



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** §20

Date Received

29-JAN-2002

Ord. or  
rt. dt  
pd. rt  
rp. ltr

Reference No.

8003040

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) <small>(Location at bottom of and/or above windshield)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
4T1BG22K1WU202762	TOYOTA	CAMRY	1998			
Purchase Date <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name City _____ State _____ Zip Code _____	Engine Size (CID/CC/L) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio			
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

### FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03264000 03270000	Part Name(s) BRAKES:HYDRAULIC:SHOE AND DRUM SYSTEM:DRUM BRAKES:HYDRAULIC:SHOE:DISC BRAKE SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failure 3	Dates of Failure(s) 25-AUG-1998 Mileage at Failure(s) 11000 Vehicle Speed at Failure(s) _____	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No

### APPLICATION INCIDENT INFORMATION

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

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damag	Reported to Police <input type="checkbox"/> Yes <input type="checkbox"/> No
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### NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WITH 11,000 MILES ON VEHICLE THERE WAS A RUBBING NOISE COMING FROM VEHICLE WHEN BRAKE SYSTEM WAS ACTIVATED. DEALERSHIP SERVICED VEHICLE UNDER A SERVICE BULLETIN. THEN, AT APPROXIMATELY 50,000 MILES ON AUGUST 23, 2001 FRONT BRAKE PADS AND ROTORS HAD TO BE REPLACED BY DEALERSHIP DUE TO A RUBBING NOISE DURING BRAKE APPLICATION. ALSO AT 54,000 MILES ON JANUARY 22, 2002 REAR BRAKE DRUMS FAILED, AND HAD TO BE REPLACED. PLEASE PROVIDE ANY ADDITIONAL INFORMATION / DOCUMENTATION. \*AK

COPIES OF THIS FORM ARE:

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.

<p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p>DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline</p>	<p>RECEIVED 2002 JAN 18 2:07 OFFICE OF DEFECTS INVESTIGATION</p>	<p>AGENCY USE ONLY 920</p> <p>Received 2002 JAN 18 2:07 2002 JAN 18 2:07</p> <p>Reference No. 8003040</p>
	<p>OWNER INFORMATION (Type or Print)</p> <p>[Redacted]</p>		<p>Work Number [Redacted]</p> <p>Home Number [Redacted]</p>

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  
In the absence of a signature, address to the vehicle manufacturer.

Signature: [Redacted] YES  NO   
Date: 2/21/02

VEHICLE INFORMATION						
Vehicle Ident. No. (VIN) (Located at bottom of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading		
4T1BG22K1WU202762	TOYOTA	CAMRY	1998	55979		
Purchase Date 9/25/97	Dealer's Name AMITY TOYOTA		Engine Size (CID/CC/L)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel injectio		
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City AMITYVILLE	State NY	No. Cylinders 4			
Transmission Type <input type="checkbox"/> Manua <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Min van <input type="checkbox"/> Other	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up <input type="checkbox"/> Truck

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 03264000 03270000	Part Name(s) BRAKES:HYDRAULIC SHOE AND DRUM SYSTEM:DRUM BRAKES:HYDRAULIC SHOE:DISC BRAKE SYSTEM FRONT REAR	Location <input type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input checked="" type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures 3	Date(s) of Failure(s) 25-AUG-1998 + 1/22/02	Mileage at Failure(s) 11000 55000	Vehicle Speed at Failure(s) NHTSA Previously <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION					
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)					
Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input type="checkbox"/> No

**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

WITH 11,000 MILES ON VEHICLE THERE WAS A RUBBING NOISE COMING FROM VEHICLE WHEN BRAKE SYSTEM WAS ACTIVATED. DEALERSHIP SERVICED VEHICLE UNDER A SERVICE BULLETIN. THEN, AT APPROXIMATELY 50,000 MILES ON AUGUST 25, 2001 FRONT BRAKE PADS AND ROTORS HAD TO BE REPLACED BY DEALERSHIP DUE TO A RUBBING NOISE DURING BRAKE APPLICATION. ALSO AT 54,000 MILES ON JANUARY 22, 2002 REAR BRAKE DRUMS FAILED AND HAD TO BE REPLACED. PLEASE PROVIDE ANY ADDITIONAL INFORMATION! DOCUMENTATION. \*AK DEALER CLAIMED REAR DRUMS BURNED BEYOND RESURFACING, HOWEVER WE REINSTALLED ORIGINAL SHOES WHICH DEALER CLAIMED WERE OK!

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974-Public Law 93-502 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.

QUESTION: HOW CAN DRUMS BURN OUT IF BRAKE SHOES ARE



**THE FOLLOWING PAGES ARE WITHHELD TO  
PROTECT UNWARRANTED INVASION OF  
PERSONAL PRIVACY PURSUANT TO  
EXEMPTION 6 OF THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)**

*(Page 1 through Page 7)*









