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

FOR AGENCY USE ONLY 117

Date Received	Repository
25-APR-2005	Reference No. 10119126

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
[redacted]	[redacted]	[redacted]
Address [redacted]	Evening Telephone Number [redacted]	
City ELK GROVE State CA Zip Code [redacted]		

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 ___/___/___

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
4T1BF28B62U[redacted]	TOYOTA	AVALON	2002

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
29-OCT-04	Elk Grove Toyota			No. Cylinders 6	Gas
Original Owner ☐	Dealer's City Elk Grove	State CA	Zip Code 95758		

Transmission Type			Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain UNKNOWN	201000 WHEELS:RIM Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed
20-APR-2005	31000	30 35-40

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
MICHELIN	P20560R15	20560R16
DOT No. (Example: DOTMA9ABC036) B97REWTX3601	☐ Original Equipment ☐ Prior Repair	Failure Location: DRIVER SIDE REAR
Tire Component Code 190000 TIRES		Tire Failure Type BLOWOUT

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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	N

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).

WHILE DRIVING APPROXIMATELY 30 MPH LEFT REAR TIRE BLEW OUT. PART OF TIRE BECAME SHREDDED WHERE RIM WAS SPLIT. TOOK VEHICLE TO DEALERSHIP FOR REPAIR. DEALERSHIP WAS NOT ABLE TO REPAIR VEHICLE DUE TO LACK OF PERSONNEL. HAD TIRE REPLACED AT COSCO, BUT PROBLEM RECURRED. *AK

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

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 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.

[redacted]
Elk Grove, CA [redacted]
May 15, 2005
[redacted]

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

Dear Sir:

RE: Case# [redacted]
2002 Avalon ID#4T1BF28B62U [redacted]

I would like to file a complaint against Elk Grove Toyota for a lack of free warranty service.
On April 19, 2005, the rear tire (Michelin#B97REWTX3601) to my wife's Toyota Avalon blew out while she was traveling on a county highway at approximately of 35 to 40 mph. A CA Highway patrolman was behind my wife when the tire blew out and he stayed with her until I arrived. The patrolman looked at the tire and stated he had never seen a tire blow out like that since there were no objects in the roadway.

I put the spare tire on and drove to Toyota and was told that they did not have any tires there and did not handle tire replacement (I was told no supervisory personnel were on site). The service manager, Brian Chase, was on vacation in Hawaii. I then drove to COSTCO and purchased another Michelin tire P205/60HR16 91H ($152.81). COSTCO informed me before I purchased the tire that if I had bought the tire there, they would replace it free of charge... however, and he added the dealer should take care of the warranty.

The next morning (April 20) the tire was flat. I returned the tire to COSTCO where they discovered the Alloy rim had a small hole in it that caused the tire to lose air pressure.

That tire has been a problem maintaining proper air pressure since early 2002. It went flat a few times over night in our garage and I pumped it up. The problem became so severe that I called the dealer and they advised me to take the tire to America's Tire Co. for repair. I took the tire there on May 16, 2003 for repair free of charge, and again on September 30, 2004 at a cost of $15 (see attached documents).

On April 22, 2005, I called your center and explained the problem to Gary. He gave me an order [redacted] and told me to speak with Martin Brown at the dealer. I called Mr. Brown, who was out and no other supervisory personnel on site to help with the problem. I find that incredible to believe that a dealership that large has no supervisory personnel on site to handle warranty problem when one or two key people are away: management eroding customer loyalty.

On April 25, 2005, I spoke with Mr. Brian Chase and he advised me to bring the car in. I informed him that we would be on vacation out of the country for the next 16 days, and that I would bring the car in on May 12, 2005 to review the problem. Fred Daniels, Asst. Service Manager called me on May 13 and informed me that it would cost $375.89 to replace the alloy rim. I asked him about the warranty and the order [redacted] from the center. Fred Daniels stated "Brian and I have agreed that this is not a warranty problem and you can take up the problem with the Toyota Center." I paid him $375.89 with my credit card. I would agree with that stated about the warranty if this problem just occurred. But this has been a problem with this same wheel since we bought the car on October 29, 2001.

I am requesting reimbursement for the cost of the new tire$152.81 and $375.89 for the alloy rim for a total $528.70.

Sincerely [redacted]

Cc:Michelin Tire Co.
NHTSA REF#10119126

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED 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).