

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	
 U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 22-AUG-2022	Repository ☐
				Reference No. 11480557	
OWNER INFORMATION (Type or Print)					
Name		Address		Vehicle Identification Number	Email Address
City	State	ZIP Code	Evening Telephone Number		
Miramar Beach	FL				
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 4T1CA30P77U125147			MAKE TOYOTA	Model CAMRY SOLARA	Model Year 2007
Date Purchased 4/2019	Dealer's Name and Telephone Number			Engine: No: Cylinders 6 4	Fuel Type: GAS Regular
Original Owner ☐	Dealer's City Galtersburg	STATE MD	ZIP Code 20879		
Transmission Type AUTO	☒ Antilock Brakes ☐ Cruise Control	Powertrain V-6	Multiple Failure:	Incident Date(s) 01-APR-2022	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 163100 STRUCTURE:INTERIOR PANELS:DASHBOARD AIR BAG / DASH BOARD SEVERE CRACKING			Failure Mileage 80000.0	Failure Speed Unknown	
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: DOTM1AL 9ABCD36)	☐ Original Requirement ☐ 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), 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 part is available).					
The contact's husband owns a 2007 Toyota Camry Solara. The contact stated that her daughter noticed cracks on the dashboard nearby the glove box above the passenger's side air bag housing. No warning lights were illuminated. The vehicle was not diagnosed. The vehicle was not repaired. Neither the dealer nor the manufacturer was notified of the failure. The failure mileage was approximately 80,000.					
We are uncertain on the airbag efficiency. There are no warning lights illuminated - but the dashboard cracks on the passenger side are significant. Concern is in an <u>airbag failure</u> in event of a crash. We want it to be checked + repaired or dashboard replaced ASAP. Thank You					
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.					



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Returned 1/18/23

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.

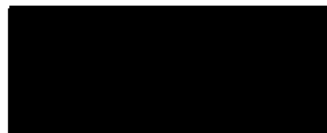
Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, 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



Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The entire dashboard has several cracks
and most CONCERNING - AT THE AIRBAG
LOCATIONS.

PLEASE REFER TO PREVIOUSLY SUBMITTED
DOCUMENTS ENCLOSED.

WE WANT DASHBOARD REPLACED

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

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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



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safecar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Miramar Beach, FL

PENSACOLA FL 325

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FOREVER US

US. DEPT of TRANSPORTATION

NAT'L HWY TRAFFIC SAFETY ADMIN.

OFFICE OF DEFECTS INVESTIGATION

NEF-100

1200 NEW JERSEY AVE S.E

WASHINGTON, DC

20590

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20677-9302