUS PART)
598 CP

	20.84	20.84
1 87139-YZZ20 ELEMENT, AIR REFINER	29.15	29.15

28515 0.30 REPLACED THE CABIN AIR FILTER. THE FILTER WAS DIRTY ENOUGH TO WHERE IT WAS UNABLE TO PERFORM ITS JOB EFFECTIVELY.

"Thank You For Your Patronage"



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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER

UHTA

CUSTOMER #:



INVOICE

1620 Shelburne Road, South Burlington, VT 05403
P.O. Box 1100, Burlington, VT 05402-1100
SERVICE DIRECT (802) 865-8250
TOLL FREE (800) 439-8856
www.heritagevt.com

DUPLICATE 1
PAGE 2

ESSEX JCT, VT

HOME:
BUS:

CONT:
CELL:

SERVICE ADVISOR: 410 BENJI JOHNSON

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Row 1: White, 15, Toyota CAMRY, 4T1BF1FK9FU, 28512/28515, T9798. Row 2: DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 3: 01JAN15 DD, WAIT 21MAY20, 114.99, CARD, 21MAY20.

Table with columns: R.O. OPENED, READY, OPTIONS, DLR, LIST, NET, TOTAL. Row 1: 08:20 21MAY20, 10:52 21MAY20. Row 2: LINE OPCODE TECH TYPE HOURS. Row 3: D** REPLACE ENGINE AIR FILTER ELEMENT.

CAUSE: THE FILTER IS DIRTY ENOUGH TO WHERE IT IS UNABLE TO PERFORM ITS JOB EFFECTIVELY.
RAF REPLACE ENGINE AIR FILTER ELEMENT
598 CP 11.50 11.50
1 17801-YZZ02 ELEMENT SUB-ASSY, AI 17.49 17.49
28515 0.10 REPLACED THE ENGINE AIR FILTER. THE FILTER WAS DIRTY ENOUGH TO WHERE IT WAS UNABLE TO PERFORM ITS JOB EFFECTIVELY.

E** LOAD TEST & SERVICE BATTERY (CLEAN BATTERY, ADD PADS)
CAUSE: EXCESSIVE CORROSION ON THE BATTERY TERMINALS AND BRACKET. THIS CORROSION CAN INCREASE THE ELECTRICAL RESISTANCE MAKING THE BATTERY UNABLE TO CHARGE OR MAKING VEHICLE UNABLE TO START.
CB LOAD TEST & SERVICE BATTERY (CLEAN BATTERY, ADD PADS)
598 CP 11.50 11.50
1 8801 BG BATTERY KIT 11.50 11.50
28515 0.50 CLEANED THE CORROSION OFF OF THE BATTERY TERMINALS AND BRACKET. THEN INSTALLED THE TERMINAL PROTECTIVE PADS TO THE BATTERY POSTS, COATED THE TERMINALS AND BRACKET WITH GREASE TO HELP PREVENT THE CORROSION FROM RETURNING. RESET THE RADIO PRESETS AND THE CLOCK.

CUSTOMER PAY NON-ITEMIZED FOR REPAIR ORDER 3.86
*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****
,,SUMMARY 1S SYNTHETIC LUBE OIL FILTER; CHECK FLUIDS & TIRE PRESSURE
4WA FOUR WHEEL ALIGNMENT (ALL VEHICLES)

"Thank You For Your Patronage" Heritage TOYOTA SCION
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.
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Table with columns: DESCRIPTION, TOTALS. Rows: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS, SALES TAX, PLEASE PAY THIS AMOUNT.

CUSTOMER

CUSTOMER #: [REDACTED]

INVOICE



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DUPLICATE 1
PAGE 3

ESSEX JCT, VT

HOME [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 410 BENJI JOHNSON

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DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DD			WAIT 21MAY20		114.99	CARD	21MAY20

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: DLR: [REDACTED]

08:20 21MAY20 10:52 21MAY20

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

INTERMEDIATE STEERING SHAFT
NEEDED: \$341 PART A ND \$276
LABOR, SPECIAL ORDER.

