



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

2006 FEB 24 AM 9:20
01-FEB-2008

Repository ☐

Reference No.
10148222

OWNER INFORMATION (Type or Print)

Name
Address
City ARLINGTON State VA 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 owner's signature, please print the name or address of the vehicle manufacturer.
Signature of Owner Date 2/2/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2T1BR30E Make TOYOTA Model COROLLA Model Year 2006

Date Purchased
01-OCT-04

Dealer's Name and Telephone Number
KOONSTYSON TOYOTA

Engine:

No. Cylinders 4

Fuel Type:
Gas

Original Owner
☒

Dealer's City
WENNATSONS CLANCA

State
VA

Zip Code

Transmission Type
AUTOMATIC

☐ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
081000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failures: 100

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-FEB-2006

Failure Mileage
12050

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/85R15)
DOT No. (Example: DOTMALSABC036) ☐ 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 ☐ Yes ☒ No Fire ☐ Yes ☒ No Number of Persons Injured Number of Deaths Reported to Police
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).

DT*: THE CONTACT STATED THE VEHICLE SHAKES WHEN STARTED. THE DEALERSHIP PERFORMED THE SERVICE BULLETIN, NHTSA ITEM #10017318, FOR EXTENDED CRANK CONDITION, BUT THE PROBLEM RETURNED.

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 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.

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

NOTE: THIS VEHICLE HAS BEEN INTO THE DEALERSHIP FOUR TIMES TO REPAIR THE EXTENDED CRANK CONDITION. THE FIRST TWO TIMES WHEN AN OIL AND FILTER CHANGE WAS COMPLETED, THE SERVICE DEPARTMENT DISMISSED THE PROBLEM AND INDICATED IT WAS NOT AN ISSUE. ON ONE OF THESE OCCASIONS THE TECHNICIAN SAID THEY HAD STARTED ANOTHER 2005 NEW COROLLA AND IT HAD THE SAME TURNOVER ISSUE UPON STARTING - SO IT WAS NORMAL FOR THIS VEHICLE. THE THIRD TIME I SPOKE WITH THE SHOP MANAGER AND THEN THE SERVICE MANAGER. THE MANAGER ACKNOWLEDGED THE PROBLEM (EXTENDED CRANK), GAVE ME A COPY OF THE BULLETIN, AND THEY THEN REPLACED THE SOFTWARE. THE PROBLEM HAS STARTED UP AGAIN UPON OPERATION OVER THE NEXT TWO MONTHS. HOWEVER, THE DEALERSHIP WILL NOT ACKNOWLEDGE OR ADDRESS THE MATTER. THEY SAY THEY CANNOT "DUPLICATE" THE PROBLEM, BUT IT HAS CONTINUED ON AN IRREGULAR BASIS. THIS CONDITION WILL

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U.S. Department
of Transportation

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

Official Business
Penalty for Private Use \$300

IMPACT THE LONG TERM LIFE OF THIS VEHICLE,
AND POTENTIALLY IMPACT OPERATING COSTS.

ENCLOSURES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 78175 WASHINGTON, D.C.

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM**

OR

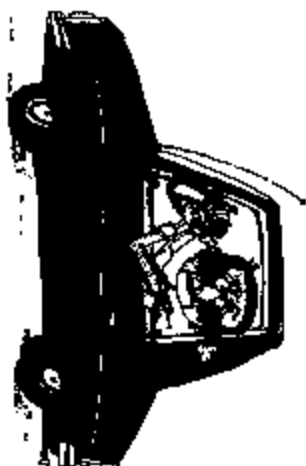
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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February 5, 2006

[REDACTED]
Torrance, California [REDACTED]

Dear [REDACTED]

As a seven year owner of a Toyota Tacoma, I know the value of the vehicles produced by your company and appreciate the service that has been received over the years. I special ordered my 2005 Toyota Corolla a little over a year ago. It includes a number of upgrades, e.g., CD/stereo system, aluminum alloy wheels, and leather interior. It has been in for service a number of times to Koons Arlington Toyota in Arlington, Virginia. This dealership is mindful of good customer service, and they do good work. However, they do not seem to be able to repair the extended crank condition on my car. Here is the sequence of events:

- **Initial Regular Service**—During one of the initial recommend service intervals with an oil and filter change, I mentioned that the vehicle often shakes upon start up. The technician indicated this was a normal condition and did not note it on the service statement.
- **Second Regular Service**—Again, the extended crank condition was mentioned, and the technician said they went out and started another 2005 Corolla, and this was normal with this vehicle.
- **October 2005 Service**—The extended crank condition was mentioned, and I was asked to sit in the vehicle to indicate when this was a problem with the technician. The response was this occasionally happens with his Cadillac upon start up. The matter was discussed with the Shop Foreman, and he did not believe it was an issue. I then brought the matter up with the Service Department Manager, and he acknowledged there is an extended crank issue with this vehicle and installation of new software was needed to address the matter. The installation of new software was then completed (Enclosure 1), and a copy of Toyota's Bulletin on the extended crank condition was provided for reference upon my request.
- **January 2007 Service**—After operating the vehicle for a couple of months, the extended crank returned on an irregular but noticeable basis. This condition was reported to the Service Department, but they indicated that the condition could not be duplicated. Therefore, no action was taken.

**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).**