



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

14-FEB-2002

Ord. or
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Reference No.

758239

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Location at bottom of windshield and driver's side door) 4T1EF12K5TU131751	Vehicle Make TOYOTA	Vehicle Model CAMRY	Vehicle Year 1996	Current Odometer Reading		
Purchase Date 01-APR-1999	Dealer's Name _____		Engine Size (CID/CC/L) 3.0 L	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection		
☐ New ☒ Used	City _____ State _____ Zip Code _____		No Cylinders _____			
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☒ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01230000 01400000	Part Name(s) STEERING:POWER ASSIST:HOSE:FLUID STEERING:GEAR:RACK AND PINION	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failure	Date(s) of Failure(s) 20-DEC-2001	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 70000		
	Vehicle Speed at Failure(s) 5		

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

POWER STEERING RACK & PINION GEAR AND HIGH PRESSURE POWER STEERING HOSE BEGAN TO LEAK AT ABOUT 70,000 MILES. DEALER SAID THESE ITEMS NEED TO BE REPLACED. NOW TOYOTA HAS ISSUED A NEW PART NUMBER FOR THE POWER STEERING GEAR, WHICH LEADS ME TO BELIEVE THEY REALIZED THERE WAS A PROBLEM WITH THE ORIGINAL PART. 70,000 IS WAY TO EARLY FOR SUCH A FAILURE. THE REPAIR IS VERY COSTLY. PARTS ALONE FOR THE REPAIR ARE ABOUT \$1400. THE MANUFACTURER SHOULD COMPENSATE.

CONTINUE ON REVERSE

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.