

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint -----11390628 -----
Date: Thursday, February 11, 2021 1:20:39 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, February 11, 2021 11:56 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fw: Follow up to ODI Complaint -----11390628 -----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

I am out of pocket over 1 thousand to fix this. I had to borrow a car and transfer my tag n insurance in order to drive and that cost me over 100.00 dollars to do. I paid for a motor. See below and now preparing to pay for someone to put it in. I have to try and save to get it put in. No fault of my own, Toyota knows that this is a problem with their motors and failed to warn the consumer. Toyota should have a recall on these motors. I had my oil changes done in a timely matter. The motors are designed to accumulate sludge and fail.

Thank You,
[REDACTED]

----- Forwarded Message -----

From: EVOQ (NHTSA) <evoq@dot.gov>
To: [REDACTED]
Sent: Thursday, February 11, 2021, 10:48:01 AM EST
Subject: FW: Follow up to ODI Complaint -----11390628 -----

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
29-JAN-2021

Repository
Reference No.
11390628

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City JACKSONVILLE State FL 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
4T1FA38P85U [REDACTED] Make TOYOTA Model CAMRY SOLARA Model Year 2005
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 Cruise Control Powertrain Multiple Failure: Incident Date(s)
01-JAN-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS) Failure Mileage 90000 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: 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 2005 TOYOTA SOLARA. THE CONTACT STATED THAT WHILE OPERATING THE VEHICLE, THE ODOR OF BURNING OIL WAS PRESENT INSIDE THE CABIN OF THE VEHICLE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT OIL SLUDGE WAS PRESENT INSIDE THE ENGINE AND THE ENGINE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER AND LOCAL DEALER WERE NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 90,000.

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.



LARRY'S 1ST STOP AUTO PARTS, INC.
 10042 NEW KINGS ROAD
 JACKSONVILLE, FL 32219
 904-764-1718

Quote



Bill To:

Ship To:

Phone Number :

Phone Number :

Date Ordered 2/4/2021	Ordering Dept	Customer PO	Expires 10/31/2023	Claim Number:	Salesperson BETH
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Item Detail	Req IC	Quote IC	Location	Kind	Stock No.	Amount
005 SOLARA Tag Number						\$500.00
						\$0.00
Extra Sale - 3.3L (VIN A, 5th digit, 3MZFE engine, CAT :						
CORE-DUE						\$0.00

Notes 30 DAY WARRANTY COVERS EXCESSIVE ENGINE NOISE AND WARRANTY DOES NOT COVER LABOR, WATER LEAKS, OR OIL WARRANTY EXTENDS 30 DAYS FROM DATE OF PURCHASE NOT	Parts	\$500.00
	Warranty	\$0.00
	Cores	\$0.00
	Total Shipping	\$0.00
	Est. Sales Tax	\$37.50
Total		\$537.50