



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 936

Date Received

01-FEB-2002

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Reference No.

8003421

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		
NOT AVAILABLE	TOYOTA	CAMRY	1998			
Purchase Date <input type="checkbox"/> New <input checked="" 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 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 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 02110000	Part Name(s) SUSPENSION INDEPENDENT FRONT ATTACHING MECHANISMS	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	Dates of Failure(s) 01-NOV-2001 Mileage at Failure(s) 55000 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	Number of Fatalities	Estimated Property Damag	Reported to Polic <input type="checkbox"/> Yes <input type="checkbox"/> No
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### NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN VEHICLE IS COLD AND DRIVER TURNS HITTING OR A BUMPING THERE'S A GRINDING NOISE. TOOK VEHICLE TO DEALER, DEALER STATED THAT IT WAS STRUT TOWERS. PLEASE PROVIDE ANY FURTHER INFORMATION. \*AK

CONTINUED 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.



**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire (VOQ)**

U.S. Department of Transportation  
 National Highway Traffic Safety Administration  
 DOT Auto Safety Hotline  
 1-888-DASH-2-DOT  
 1-888-327-4236  
 www.nhtsa.dot.gov/hotline

Reference No. 8003421

DEFECTS INVESTIGATION OFFICE  
 FEB-2002  
 336

Work No. [Redacted]  
 Hook No. [Redacted]

Signature of Owner [Redacted] Date 2/11/02

**VEHICLE INFORMATION**

Vehicle Ident. No. (VIN) [Redacted] Vehicle Make TOYOTA Vehicle Model CAMRY Vehicle Year 1998 Current Odometer Reading 55,800

Purchase Date 2-21-98 Dealer's Name Heartland Toyota City Brentwood State VA Zip Code 98312 Engine Size CID/CYL 4 No. Cylinders 4 Fuel Injectio Diesel Gas Turbo

Transmiss on Type Antilock brakes 4-wheel System  Yes  No 3-Point Belt  Motorbelt  2-Point Belt  Passenger-side Airbag  No Cruise Control  Yes  No Drive Trt.  Front  Rear  Other Vehicle Type  Car  Van  Minivan  Other Body Style  2-Door  4-Door  Stationwagon  Pick Up  Truck

**FAILED COMPONENT(S)/PART(S) INFORMATION**  
 Component 02140000 Part Name(s) [Redacted] Failed Part(s)  Front  Rear  Original  Replacement

**APPLICATION INCIDENT INFORMATION**  
 No of Failures 2 Date(s) of Failure 0-NOV-2001 Mileage at Failure(s) 33000 Vehicle Speed at Failure(s) 51,000

**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**  
 WHEN VEHICLE IS COLD AND DRIVER TURNS HITTING OR A BUMPER THERE'S A GRINDING NOISE. TOOK VEHICLE TO DEALER, DEALER STATED THAT IT WAS STRUT TOWERS. PLEASE PROVIDE ANY FURTHER INFORMATION. AK Dealer said problem was common on 98's. Hopefully strut tower replacement would fix problem, but maybe not. Part strut towers to cost \$400.

The Privacy Act of 1974 (Public Law 93-57) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration... NHTSA procedures 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.