

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); Dad
Subject: Re: FW: Follow up to ODI Complaint -----11422615 -----
Date: Thursday, August 19, 2021 1:52:45 PM
Attachments: [REDACTED]

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 have made a correction to the phone number and added a small part to the explanation at the bottom of the page.

If you have any questions please email or call me.

[REDACTED]

On Thu, Aug 19, 2021 at 12:23 PM [REDACTED] wrote:

Sent from my T-Mobile 4G LTE Device

----- Original message -----

From: "EVOQ (NHTSA)" <EVOQ@dot.gov>
Date: 8/18/21 4:17 PM (GMT-06:00)
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint -----11422615 -----

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](tel:(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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects 1-
888-DASH-2-DOT

Date Received
Form Approved: O.M.B. No. 2127-0008
FOR AGENCY USE ONLY 100148

Repository

28-JUN-2021 **National Highway**

Traffic Safety
Administration

Name [REDACTED] Address [REDACTED] Daytime Telephone Number [REDACTED]

City
Pensacola

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

OWNER INFORMATION (Type or Print)

Reference No.
11422615

E-mail Address [REDACTED]		Evening Telephone Number [REDACTED]
State FL	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 side 4T1BE46K39L [REDACTED]
Located at bottom of windshield on driver's side
TOYOTA
Model CAMRY
Model Year 2009

Dealer's Name and Telephone Number [REDACTED]			Engine: No: Cylinders [REDACTED]
Dealer's City Pensacola	STATE FL	ZIP Code 32505	

Date Purchased Fuel Type:

Original Owner

Transmission Type Powertrain Multiple Failure: Incident Date(s) Antilock Brakes

Cruise Control
15-JUN-2021

Failure Mileage
108000.0

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 060000 ENGINE (PWS) Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)

Original Requirement
Prior Repair

DOT No. (Example: DOTMAL 9ABC036) 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), 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), 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 parts available).

The contact owns a 2009 Toyota Camry. The contact stated the vehicle was consuming an abnormal amount of engine oil. The contact stated there was no warning light illuminated. The vehicle was not diagnosed nor repaired. The manufacturer was informed of the failure and the contact was awaiting a response. The failure mileage was approximately 108,000. I was advised that the engine could freeze up while driving and cause an accident. This is a very dangerous situation for the driver and others on the road.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

ThePrivacy Act of 1974-Public Law 93-579. This information is requested pursuantto authority vested in the National Highway Traffic. Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assistthe 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.