



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

**NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 335

Data Received 27-JAN-2000	Od_or _____
	rt_dt _____
	od_rt _____
	up_ltr _____
Reference No. 855557	

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>(Listed at front of windshield or drivers side)</small> 4T1BG22K4WU188467	Vehicle Make TOYOTA	Vehicle Model CAMRY	Vehicle Year 1998	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel
			<input type="checkbox"/> Gas
			<input type="checkbox"/> Fuel Injection

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"/> Motorbell <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" 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 Ult <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 _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 08000000 03250000 08100000	Par. Name(s) ELECTRICAL SYSTEM BRAKES:HYDRAULIC:ANTI-SKID SYSTEM ELECTRICAL SYSTEM:BATTERY	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No of Failures 0	Date(s) of Failure(s) 23-JAN-2000	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 14000		
	Vehicle Speed at Failure(s) _____		

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

WHILE DRIVING CAR WENT DEAD AND BRAKES STARTED TO FAIL, THIS WAS A VERY BUSY ROAD. CONSUMER TOOK VEHICLE TO MECHANIC. HE SAID IT WAS THE BATTERY, REPLACED BATTERY. CONSUMER NOTICED THAT THE MILEAGE DISAPPEARED, AND CAR WENT DEAD AGAIN. CONSUMER TOOK CAR BACK TO TOYOTA. *AK

CONTINUED ON BACK PLEASE

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	DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	FOR AGENCY USE ONLY 335 Date Received: NOV 27 11 44 AM '00 27 JAN 2000 OFFICE OF DEFECTS INVESTIGATION	Od. or rt. dt. _____ od_rt _____ up_itr _____ Reference No. 855557
	OWNER INFORMATION (Type or Print)		Work Number _____ Home Number _____

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 In the absence of an authorized signature, your name and address to the vehicle manufacturer.
 Signature of Owner _____ Date **1/8, 2000**

VEHICLE INFORMATION				
Vehicle Ident. No. (VIN.) <small>(Located at bottom of windshield on driver's side)</small> 4T1BG22K4WU188487	Vehicle Make TOYOTA	Vehicle Model CAMRY	Vehicle Year 1998	Current Odometer Reading 14,500
Purchase Date 10/15/97	Dealer's Name TOYOTA CITY 1305 East Boston Post Road Camaroneck, State N.Y., Zip Code 10543		Engine Size (CID/GAL) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Transmission Type <input type="checkbox"/> Manual <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 type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport UT <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 checked="" 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 08000000 03250000 08100000	Part Name(s) ELECTRICAL SYSTEM - Back trunk wire - NOT SAFE BRAKES;HYDRAULIC;ANTI-SKID SYSTEM ELECTRICAL SYSTEM;BATTERY	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 Failures 0	Date(s) of Failure(s) 23 JAN 2000 Mileage at Failure(s) 14000 Vehicle Speed at Failure(s) 30 MPH	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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

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

WHILE DRIVING CAR WENT DEAD AND BRAKES STARTED TO FAIL, THIS WAS A VERY BUSY ROAD. CONSUMER TOOK VEHICLE TO MECHANIC. HE SAID IT WAS THE BATTERY, REPLACED BATTERY. CONSUMER NOTICED THAT THE MILEAGE DISAPPEARED, AND CAR WENT DEAD AGAIN. CONSUMER TOOK CAR BACK TO TOYOTA. *AK

Police Assistance - 3 vehicles. - Request has been made for Toyota Arbitration to replace car

Livingston on Hudson New York 10701
Pierson Ferry N.Y 10706 Westchester County
Hasting-on-Hudson, N.Y. 10706

CONTINUE ON BACK IF NEEDED

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CERTIFIED MAIL

February 3, 2000

Toyota Customer Assistance Center
Toyota Motor Sales, U.S.A. Inc.
P.O. Box 2991
Torrance, CA 90509-2991

Dear Sir:

I am writing to you regarding a serious problem I have with my 1998 Toyota Camry.

The Odometer reading is 14, 848.

The car was purchased on 10/15/97.

Thursday, January 20, 1997 while driving on Route 9 in Irvington, New York the car went completely black, all of the lights went off. It was dark, snowing and I was very shaken. I managed to stop the car and obtain police assistance. The Officer was able to get the car started and followed me to the next village the same thing happened again. The lights went out and the car stopped. Again I was very shaken up. I was able to get police assistance and the next day the car had to be towed to Toyota City where I purchased the car. I explained the problem to the mechanic, I asked the mechanic to check out the car completely. That evening I received a call from Toyota stating that the car was fine. They informed me that they had installed a new battery.

Saturday January 21, 2000 I picked up my car at Toyota City and drove to a gas station I purchased \$20-worth of gas. I started to drive and I noticed that Odometer was blank, no reading. I looked at the gas gauge and there was no reading even though I just filled the car with gas. I stopped at a mechanic who stated it would be alright to continue to drive and take the car back to Toyota on Monday. (They were closed for the weekend)

Sunday, January 22, 2000 I tested the car out to see if I would be able to get it to the Toyota dealer on Monday. The car blacked out again at a very busy intersection Hastings-on-Hudson, N.Y. police Dept, had it towed to my home. I was even more shook up.

Monday January 24, 2000 my car was towed back to Toyota late Monday January 24, I received a call from Toyota stating that they had found the problem. The wires in the

trunk area were very short and they were all broken they stated that they had made the wires longer and this would eliminate the problem. . He also stated that the new

Camry's have longer wires and that this problem has been eliminated. I feel that my life was in danger and I do not feel safe in this car. I am a classified totally physical handicapped. I believe this car presents a danger to myself and other people and I would appreciate some assistance from you. I would like to exchange this car for another car and believe this low mileage that you should honor my request I previously owned a Toyota Camry and kept it for more than 12 years.

Your immediate assistance to this matter would be very much appreciated.

I have asked for Toyota arbitration but I believe you should be able to remedy this problem immediately without waiting for this.

Thank you very much

ADDENDUM:

Please see attached re. Mileage

Also please see attached lease. (Leased for approximately 5 weeks and then purchased) reason I was paying \$125 a month more than any other agent in my office. With a \$5,000 security deposit.

According to my records, checks made out on October 15, 1997. Also see car registration.

Arbitration has been requested
height Blew out previously stopped Mobil station
to Replaced carbon height bed.