FOR ANY QUESTIONS OR CONCERNS, PLEASE CALL:

BRANDY ST. PETER	542 8083
KYLE HECK	542 8061
DANA LAWRENCE	865 8104
KATHERINE SMITH	865 8107
JOE HARSHBARGER	542 8037
JAY JERGER	542 8015



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DESCRIPTION	TOTALS
LABOR AMOUNT	70.83
PARTS AMOUNT	58.14
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.86
TOTAL CHARGES	132.83
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	132.83

CUSTOMER

CARITY STEERING
PROBLEM

United States Department of Transportation

Search

REPORT A PROBLEM

← ABOUT NHTSA

Contact Us

Language: English

Share:    

NHTSA Contact Information

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NHTSA Headquarters

1200 New Jersey Avenue SE.

West Building

Washington, DC 20590

Toll-Free: 888-327-4236 / Hearing Impaired (TTY): 800-424-9153 / Media Inquiries: 202-366-9550

USDOT General Information Main Switchboard (including personnel locator): 202-366-4000 / Monday-Friday, 8:30 a.m.-5:30 p.m. Eastern, excluding Federal Holidays.


REPORT #

11325993

* ADDITIONAL INFORMATION

 Reply  Reply All  Forward  Delete  Restore More ▾

Request # [REDACTED] COMPLAINT

 **NHTSA Service Desk** (noreply@telesishq.com)

Tue, May 26, 2020 1

To: you Details ▾

Dear [REDACTED],

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

The following request has been completed for you:

Request # [REDACTED] COMPLAINT

We value your opinion. Please take a moment to complete our [Survey](#).

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

[NHTSA.dot.gov](#) Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

 Reply  Reply All  Forward



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 failure(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

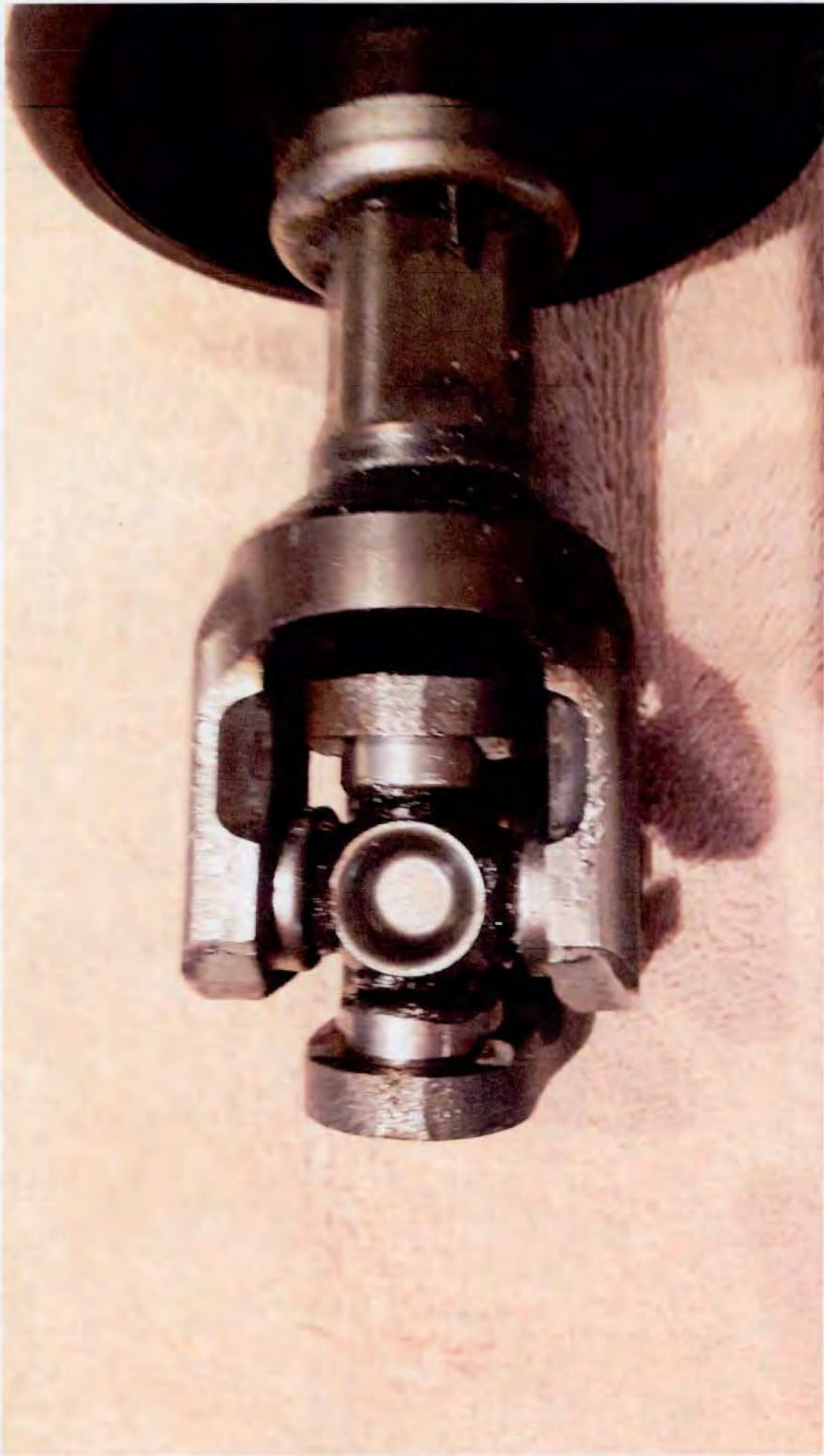
STEERING SHAFT REPLACED

JOINT "A"

