

U.S. Department
of TransportationNational 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 156

Data Received

08-FEB-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

856475

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 driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
PLEASE FILL IN	TOYOTA	CAMRY	1998	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<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	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	<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 02111000	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
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No. of Failures	Date(s) of Failure(s) 08-FEB-2000 Mileage at Failure(s) 29 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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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	Number of Fatalities	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)

FRONT PASSENGER'S SIDE STRUT IS VERY LOOSE WHICH MAY CAUSE THE STRUT TO COME OFF, AND CAUSE A LOSS OF CONTROL AND CRASH. THERE IS TSB BULLETIN ON THIS SAFETY PROBLEM. PLEASE PROVIDE FURTHER INFORMATION. *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.



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Date Received: 08-FEB-2000

Reference No. 856475

Work Number NA

Home

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: [Redacted] Date: 2/18/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN): [Redacted]

Vehicle Make: TOYOTA
 Vehicle Model: CAMRY
 Vehicle Year: 1998
 Current Odometer Reading: 29397

PLEASE FILL IN

Purchase Date: [Redacted]

Dealer's Name: MODERN TOYOTA
 City: KANSAS CITY, MO
 State: MO
 Zip Code: [Redacted]

Engine Size (CID/CCL): 2.2
 No. Cylinders: 4
 Turbo: Diesel: Gas: Fuel Injection:

Transmission Type: Automatic Manual

Restraint System: 3-Point Belt Motorbelt 2-Point Belt Passenger-side Airbag Driver-side Airbag Airbag

Antilock Brakes: Yes No

Cruse Control: Yes No

Drive Train: Front Rear 4-Wheel

Vehicle Type: Car Van Minivan Other Truck Motorcycle Sport Util. 2-Door 4-Door Stationwagon Pick Up Truck Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component: 02111000

Part Name(s):

SUSPENSION-INDEPENDENT FRONT ATTACHING MECHANISMS:

Location: Front Left Right Rear

Failed Part(s): Original Replacement

No. of Failures: [Redacted]

Date(s) of Failure(s): 08-FEB-2000

Mileage at Failure(s): 29

Vehicle Speed at Failure(s): [Redacted]

Failed Part(s) Available? Yes No

NHTSA Previously Contacted? No Yes

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: [Redacted]

Number of Fatalities: [Redacted]

Estimated Property Damage: [Redacted]

Reported to Police: Yes No

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

FRONT PASSENGER'S SIDE STRUT IS VERY LOOSE WHICH MAY CAUSE THE STRUT TO COME OFF, AND CAUSE A LOSS OF CONTROL AND CRASH. THERE IS TSB BULLETIN ON THIS SAFETY PROBLEM. PLEASE PROVIDE FURTHER INFORMATION. *AK

SEE ATTACHED LETTER

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to a 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.

VEHICLE OWNERS QUESTIONNAIRE

1998 TOYOTA CAMRY VIN NUMBER 4T1BG22K3WU244978

I TOOK MY CAR TO MODERN TOYOTA ON FEBRUARY 8, 2000 BECAUSE OF A CLUNKING AND BANGING NOISE IN THE RIGHT FRONT STRUT. THE SERVICE WRITER TOOK MY NAME AND SAID HE WOULD CALL ME WHEN THE REPAIR PARTS ARRIVE.

THE SERVICE WRITER STATED THIS WAS THE THIRD CAR TODAY WITH THIS PROBLEM AND THEY RAN OUT OF REPAIR PARTS. IT SEEMS THERE IS A PROBLEM WITH THE SPACERS AND BECAUSE OF THIS THERE IS PLAY WITH METAL RUBBING ON METAL.

MY NEXT QUESTION WAS WHY WASN'T THERE A RECALL WITH THIS PROBLEM? HE STATED THAT THE TOYOTA DEALERS HAD RECEIVED A BULLETIN ON THIS PROBLEM AND A RECALL HAD NOT BEEN ISSUED. NEXT HE STATED AS LONG AS THE CAR IS UNDER WARANTEE IT WILL BE REPAIRED FREE OF CHARGE. WHAT HAPPENS IF THE CAR IS PAST WARANTEE? WHAT ABOUT THE PEOPLE THAT HAVE VERY LITTLE KNOWLEDGE ABOUT CARS ? IF MY CAR WAS THE THIRD ONE ON FEB. 8TH, HOW MANY MORE CARS ARE OUT THERE WITH THIS PROBLEM? IS IT ONLY 1998 MODELS OR ARE THERE OTHER YEARS? HOW MANY CARS WERE TAKEN TO FRONT END SHOPS BECAUSE PEOPLE WERE NEVER NOTIFIED BY TOYOTA ABOUT THIS PROBLEM? I THINK TOYOTA SHOULD ISSUE A RECALL ON THIS PROBLEM AND EVERY CAMRY SHOULD BE CHECKED. ON MY CAR IT IS CAUSING UNEVEN WEAR ON THE TIRE PLUS VIBRATION IN THE FRONT END. WHY IS TOYOTA HIDING THIS INFORMATION?

BEFORE CALLING YOU, I CALLED TOYOTA CUSTOMER SERVICE AND I POSED THE SAME QUESTIONS TO THEM. THEIR REPLY WAS IF THERE IS A RECALL TOYOTA WILL PAY FOR THE REPAIRS (IF THE CUSTOMER SAVES THE BILLS.) TO ME THIS IS A BAD ANSWER.

I ALSO CONTACTED THE BETTER BUSINESS BUREAU AND WAS INFORMED THEY ARE NO LONGER HANDLING MEDIATION FOR TOYOTA. ANOTHER BOO-BOO BY TOYOTA. (NEVER INFORMED THE OWNERS WHO IS HANDLING MEDIATION?)

I WOULD APPRECIATE YOUR LOOKING INTO THIS MATTER.

THANK YOU

