



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

**DOT Auto Safety Hotline**  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET [www.nhtsa.dot.gov/hotline](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100145

Date Received

AUG 29 AM 11:38  
21-AUG-2003

Repository

Reference No.  
10029703

**OWNER INFORMATION (Type or Print)**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City KNIGHTDALE State NC Zip Code \_\_\_\_\_

Daytime Telephone Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

Evening Telephone Number \_\_\_\_\_

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 8/29/03

**VEHICLE INFORMATION**

Make <u>TOYOTA</u>		Model <u>COROLLA</u>	Model Year <u>2000</u>
Date Purchased <u>04/00</u>	Dealer's Name and Telephone Number <u>LEITH TOYOTA (919) 876-5900</u>		Engine: No. Cylinders <u>4cyl.</u>
Original Owner <input checked="" type="checkbox"/>	Dealer's City <u>RALEIGH</u>	State <u>NC</u>	Zip Code _____
Transmission Type <u>AUTO</u>	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain _____	Fuel Type: <u>UNLEAD</u>
Vehicle Component Code <u>D60000 ENGINE AND ENGINE COOLING</u>		Multiple Failures _____	

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

Incident Date(s) <u>30-MAY-2003</u>	Failure Mileage <u>95000</u>	Failure Speed <u>40-55 MPH</u>	Failure Description <u>ENGINE</u>
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make _____	Tire Model (Name or Number) _____	Tire Size (Example P215/65R15) _____
DOT No. (Example: DOTM15ABC036) _____	<input type="checkbox"/> Original Equipment, Prior Repair	Failure Location: _____
Tire Component Code _____	Tire Failure Type _____	

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: _____	Date Manufactured: _____	Model No./Name: _____
Seat Type: _____	Installation System: _____	
Child Seat Component Code: _____	Failed Part: _____	

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

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 Deaths _____	Reported to Police <u>N</u>
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Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

-VEHICLE BURNS UP A LOT IN A MATTER DAYS. DEALER NOTIFIED. "AK THIS ENGINE HAS SLUDGED UP.  
-ENGINE OIL GEL. THIS CAR IS BURNING 2-3 qts OF OIL EVERY  
400 MILES, WHICH IS ABOUT 4 TO 5 DAYS FOR ME. WENT TO A  
REPAIR SHOP. THEY WANTED TO REPLACE THE OIL RINGS FOR  
\$800.00. HAVE NOT REPAIRED IT YET. WANT TOYOTA TO PAY  
FOR IT--SINCE THEY HAVE AN ENGINE OIL USED PROGRAM  
FOR MANY OF THEIR OTHER VEHICLES. -AND I HAVE ->

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration 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.

2003 100145 VEHICLE OWNER QUESTIONNAIRE  
FORM NO. 100145-01-03

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

BEEN CHANGING THE OIL EVERY 3-5000 MILES. AND THE ENGINE HAS STILL GELLED UP.

THANK YOU!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NVS-216 400 7th Street, SW Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline (DASH) 2 DOT



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