JOINT "B"



JOINT "A" RUST FREE





JOINT "B" HEAVY RUST NEEDS BOOT!

MOTOR VEHICLE PURCHASE CONTRACT



149 ARSENAL STREET
WATERTOWN, MA 02472
(617) 926-5200 FAX: (617) 923-1399
toyotaofwatertown.com

FOR CONSUMER USE ONLY

DATE <u>01 OCT 2016</u>		ORDER NO. [REDACTED]	STOCK NO. [REDACTED]	SALESPERSON <u>MONDELLO, LOUIS J</u>	
PURCHASER'S NAME(S) [REDACTED]			STREET ADDRESS [REDACTED]		
CITY/STATE/ZIP <u>ESSEX JCT VT</u>			HOME PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	
ENTER MY ORDER FOR	NEW <input type="checkbox"/> USED <input checked="" type="checkbox"/>	FORMER USE (IF APPLICABLE) <input type="checkbox"/>	DEMONSTRATOR <input type="checkbox"/>	POLICE CAR <input type="checkbox"/>	REBUILT INSURANCE TOTAL <input type="checkbox"/>
			FORMER LEASED CAR <input type="checkbox"/>	FORMER DAILY RENTAL <input type="checkbox"/>	TAXICAB <input type="checkbox"/>
Year	Make	Model Name	Body Style/Type	Model No.	Transmission (Speeds)
<u>2015</u>	<u>TOYOTA</u>	<u>CAMRY</u>	<u>SEDAN</u>		<input checked="" type="checkbox"/> Standard Automatic
Vehicle Identification No. <u>4T1BF1FK9F [REDACTED]</u>		Color 1st 2nd 3rd <u>WHITE</u>	Interior 1st 2nd 3rd <u>GRAY</u>	Top <u>WHITE</u>	Odometer mi. km. <u>3274</u>
TRADE IN		WARRANTY INFORMATION		Social Security No.	
Year	Make	This vehicle carries an express warranty. Purchaser may obtain a copy of such warranty from the dealer upon request at time of order and will receive the warranty at time of delivery.		Date of Birth	
<u>N/A</u>	<u>N/A</u>			Employer ID No.	
Model	Type			E-mail Address [REDACTED]	
V.I.N.				Price of Unit <u>\$ 21450.00</u>	
Odometer (mi. km.)	Transmission <input type="checkbox"/> Standard (Speeds) <input type="checkbox"/> Auto			Additional Equipment/Items <u>N/A</u>	
No. of Cyl. Pass. Doors.	Salvage Title Yes <input type="checkbox"/> No <input type="checkbox"/>	REGISTRATION FEE/TITLE FEE SALES TAX			
PREVIOUS OWNER		Application for Title <input type="checkbox"/>			
City/State/Zip		Application for Reg: <input type="checkbox"/> New <input type="checkbox"/> Transfer			
LIENHOLDER <u>N/A</u>		Registration No.			
Address		Registration Fee \$ <u>N/A</u>			
City/State/Zip		Title Fee \$ <u>N/A</u>			
Acct. No.	Check No.	Mass. Sales Tax \$ <u>N/A</u>			
Balance Due \$ <u>N/A</u>					
Additional Information-Vehicle Purchased					
LIENHOLDER		*Sales Tax amount is included in right hand column only when dealership check is issued in payment of Mass. Sales Tax.			
Address					
City/State/Zip					
INSURANCE CO.					
Agent/Branch					
Address/City					
In the event I fail to take delivery of the vehicle purchased by me within forty-eight (48) hours after I have been notified by you that it is ready for delivery and pay the total contract price in the manner indicated, my deposit in the amount of \$ <u>3500.00</u> may, at your option, be retained by you to compensate you in whole or in part for any loss sustained by you. Your right to retain my deposit shall be in addition to and not instead of any other right or remedy provided by applicable law including, without limiting the generality of the foregoing, the sale of the car or truck I agree to purchase. If the amount of my deposit exceeds actual damages sustained by you, you will promptly refund the difference to me.					
Purchaser's Initials []					
ALL REBATES AND SALES INCENTIVES OFFERED BY THE MANUFACTURER OR DISTRIBUTOR ARE HEREBY ASSIGNED TO THE DEALER.					
Purchaser's Initials []					
This contract is not binding upon either dealer or purchaser until the following conditions are met: (1) The contract is signed by dealer or his/her authorized representative; (2) Other: _____ (3) Other: _____					
PURCHASER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND AT ANY TIME UNTIL S/HE RECEIVES A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. PURCHASER MUST GIVE WRITTEN NOTICE OF CANCELLATION TO THE DEALER.					
The front and back of this order comprise the entire agreement between the dealer and purchaser, and no other agreement or understanding has been made or entered into.		Purchaser's Signature [REDACTED]			
		Co-Purchaser's Signature <u>N/A</u>			
		Authorized Dealer Representative [Signature]			
		1. Total Price <u>\$ 21450.00</u>			
		2. Discount \$ <u>N/A</u>			
		3. Trade-In Allowance \$ <u>N/A</u>			
		4. Rebate(s) \$ <u>N/A</u>			
		5. Trade Difference (line 1 minus lines 2,3,4) <u>\$ 21450.00</u>			
		6. *Mass. Sales Tax (0.00% of line 5) <u>N/A</u>			
		7. Title Preparation \$ <u>5.00</u>			
		8. Documentary Preparation \$ <u>359.00</u>			
		9. State Inspection \$ <u>35.00</u>			
		10. Other \$ <u>N/A</u>			
		11. TOTAL CONTRACT PRICE (Total of lines 5,6,7,8,9 & 10) <u>\$ 21814.00</u>			
		12. Balance Due on Trade-In \$ <u>N/A</u>			
		13. Subtotal (Total of lines 11 & 12) <u>\$ 21814.00</u>			
		14. Deposit <u>3500.00</u>			
		15. Amount to be Financed <u>18314.00</u>			
		16. Cash Due on Delivery <u>N/A</u>			
		17. TOTAL PAYMENT (Total of lines 14,15 & 16) (line 17 must equal line 13) <u>\$ 21814.00</u>			

TOYOTA OF WATERTOWN

149 Arsenal Street
WATERTOWN, MA 02472
 (617) 926-5200

SOLD TO [REDACTED]
 ADDRESS ESSEX JCT VT [REDACTED]

700-®

YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
15	TOYOTA	CAMRY	USED	4T1BF1FK9FU [REDACTED]
SALESMAN MONDELLO, LOUIS			KEY NOS.	COLOR WHITE

DEALER INSTALLED OPTIONS:



THIS IS A TRUE COPY

FOREIGN BY: [REDACTED]

SUBSCRIBER FOREIGN BY: [REDACTED]

20 [REDACTED]

[Signature]
 NOTARY PUBLIC

LIENHOLDER:

PRE OWNED TRADED				
YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
BODY COLOR				
PRE OWNED TRADED				
YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
BODY COLOR				

DATE	INVOICE NO.	STOCK NO.		
10/01/16	[REDACTED]	[REDACTED]		
DESCRIPTION	COST	KEY ACCT NO.	SALE	KEY
P		C	21450.00	
R		C		
I		C		
C		C		
E		C		
O		C		
F		C		
C		C		
A	REGISTRATION FEE 5.00	C		5.00
R	DOC FEE	C 8048		359.00
→ CAR DEAL NO. 92618				
SALES TAX			3141	
NEW CAR -2 USED CAR -3			6_90	
.800.;			3006	
TOTAL CASH PRICE			21814.00	
FINANCING				
INSURANCE				
TOTAL TIME PRICE			21814.00	
SETTLEMENT	VEH. ACCTS. RECEIVABLE		3020	3500.00
	CASH ON DELIVERY		2110	+
	REBATES			+
	PRE OWNED ALLOWANCE PAYMENTS			
	MONTHS PER MONTH		18314.00	18314.00
	TOTAL			21814.00
LIEN PAYOFF			3010	
CONTRACTS IN TRANSIT			2030	18314.00
DISCOUNT OR OVERALLOW. (REF. VEH. LINE)			4_	+
DUE FROM FIN. INST. CENTURY-2, GMAC-6			227	+
SPEC. VEH. INC. (REF. VEH. LINE)			4	-
FIN. AND INS. INCOME NEW CAR -2 USED CAR -3			6_80	-
VALUE OF TRADE	STOCK NO.		I 2400	+
			I 2400	+

Reynolds and Reynolds 024259 O (01/01)

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